

**BHASKARACHARYA COLLEGE OF APPLIED SCIENCES
(UNIVERSITY OF DELHI)
Sector -2, Phase -1, Dwarka, New Delhi -110075**

Ref. No. : BCAS/2013-14 /Quot/3897-3906.
Date: 24.01.2014
Last Date For receiving: 07.02.2014.

Dear Sir,

Sealed quotations (valid upto **31/03/2014**) are invited for the purchase of the following items. Interested parties/suppliers/authorized dealers are requested to submit Quotations (Technical and financial bids separately sealed and further sealed in a single cover) as per the following Technical Specifications of the below mentioned item/s.

Annual Maintenance Contract of Computer hardware and its peripherals and Wi-Fi equipments of entire college according to our terms and conditions and bid documents attached.

Instructions to the suppliers:

Two bids must be submitted, **one technical bid** consisting of all technical details along with relevant terms and conditions, and **one financial bid** containing price for the item mentioned in the technical bid. Both the bids should be sealed by the supplier in separate covers duly superscribed as "Quotation for **Bhaskaracharya College of Applied Sciences** and our Ref. No. & the Last Date for receiving the quotation" and both these sealed covers are to be put in a bigger Main cover which should also be sealed and super scribed in the same manner.

The supplier shall bear all the costs associated with the preparation and submission of its quotation including samples, literatures, etc.


The supplier should provide the following information / documents with their **Technical Bid**:

1. Signed copy of our terms & conditions.
2. Statement of abiding all rules and regulations.
3. Warranty compliance statement from. (The period of warranty of the item purchased would start only)
4. Complete user list with name, address and telephone number for the past three years.
5. The Supplier should clearly mention valid TIN / TAN / PAN number, as per the Govt. Policy.
6. Applicable taxes and charges for the onsite installation of the item. (**ONLY in the Financial Bid**)

Incomplete Quotations or the ones submitted after due date would be summarily rejected. Any alteration/overwriting should also be avoided. The College reserves the right to cancel any or all Quotations without assigning any reason thereof. Moreover, College will not be responsible for any postal delay.

The sealed quotation (Main Cover containing the Technical and Financial Bid) should send to the undersigned.
The decision for the placement of Order is at the sole discretion of the Principal of the College.

Yours faithfully


ACTING PRINCIPAL

Bhaskaracharya College of Applied Sciences, Sector-2, Phase-1, Dwarka, New Delhi-75.

Following items are to be included in AMC effected from 11th February 2014 initially for one year. Please quote the unit price and total price in the column given below:-

S.No.	Name of Items	Model	Items Description	Qty	Unit Price	Total Price	Remarks
1	Computer Server with TFT Monitor	Acer AR380 F1	Server-Acer TK.R5300.076 Specification Features Processor Intel Xeon 5500 family(Nehalem) Server processor: 2PX86 multi-core Server offering SPEC_INT_Rate 2006 score of 150(baseline) and SPEC_FP_Rate score of 120(baseline) Chipset Compatible Intel Chipset memory 8 GB Expandable to 32 GB, Hard Disk Drive 3 X 300 GB Hot Plug LFF SAS with 10 k RPM Optical Drive, DVD Writer 16 X or Better Storage Controller Embedded RAID Controller Form factor 2U Rack Keyboard 104 Keys(same make as PC), Mouse Optical(Same as make as PC), Ethernet 2 X 10/100/1000 on Board Integrated network port with remote booting facility, remote system installation, virtual KVM 802.11 Wi-Fi wireless PCIe card port I/o Interface 1 Serial Port, 1 remote management port(LOM) other than the serial port, 2 PS/2 Port or 2 USB for keyboard and mouse separate , 4 USB Port, 1 Graphic/VGA Port power supply Redundant power supply, Hot Swap(Non 80+ normal Power supply), TFT Monitor.	2			
2	Desktop Computer with TFT Monitor	Acer	Veriton SFF AMD 880: PH X4 810, RAM 2GB DDR3, HDD 320GB SATA, DVDROM, PS2 KBD, OPT Mouse, PCIe, Wi-Fi Card, TFT Monitor.	80			
3	UPS 10 KVA	Numeric	10KVA UPS system with DC power pack. (16 Batteries each UPS, Make: Quanta).	3			
4	UPS 2KVA	Numeric	2KVA UPS system with DC power pack (8 Batteries each UPS, Make: Quanta).	2			
5	UPS 600 VA	APC	UPS 600VA with Inbuilt Batteries.	6			
6	Access Points	Ruckus	Ruckus Indoor AP ZF-7962.	25			
7	Switches	Net Access/ TP-Link	Net Access/ TP-Link 8 Port.	7			
8	Zone Director	Ruckus	Ruckus Zone Director Controller ZD 1050	1			
9	3-COM Baseline Switch	3com	3-COM Baseline Switch 2928 SFP Plus-24 Port Layer-2 Switch.	1			


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TERMS AND CONDITIONS

1. **Maintenance Means:**
 - a. To ensure the proper working of the PC's inclusive of hardware and software.
 - b. Proper working of the LAN of the college and internal networking and maintenance of subnets within the college.
 - c. Preventive maintenance of all items. For example dust removal, CD-Lens cleaning etc.
 - d. Preventive maintenance against viruses, spywares and all unwanted software for example cookies and removal of problems arising as a result of unwanted software.
 - e. All maintenance needs to be done between college timing i.e. from 9 AM to 5.30 PM on all working days i.e. Monday to Saturday (except college holidays).
 - f. Henceforth "item" will refer to any equipment under the AMC contract including H/w e.g. PC, UPS etc. and software e.g. Windows, Unix etc.
 - g. The item downtime is defined as: the time for which the item could not be utilized for its intended use.
 - h. The item uptime is defined as: the time for which item can be utilized for its intended use.

Cost of Consumable items will be borne by the college. Consumables items are Cartridge, Toner and batteries of UPS. All related expenditure like transportation, delivery, tax etc. of all items need to be borne by the vendor. College will not make any payment other than AMC price as mentioned in its clause. No other consumable cost will be borne by the college. In case of non-functionality of an item due to non-consumable items, the expenditure would have to be borne by the vendor in totality. **Consumable items would mean only Cartridge, Toner and Batteries of UPS and nothing else.**

2. UPS need to be maintained without batteries for the specified backup time. The cost of any type of replacement in UPS (except Battery) has to be borne by the vendor.
3.
 - a. The Vendor whose quotation/quotations is/are accepted must submit a performance security in the form of a Bank Guarantee @ 10% of the total order value in favor of The Principal, Bhaskaracharya College of Applied Sciences, Dwarka, New Delhi-75, within one week of the intimation to get the order, which will be released after the AMC is over. The order will be released only after getting the bank guarantee.
 - b. In case of non performance/unsatisfactory service (Performance of the PC's is below 50% for a quarter) Bank Guarantee will be forfeited as penalty and the contract for AMC will be nullified.
4. The vendor must be registered with Sales Tax Authority and mention sales tax number, service tax number and attach income tax return papers of last three years.
5. The firm must have experience of Maintenance Contracts of Computers and peripherals for at least 5 years with Govt. Deptt/Public Sector. The firm should provide list of Government Ministries/Departments/organizations for which it has AMCs, in each of the last 5 years.
6. The Firm must have experience of maintaining not less than 100 computers per year in a single Govt. Department/PSU. **Necessary papers must accompany the technical bid.** A Performance Certificate to this effect from at least *one* Govt. Deptt/Public Sector Undertaking may be furnished.

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7. The firm must have a Service Charges Turnover (total Annual Value of Services Provided) of more than ₹5 lakhs per annum for the last three years.
8. **If a part/item is not working and the same has to be rectified by replacement of part/item then the expense of the replacement of part/item of same or higher configurations would have to be borne by the vendor.**
9. Quotation may be submitted after inspection of items by vendor before the due date.
10. The vendor will provide a qualified, resident service engineer (MCSE/CCNA or equivalent) with experience of at least two years as computer technician, from 9 AM to 5.30 PM on all working days i.e. Monday to Saturday (except college holidays). Engineer shall be equipped with mobile phone to ensure his availability. An amount of ₹100/- per day will be deducted if Service Engineer remains absent/leave without providing substitute. The salary of the resident engineer will be responsibility of the vendor.
11. The period of AMC will be initially for maximum of one year and if found satisfactory may be extended by another year up to maximum of three years on the same terms and conditions.
12. The college reserves the right to accept or reject any quotations without assigning any reason thereof.
13. Relocation of the items can be done without any prior intimation.
14. AMC for the items given in bid document is on a comprehensive Basis and not item wise. Single consolidated rate must be quoted for all the items.
15. **The vendors would be required to maintain a call register both at his end as well as College, along with call report giving details of the maintenance work done and down time of Computer and its peripherals. There must be an online system of registering complaints, a complaint id must be issued and acknowledgement that complaint has been registered must be received by the college immediately online. All complaints must be attended to within 24 hrs of registering the complaints.**
16. The comprehensive maintenance shall be carried out primarily at the premises of BCAS, during office hours. In case the vendor feels that equipment can not be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly.
17. **The system down time should not exceed 72 hours from the time at which the complaint was made. If the down time is more than 72 hours, the Vendor will provide a standby system. In case the system is not repaired or an alternative system not supplied within the period of 72 hours from the time of failure report then the College may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the vendor.**

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18. The vendor will ensure 95% uptime for Items and other equipments failing which a penalty as proposed by the College will be imposed. The breakdown time will be worked as under:-

Total machines days (X) = No. of Items * No. of working Days in a quarter.

Break-down days (Y) = No. of Items * No. of breakdown days.

Percentage uptime (Z) = $((X-Y)/X)*100$.

Penalty Amount= $((95-Z)*\text{quarter payment})/100$.

19. The comprehensive maintenance charges shall be payable to the vendor after every three Months. For this the vendor would raise a bill and payment would be done after a satisfactory report is obtained from all the departments. No advance payments will be done.

20. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier at the address given below.

21. The tender is non transferable.

22. In case of non-compliance with the contract, BCAS reserves the right to cancel/rescind/revoke the contract and impose penalty in proportion to damages.

Jurisdiction

The courts at Delhi alone shall have jurisdiction in any matter arising out of or relating to this tender.

Note:

1. Single Consolidated rate must be quoted for all the items mentioned in bid document. The rates must be inclusive of all type of taxes and should not exclude any item of bid document.
2. The college reserves the right to include an item during the AMC period whose rate of maintenance will be decided afresh, depending on configuration and AMC tenure, by mutual consent of the vendor and college.
3. The decision of the college shall be final and binding on the vendor.

The interested firm may submit a separate sealed envelope for "Technical Bid" as given in annexure A and a separate sealed envelope for "Financial Bid" as given in Annexure B in a sealed cover superscribed "Quotation for AMC of Computers/printers/scanners/UPSs and peripherals" addressed to The Principal, Bhaskaracharya College of Applied Sciences, Dwarka, New Delhi-75,

Last date for submission of tender is ~~07.02.2014~~

The Technical Bids and Financial Bids will be opened ~~on 07.02.14~~ **on 24.02.14 at 01.00 pm** in Conference Room of the College. Financial bids of only those vendors will be opened who qualify according to Technical Bid.

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M. Mohan
22.01.14

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Annexure A

TECHNICAL BID

1.	Name of the Firm	
2.	Address of the Firm	
3.	Registration No.	
4.	Name of the authorized signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Numbers of the Firm	
7.	Details of the Government Ministries/Departments/Organizations/PSU etc. in which the firm is engaged in computer AMC activities from the Last three years. (Copies of work orders in which they have been given AMC of at least 100 computers in one single order in any Govt.Min./Deptt.Org. may be enclosed)	
8.	Qualifications and experience of resident service engineer	
9.	List of copies of relevant documents enclosed as mentioned in Terms and Conditions	

Annexure B

FINANCIAL BID

1.	Name of the Firm	
2.	Address of the Firm	
3.	Registration No.	
4.	Name of the authorized Signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Number of the Firm	

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