



JAWAHAR VIDYA MANDIR
SHYAMALI, RANCHI - 834002
जवाहर विद्या मंदिर, श्यामली, राँची - 834002

AFF.NO.-3430004
School No.:-66230
Ph.:2411221, 2411665

Ref: JVM/OT-01/2021 - 2022

Date 06.07.2021

INVITATION TO TENDER

SUB: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, UPS, PRINTERS, SERVER, LAN, OFC NETWORK ETC.

Salient Features of the Invitation to Tender

1	Tender Enquiry No. & Date	JVM/OT-01/2021-22, Dated 06.07.2021
2	Project Description	Tender for Comprehensive Annual Maintenance Contract of Computers, UPS, Printers, Server, LAN, OFC network etc. installed at Jawahar Vidya Mandir, Shyamali, Ranchi
3	Due date & time of submission of tender document	By 27.07.2021 at 12.00 P.M
4	Date & Time of Opening of Tender	On 27.07.2021 at 1.00 pm . The representatives from the Bidder may be present while opening of the tender.
5	Validity of tender	03 (Three) months from the due date of opening of Techno-Commercial part of the tender document.
6	Contract Period	For three years from date of issue of work order.
7	Earnest Money Deposit	Rs. 5000/- (five thousand) only
8	Cost of the tender document	Rs. 1000/- (One thousand only)

Dear Sir,

We take pleasure in enclosing herewith the detailed tender document below related to Comprehensive Annual Maintenance Contract of Computers, UPS, Printers, Server, LAN, OFC network etc. installed. in JVM Shyamali and would invite you to submit your best offers in sealed cover so as to reach us on or before the due date and time as mentioned above.

- i) Annexure-I : Instruction to tender
- ii) Annexure-II : Techno-commercial
- iii) Annexure-III : List of items
- iv) Annexure-IV : Price format
- v) Cost of tender document: Rs. 1000/- (Rupees one thousand only)
- vi) Earnest money deposit: Rs. 5000/- (Rupees five thousand only)

Thanking you,

Yours faithfully,

Sana
Principal (Samarjit Jana)
Jawahar Vidya Mandir Principal
Shyamali, Ranchi



Annexure-I

SUB: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, UPS, PRINTERS, SERVER, LAN, OFC NETWORK ETC.

Sealed tenders are invited from firms (on official letterheads) duly filled in Annexure – II & IV for award of Comprehensive Annual Maintenance Contract (AMC) for Servers, Desktops, Printers etc., listed in Annexure – III from registered, reputed, experienced and eligible firms who have executed similar nature of work in Schools/institutions/organizations and satisfying all the terms and conditions in this tender document.

1.0 Instructions to Tenderers

- 1.1 Tenders are invited in two bid system (i) Techno-commercial Bid & (ii) Price Bid. The 'Techno-commercial Bid' will be made and put in the first envelope containing the title '**Techno-commercial Bid**'. It should contain full information as required in Annexure – II. The 'Price Bid' will be made and put in the second envelope containing the title '**Price Bid**'. It could include full information as required in Annexure – IV. Both bids should be put in the third envelope which should be prominently super-scribed as "**TENDERS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, UPS, PRINTERS, SERVER, LAN, OFC NETWORK ETC**". and addressed to "The Principal, Jawahar Vidya Mandir, Shyamali colony, Ranchi – 834002" on or before **27.07.2021** till **12.00PM**. The tenders will be opened on the same date at **1.00 PM** on **27.07.2021**
- 1.2 Tenders received after due date and time mentioned above, as well as those received without separate sealed envelopes as specified above will not be accepted.
- 1.3 The tenderer may visit the school premise before submitting the tender to assess the equipments.
- 1.4 It may be noted that conditional tenders or tenders incomplete in any respect will not be accepted.

2.0 Eligibility Criteria

- 2.1 The firm should be in existence for over 5 years in the trade of maintenance of Servers, Desktops, Printers, all type of Networking, IT equipments etc., and should be having a turnover of at least 10 lakh per annum.
- 2.2 The firm must have experience/ expertise in preventive on-site maintenance and repair of servers, standalone computers, laser and inkjet printers, scanners, network components, IT equipments, OFC networking and other hardware parts and accessories. The firm also must have expertise in LAN/SERVERS trouble shooting.
- 2.3 The bidder should have local office/ service centre in Ranchi since last five (5) years.



- 2.4 Copies of the following documents should be submitted along with techno-commercial bid.
- Audited Profit & Loss Account of last three years i.e., 2017 - 18, 2018 -19 and 2019-20
 - GSTN Certificate
 - Income Tax PAN No
 - The tenderer must be registered in PF and ESIC and submit the certificate of last three years
 - Proof of Comprehensive AMC order received from at least 1 (one) School/ organizations/ institutions where the firm is presently holding AMC
 - The Cost of Tender Documents) of Rs. 1000/ - (Rupees one thousand only) through a Demand Draft/ Bankers Cheque
 - The Earnest Money Deposit (EMD) of Rs. 5000/ - (Rupees five thousand only) through a Demand Draft/ Bankers Cheque
 - Proof of Local Office at Ranchi

IF A FIRM FILING TENDER(S) DOES NOT FULFILS ALL OR ANY OF THE ABOVE ELIGIBILITY CRITERIA MENTIONED ABOVE, THE TENDER OF THE FIRM WILL NOT BE CONSIDERED.

3.0 Period of Contract

The Period of Contract shall be for three year from the date of commencement of the contract. However, the contract can be terminated at any time during the period of contract after giving notice of 15 days, if the firm did not render the services satisfactorily or parts / spares provided by the firm are found sub-standard or any other reasons, as the school may deem proper.

4.0 Scope of Work

Comprehensive Annual Maintenance Contract (AMC) of Computers, UPS, Printers, Server, LAN, OFC and LAN network etc as mentioned in the Annexure -III.

- The AMC shall include the entire spare parts required for working of all IT system under the contract.
- Software maintenance including formatting/virus removal/ data transfer/ Installation/Reinstallation of operating system, drivers, office automation softwares, Antivirus and utility software etc. The Operating system, Office Automation and Antivirus Software will be provided by the school.
- Repair and maintenance of LAN (including OFC), Cables, switches, access points, IO Boxes including spares.
- Quarterly preventive maintenance of all the equipments mentioned in the contract. Relocation of equipments if required
- Extension of LAN includes cable laying and fixing IO Boxes (Material will be provided by the school)
- The call must be attended within 24 hours after complain is lodged. The service engineer must visit once in a week apart from the call for rectification/ repair during school working hours 8 AM to 2PM.



5.0 Tender Fee & Earnest Money Deposit (EMD)

The tenders should be accompanied by Cost of tender Documents i.e Rs. 1000/- (Rupees one thousand) and Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees twenty five thousands only) in the forms of Account Payee Demand Draft/Banker's Cheque from any of the Commercial banks in an acceptable form, drawn in favour of "Jawahar Vidya Mandir", without which the tenders will not be considered. The Earnest Money (EMD) only will be returned to all the unsuccessful tenderers after finalization of the contract.

6.0 Terms and Conditions

- 6.1 The Comprehensive Annual Maintenance Contract shall be for a period of 3 (three) years from the date of acceptance of order.
- 6.2 Damage caused due to incidence like rat bite, lightening etc shall be covered under this AMC.
- 6.3 TENDERER should provide standby system in case of major repair/break down of any equipment. In case equipment is beyond repair tenderer has to replace the equipment without any cost
- 6.4 TENDERER shall maintain a help desk facility for receiving user calls, so that, it can be attended promptly. All the service engineers shall be provided with Mobile phone and mobile phone nos. shall be communicated to JVM.
- 6.5 TENDERER shall arrange and maintain copies of all the necessary driver/OS/recovery CD for prompt services.
- 6.6 TENDERER shall provide the contact person name and mobile no. for registering the complain.
- 6.7 TENDERER shall maintain a log book to be kept in JVM for noting all breakdown and preventive maintenance activities of equipment under AMC as per mutually agreed format Field engineers of TENDERER shall fill in the necessary details for follow up.
- 6.8 TENDERER shall get call sheet certified from the customer for the service for machine that has been repaired giving details of breakdown (as per agreed format) calls and counter signed by the Computer Department of JVM. These sheets shall form the basis document, for the purpose of uptime calculations.
- 6.9 Necessary gate pass shall be obtained for taking out any equipment for repair. The materials leaving and entering JVM for repair/after repair shall be registered JVM.
- 6.10 The Field/ Service engineers should report for repairing/ maintenance during working hour of school between 8 AM to 2 PM
- 6.11 The AMC may be extended for another period of one year based on performance with existing rates and terms and conditions.



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- 6.12 It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the school in working condition on expiry of the contract.
- 6.13 Any materials taken out of JVM premises for repair or brought in as replacement shall be at TENDERER's risk & cost.
- 6.14 During the contract period some items may be included or excluded but the rate will be calculated on pro data basis.
- 6.15 TENDERER shall not off load or sublet the maintenance of any or part of equipment to other agency.
- 6.16 The rates quoted will remain in force for the full period of the AMC. No demand for revision of rates on any account shall be entertained during the contract period
- 6.17 TENDERER has to attend the call within 24 hours after receiving the complain within school timing from 8.00 AM to 2.00 PM, failing to which a penalty of Rs. 50/- per days for server and Rs. 25/- per day for PCs and Printer will be deducted from the bill.
- 6.18 Payment will be made on completion of each quarter against submission of invoice in (4 copies) with certificate of performance and downtime sheet for the period duly signed by the IT Department of the school.

7.0 Performance Guarantee (Security Deposit)

The successful bidder shall give performance security in the form of Account Payee Demand Draft from a Commercial Bank amounting to **Rs. 15,000** (Rupees Fifteen Thousand only) in favour of "Jawahar Vidya Mandir". The Security Deposit will be refunded only after the expiry of the contract. This Deposit is liable to be forfeited, if during the period of contract the services of the contractor are found to be unsatisfactory in any respect, and / or if any of the conditions of the contract is contravened / breached, by the firm / or his employees. The forfeiture will be in addition to any action by the school that the contractor firm may invite upon themselves due to any of the reasons specified above.

Signature of the Tenderer with Seal
Designation:

Note: Please indicate the page numbers where documents attached. The entire tender document should be serially page numbered including enclosures.



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Annexure - II

**Techno - Commercial Bid
Declaration by the Bidder:**

Sl. No	Description	Indicate also page number where attached
1.	Name, address & telephone number of the agency / firm	
2.	Name, Designation, Address and telephone No. of authorized person	
3.	Please specify as to whether Tenderer is sole Proprietor / Partnership firm / Private or Limited Company	
4.	Copy of PAN card issued by Income Tax Department	
5.	GSTN Registration (Please attach)	
6.	Proof of Office/ Service Centre at Ranchi (Please attach)	
7.	Annual Turnover during last 3 years: 2017 - 18 _____ 2018 - 19 _____ 2019 - 20 _____ (Please attach proof in the form of Profit & Loss Account)	
8.	Similar AMC order received from at least 1 (one) School organizations/institutions where the firm is presently holding AMC (Please attach)	
9.	Details of Cost of Tender Document Deposit: a) Amount: b) Demand Draft / Banker's Cheque No: c) Date of issue: d) Name of issuing Bank:	
10.	Details of Bid Earnest Money Deposit: a) Amount: b) Demand Draft / Banker's Cheque No: c) Date of issue: d) Name of issuing Bank:	

This is to certify that I / We before signing this tender have read and fully understood all the terms and conditions contained in the tender document and undertake myself / ourselves to strictly abide by them.

Signature of the Tenderer with Seal
Designation:



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Annexure - III

List of items

Sl. No.	Details of equipment	Quantity
1.	Server (Windows 2003)	1 No
2.	Desktop Computer	95 nos
3.	Laptop Computer	6 nos.
4.	Printers (Digital- H.P.)	8 Nos.
5.	Printers (Digital-Brothers)	2 nos.
6.	Line Printer Printronix-7000 (Wep)	1 no.
7.	Ricoh -Laser Printer	2 nos.
8.	Fax-cum -Printer	1 no.
9.	Scanner (H.P)/ Cannon	3 nos.
10	Projector	2 nos.
11.	D-Link Switch 24/ 48 ports	11 nos.
12.	Access Point (sophos)	8 nos.
13.	LAN Maintenance including I/O Box & Cable (RJ-45, OFC) (Cable will be provided by us)	95 nos.
14.	UTM - Make Shopos XG210 (Firewall)	1 Nno.



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Annexure – IV

PRICE BID

Sl. No.	Details of equipment	Qty.	Yearly Rate Per unit (in Rs.)	Tax (if any)	Total
1.	Server (Windows 2003)	1 No			
2.	Desktop Computer	95 nos			
3.	Laptop Computer	6 nos.			
4.	Printers (Digital- H.P.)	8 Nos.			
5.	Printers (Digital-Brothers)	2 nos.			
6.	Line Printer Printronix-7000 (Wep)	1 no.			
7.	Ricoh –Laser Printer	2 nos.			
8.	Fax-cum -Printer	1 no.			
9.	Scanner (H.P)/ Cannon	3 nos.			
10.	Projector	2 nos.			
11.	D-Link Switch 24/ 48 ports	11 nos.			
12.	Access Point (sophos)	8 nos.			
13.	LAN Maintenance including I/O Box & Cable (RJ-45, OFC) (Cable will be provided by us)	95 nos.			
14.	UTM – Make Shopos XG210 (Firewall)	1 Nno.			
Total					

Declaration by the Bidder:

I have carefully gone through the Terms and Conditions contained in the Tender Document (JVM/OT-01/2021-22 Dated. 06.07.2021) regarding on site COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, UPS, PRINTERS, SERVER, LAN, OFC NETWORK ETC. of Jawahar Vidhya Mandir, Shyamali, Ranchi. I have also visited the site and installations. All the Terms and Conditions of the tender for providing Comprehensive Annual Maintenance Contract (AMC) of above mentioned items are acceptable to me.

Signature of the Tenderer with Seal