

JAWAHAR VIDYA MANDIR, SHYAMALI,RANCHI-2

INVITATION TO TENDER

Ref: JVM/OT-02/2017-18

Date 04.05.2017

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

DESCRIPTION OF WORK.	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS,UPS,PRINTERS,SERVER,LAN etc.IN JVM SHYAMALI, RANCHI
LAST DATE, TIME AND PLACE OF RECEIPT OF TENDER.	ON OR BEFORE 29.05.2017 BY 12.00 PM IN OFFICE OF PRINCIPAL JVM SHYAMALI,RANCHI-83402 JHARKAHND.
DATE & TIME OF OPENING OF TENDER.	29.05.2015 AT 12.30 PM IN JVM SHYAMALI, RANCHI
REFERENCE NO. OF TENDER .	<u>JVM/OT-02/2017-18</u>

Dear Sir,

We take pleasure in enclosing herewith the detailed tender document below related to COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS ,UPS,PRINTERS,LAN etc. 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. 500/- (Rupees Five hundred only)**
- vi) Earnest money deposit: **Rs. 3000/- (Rupees Three thousand only)**

Thanking you,

Yours faithfully,

For Jawahar Vidya Mandir Shyamali

(A.K. SINGH)

Principal

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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.

Instructions to Tenderers

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 SERVER,COMPUTERS, PRINTERS etc.**”. and addressed to “The Principal, Jawahar Vidya Mandir, Shyamali colony, Ranchi – 834002” on or before **29th May 2017** till **12.00PM**. The tenders will be opened on the same date at **12.30PM** on **29.05.2017**.

1. 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.
2. The tenderer may visit the school premise before submitting the tender to assess the equipments.
3. It may be noted that incomplete in any respect or conditional tender will not be accepted.

Eligibility Criteria

1. The firm should be in existence for over 5 years in the trade of maintenance of Servers, Desktops, Printers etc., and should be having a turnover of at least 10 lakh per annum.
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 and other hardware parts and accessories. The firm also must have expertise in LAN/SERVERS trouble shooting.
3. The bidder should have local service centre at Ranchi.
4. Copies of the following documents should be submitted along with techno-commercial bid.
 - a) Audited Profit & Loss Account of last three years i.e., 2014 – 15, 2015 -16 and 2016-17
 - b) Service Tax Registration Certificate
 - c) Income Tax PAN No
 - d) Similar AMC order received from at least 1 (one) School organizations/institutions where the firm is presently holding AMC
 - e) The Cost of Tender Documents of Rs. 500/- (Rupees five hundred only) through a Demand Draft (No..... & Date))
 - f) The Earnest Money Deposit (EMD) of Rs. 3000/- (Rupees three thousand only) through a Demand Draft (No..... & Date))
 - g)

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.

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.

Scope of Work

Comprehensive maintenance of Servers, Personal Computers, Printers, etc., as mentioned in the Annexure -III

- Hardware maintenance including all spares/consumables except printer ribbon, toner and cartridges
- Software maintenance including formatting/virus removal/ data transfer/ Installation/Reinstallation of operating system, drivers, office automation, Antivirus and utility software except installation of database and applications. (Operating system, Office Automation and Antivirus Software will be provided by the school.)
- Quarterly preventive maintenance of Servers, Personal Computers and Printers
- Relocation of equipments if required

Maintenance of LAN including switches, cables and IO Boxes.

Extension of LAN includes cable laying and fixing IO Boxes (Material will be provided by the school)

Earnest Money Deposit (EMD)

The tenders should be accompanied by Earnest Money Deposit (EMD) of Rs. 3000/-(Rupees Three Thousand Only) in the form 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 will be returned to all the unsuccessful tenderer after finalization of the contract.

Terms and Conditions

1. The Comprehensive Annual Maintenance Contract shall be for a period of 3 (three) years from the date of acceptance of order.
2. Damage caused due to incidence like rat bite, lightening etc shall be covered under this AMC.
3. TENDERER should provide standby system incase of major repair/break down of any equipment.
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.
5. TENDERER shall arrange and maintain copies of all the necessary driver/OS/recovery CD for prompt services
6. 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.
7. 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.
8. 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.
9. The AMC may be extended for another period of one year based on performance with existing rates and terms and conditions.
10. 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.
11. Any materials taken out of JVM premises for repair or brought in as replacement shall be at TENDERER's risk & cost.
12. During the contract period some items may be included or excluded but the rate will be calculated on pro data basis.
13. TENDERER shall not off load or sublet the maintenance of any or part of equipment to other agency.
14. 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
15. 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.
16. 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.

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. 10,000** (Rupees Ten 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.

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.	Service Tax Registration (Please attach)	
6.	Annual Turnover during last 3 years: 2014 – 15 _____ 2015 – 16 _____ 2016 – 17 _____ (Please attach proof in the form of Profit & Loss Account)	
7.	Similar AMC order received from at least 1 (one) School organizations/institutions where the firm is presently holding AMC (Please attach)	
	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:	
	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:

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

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List of items

Sl.No	Details of equipment	Qty.
1.	Server	1 No
2.	UPS UNILINE (10 KVA)	1 No
3.	Desktop Computer	60nos.
4.	Printers (Digital- H.P.)	5 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)	1 no.
10	Projector	1 no.
11.	LAN Maintenance including I/O Box & Cable (Cable will be provided by us)	50 nos.

Price Bid

SLNO	Name of Equipment	Qty.	Rate Per unit Per year (in Rupees`)
1.	Server	1 no	
2.	UPS UNILINE (10 KVA)	1 no	
3.	Desktop Computer	60 nos.	
4.	Printers (Digital- H.P.)	5 nos.	
5.	Printers (Digital-Brothers)	2 nos.	
6.	Line Printer Printronix-7000 (Wep)	1 no.	
7.	Ricoh –Laszer Printer	2 nos.	
8.	Printers (Dot-matrix 80 column)	1 no.	
9.	Fax-cum -Printer	1 no.	
10.	Projector	1 no.	
11.	LAN Maintenance including I/O Box & Cable(Cable will be provided by us)	50 nos.	
Total			

Declaration by the Bidder:

I have carefully gone through the Terms and Conditions contained in the Tender Document (JVM/OT-02/2017-18 Dated. 04.05.2017) regarding on site Comprehensive Annual Maintenance Contract (AMC) of Computers Printers etc. of Jawahar Vidhya Mandir, Shyamali, Ranchi. 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

