



Indira Gandhi Delhi Technical University for Women
Kashmere Gate, Delhi-110006

I. NOTICE INVITING QUOTATION:

Open E-Tenders (through E-procurement Portal, GNCTD) are invited under two bid system (Technical bid and Financial bid) on behalf of Registrar, Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006 from eligible firms/distributors/authorized vendors for Comprehensive Annual Maintenance Contract for Network Facility Management, Desktop Computers and Printers as per list of quantity attached with this NIQ.

1	Name of work	Providing Comprehensive Annual Maintenance Contract for the Network Facility Management, Desktop Computers and Printers
2	Pre-Bid Meeting	Date: 30.05.2019 at 3:00 pm, Conference Room, IGDTUW Campus
3	Date, time and venue for Submission of Quotation	Date: 13.06.2019 Up to 10:00 am
4	Date, time and venue for Opening of Technical Bid	Date: 13.06.2019 at 11:00 am, Conference Room, IGDTUW Campus
5	EMD	Rs. 50,000/- must be submitted in the form of DD/Pay Order in favor of "Registrar, IGDTUW-GIA/Salary SB Account".
6		Financial bid shall be opened after evaluation of technical bid and date & time shall be intimated thereafter separately through website (www.igdtuw.ac.in) of the University under the head "Financial bid for Computer & Networking AMC".
7		The tender document can be downloaded from website (www.igdtuw.ac.in) of the University and from E-procurement Portal, GNCTD.

Note:- For meaning of the term "Network Facility Management" used in this tender document refer Section V "SCOPE OF THE WORK" sub-section (2) "Scope of the Work in Network Facility Management"

II. FOLLOWING ITEMS ARE AVAILABLE FOR COMPREHENSIVE AMC IN THE UNIVERSITY:

S.NO.	ITEMS/EQUIPMENTS	QUANTITY
1	Desktop Computers HP core i7	350 +108
2	Desktop Computers HP Core i5	96
3	LaserJet Printers (HP, CANON,SAMSUNG, XEROX)	62

Note:

- 1) List containing details of the above items is available in the office of IT Services Division, IGDTUW at Kashmere Gate, Delhi.
- 2) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the vendor may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers , the same shall be removed from the contract and the rates reduced accordingly on a pro-rata basis
- 3) The offer furnished by Firm/Company should be valid for the acceptance for a period of at least 180 days from the last date prescribed for the receipt of the tender.
- 4) The company has to quote rates per item and items under warranty shall be covered under AMC after expiry of warranty immediately on the rates quoted.

III. ELIGIBILITY CRITERIA:

- 1) The tenderer must be a registered firm having registered office in Delhi/NCR.
- 2) The company shall have a minimum of 3 years of experience in Maintenance of Internet, Intranet, Maintenance of Desktop Computers, Servers, Printers, and UPS, preferably in a University or an educational Institution or Govt. Department.
- 3) The minimum turnover of the Company for the last 03 years (FY 2015-16, FY 2016-17, FY 2017-18) should not be less than Rs. 1.25 Crore per year in similar nature of work, copy of certificate attested by CA must be attached.
- 4) Tenderer must have executed one of the following in last 5 years:
 1. One similar nature of work equal to 80% or more of estimated cost of CAMC
or
 2. Two similar nature of work equal to 50% or more of estimated cost of CAMC
or
 3. Three similar nature of work equal to 40% or more of estimated cost of CAMC
- 5) The tenderer must have executed minimum five work of similar nature i.e. for managing similar FMS/AMC as mentioned in the scope of work in any Govt. organisation/Universities in last three years. The detail of clients alongwith phone number must be furnished alongwith the bid.
- 6) The Firm/Company must be registered with the Registrar of companies and with the Delhi VAT Department for Works Contract Tax/VAT/GST whichever is applicable.
- 7) The firm/Company must have registered with ESIC and EPFO.
- 8) The Firm/Company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **500 Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.
- 9) Firm should be **Authorized Service Provider/Warranty Service Provider** of any one of the companies like HP /Lenovo/ Dell /IBM etc. for the equipment/equipments

to be taken under AMC The firm will be required to liaison with the **O.E.M. for Maintenance** of these computers/servers/UPSs and network equipment's etc. (Certified copy/copies of the Authorisation Certificate has to be submitted along with the tender.

- 10) The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, Service Tax Number, Sales Tax Number, GST Number, ESI Number, PF No etc.
- 11) List of customers along with copies of order of AMC executed for last 3 years is required to be submitted along with tender document.
- 12) **The agency shall provide undertaking on Non-Judicial Stamp Paper worth Rs. 100/- that:**
 - i) It has not be barred or blacklisted by any of the Central/State PSU / Departments / Organizations/ Central or State Government.
 - ii) It will ensure fair trade practice.
 - iii) The proprietor/partners of the agency does not have any relative employed with Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi
 - iv) It will maintain secrecy/confidentiality of data and record of the University.

IV. TERMS & CONDITIONS:-

- 1) The tender will follow a simultaneous two bid system. One, the **Technical Bid (Annexure-1)** and the other **Financial Bid (Annexure-2)**. The final cost should be very clear and there should not any hidden cost i.e. there should not be any ambiguity in the total cost.
- 2) If a firm quotes NIL charges, the bid should be treated as unresponsive and will not be considering.
- 3) The EMD (refundable) should be in the form of demand draft/pay order in favour of "Registrar, IGDTUW-GIA/Salary SB Account" payable at Delhi.
- 4) The rate quoted should be FOR, in Indian Rupees, inclusive of all levies, cartage handling, loading, unloading or any other expenditure for providing services etc. plus taxes extra as applicable. The rates should be quoted legibly in figure as well as in words. There should not be any cutting, overwriting or erasing in the rates or specifications and any cutting/over writing/erasing is found the tender will be summarily rejected. If there is any difference in the rates of words and figure in a tender the figure written in words will considered as final.
- 5) The Firm/Company shall ensure compliance to all the obligations arising under the Contact Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labour laws prevailing in the country. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the contractor, the University would have the right to recover itself by way of adjustment from the firm's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.
- 6) The Firm/Company should quote rate on comprehensive basis for AMC for Network Facility Management (Intranet & Internet services, Management and operation of various Servers) of all the Desktop Computers and Printers as per attached format for **Financial bid (Annexure II)** and **partial quote will be rejected summarily**.
- 7) The vendor/agency/firm should give the certificate, stating that they will not quote less than the price quoted in tender of IGDTUW, Delhi for similar services during contract period to any institute/university.

- 8) The bidder shall **place the bids through e-tender on** E-procurement Portal, GNCTD. **However** all documents in support of eligibility as well as DD/Pay order for EMD shall be placed in the envelope marked “Technical Bid” which shall be superscribed as **“Quotation for AMC of Network Facility Management, Desktop Computers and Printers” and to be deposited with In-charge IT Services, Room No. 114, Admin Block, IGDTUW.**
- 9) Bids without EMD will be summarily rejected.
- 10) Conditional Bids will be summarily rejected.
- 11) Bids received after due date & time shall be summarily rejected.
- 12) The “Financial Bid” of those bidders whose “Technical Bid” have qualified will only be opened.
- 13) Net rate (inclusive of, levies, cartage handling, loading, unloading or any other expenditure for providing service etc.) plus taxes extra as applicable must be quoted in Indian Rupees only both in figures & words
- 14) Delivery:-F.O.R Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006.
- 15) **The EMD of unsuccessful bidders shall be refunded without any interest.**
- 16) The successful bidder have to submit a Performance Security Deposit @ 10% of the approved tender value in the form of Demand Draft/Pay order/BG drawn in favour of “Registrar, IGDTUW – Security Deposit SB Account” within 07 (seven) days from the receipt of the communication regarding award of contract. The EMD of the successful bidder shall be refunded on the receipt of the Performance Security or shall be adjusted toward Performance Security Deposit, if so desired by the successful Firm/Company in writing.
- 17) The performance security shall be valid for a period of 60 days beyond the date of completion of all contractual obligations. The Performance Security Deposit shall be refunded without interest after 60 days of completion/termination of the AMC period on receipt of request from the agency.
- 18) In case the successful bidder fails to deposit the Performance Security within 07 days from the receipt of the contract award, the EMD shall be forfeited by IGDTUW absolutely without any notice.
- 19) In case the successful bidder fails to start AMC within one month from the date of award of contract, a sum equal to 0.5% of the contract price per week or part thereof until the actual execution of work subject to maximum of 10% of the value of AMC shall be deducted.
- 20) The payment shall be made on half-yearly basis on receipt of the claim/request by the agency.
- 21) TDS, if any, levied shall be deducted at source.
- 22) The offer furnished by the Firm/Company should be valid for the acceptance for the period of at least 180 days from the last date prescribed for the receipt of the tender. In case of withdrawal, by the successful Firm/Company, the EMD shall be forfeited by IGDTUW absolutely and no claim shall be admitted in this regard. Such bidder shall not be allowed to participate in the re-quotation process.
- 23) University reserves the right to reject any or all the bids or accept them in part or reject the lowest bid without assigning any reason.
- 24) The university reserves its right to terminate the contract at any time after giving one month notice period without assigning any reason. The firm will not be entitled to claim any compensation against such termination.
- 25) In case of any dispute relating to meaning, scope, servicing, operation or effect of this contract or the validity or the breach thereof, the decision of the Vice Chancellor,

Indira Gandhi Delhi Technical University for Women shall be final and binding on both the parties.

- 26) An affidavit on non-judicial stamp paper worth Rs. 100/- stating that (a) the firm has not been debarred/blacklisted by any University/Autonomous Organization/Government/Semi Government organizations, (b) will observe fair dealing in the business.
- 27) Period of contract will be initially for one year, renewable for one year subject to satisfactory performance and services. Further, in case, the performance of the contractor in the first year is not found satisfactory/upto the mark, the contact shall be terminated immediately with a notice of one month and in this case; question of extending the contract does not arise.
- 28) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the Firm/Company may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers , the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis
- 29) The resident engineers or their legal heirs shall not claim any insurance benefit from the University in case engineers suffer any loss or damage to their life or person or property while in the University premises
- 30) Firm/Company are requested to quote comprehensive AMC charges including repairs, cost of spare parts and remuneration of labour/staff/Service Engineers. The comprehensive AMC cost shall also include repair of items which are not in working condition at the time of Award of Comprehensive AMC job. **For this purpose, the Firm/Company may inspect the above items for ascertaining their working condition etc. before furnishing rates, if they so desire**
- 31) Firm/Company shall be required to maintain updated inventory records of Computers, Server, UPS and Network equipments etc. in the form soft copy. Updated inventory list shall be required to be submitted to the department quarterly in the format provided by IT Services Division (under GA).
- 32) On expiry/termination of the contract, the firm will have to hand over the systems in perfect working condition to the Department, failing which the amount spent on setting the system repaired/in working condition from the open market will be deducted from the security deposit of the firm.
- 33) The Firm/Company must have expertise to provide maintenance of various types of Computers, Server, UPS, Printer and Network Facility Management (Intranet & Internet and management of Servers).
- 34) The Firm/Company must have expertise to provide effective secured network solutions and maintenance of various network equipments.
- 35) The Firm/Company should be a registered firm with Trade & Taxes Department, Delhi and Service Tax Department, Delhi etc. and should possess PAN, TIN (VAT)/GST and Service Tax No. etc.
- 36) **Force Majeure-** A Force Majeure means extra ordinary events or circumstances beyond human control, such as an event described as an act of God (like a natural calamity, war, strike, riots, crimes etc)
 1. The firm has to give notice of force majeure, as soon as it occurs and it cannot be claimed ex-post facto.
 2. A force majeure clause, frees both parties from contractual liability when prevented by such events
 3. If the performance in whole or in part is prevented or delayed by any reason of force majeure for a period exceeding 90 days, either party shall by reason of such events, be

entitled to terminate this contract without any financial repercussion on either side/party.

37) **Settlement of Disputes:**

If an amicable settlement is not forth coming, recourse may be taken to the settlement of dispute through arbitration as per the Indian Arbitration and Conciliation Act, 1996. The arbitrator will be appointed by Competent Authority of IGDTUW and the arbitration proceedings will be held at Delhi/New Delhi.

V. SCOPE OF WORK

University has recently upgraded its Network Infrastructure (Active and Passive both) for providing Internet access to Faculty, students, researchers, and staff of the University. The active devices include Core Switch Cisco ONE Catalyst 3850, Distribution Switch Cisco ONE Catalyst 3650, Catalyst 2960- PoE Switches, Cisco One – 5500 Series WLAN Controller, CISCO Indoor and Outdoor Switches, CISCO NMS and Fortinet UTM etc. The active devices are under 5 years comprehensive online support from implementing partner. Under the scope of the work, the successful tenderer is required to maintain the seamless services in the University by deputing the staff who will manage these services and co-ordinate with the implementation partner for online support as and when required.

The work will include Network Management: Routine monitoring and management of the network devices and links/segments, Identification of the problem in the connectivity and fixing the problem, if any link is found faulty. The active devices have been configured to satisfy the current connectivity requirement. Periodic inspection and analysis of the existing configurations and fine-tuning / modification for the optimal usage of features and functionalities suiting University policies and requirements. Interaction & coordination with NKN/ISP's for proper functioning of leased lines. In addition to above, creation of Domains, DNS updates, mail server management, NMS, Performance monitoring, Network audit and documentation, continuous Security monitoring and evaluation of the security threats and implementation of possible solutions etc.

1) **Scope of work of Annual Maintenance Contract for the Computers and Printers:**

- i) The Firm/Company shall truly and faithfully carry on the said job as is done by the services/business houses in proper manner /standard fashion for the maintenance of the **Computers and Printers of Indira Gandhi Delhi Technical University for Women** to the full extent and satisfaction.
- ii) The 'Service Maintenance Contract' shall be comprehensive in nature and shall, therefore, include essential servicing and repairs/fixing/replacement of all the electrical /electronic, and mechanical components of equipment. **Therefore Firm/Company shall bear cost of all spare parts of related items excluding only consumables items (Projectors Lamp, UPS Batteries and Toner Cartridges)** during the period of the contract at the exclusive risk, responsibility, and the cost of the contractor.
- iii) The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. shall be liable to be made by the University. Further In case, any existing equipment (s) etc under AMC are upgraded by the

- University, the same shall be remain under AMC without any extra cost.
- iv) Some Computers and Printers may be malfunction/not working. AMC shall include repair/maintenance of all parts of that equipment to bring it into working state.
 - v) The firm shall maintain the equipment's as per manufacturers guidelines and shall use standard components for replacement. Until and unless written order of IT Services Division (under GA) / other senior officer of the University are conveyed, the original specification/ characteristic not be changed.
 - vi) The Comprehensive maintenance includes preventive maintenance/quarterly regular service of the **Computers and Printers** and /or replacement of any items necessary for keeping the **Computers and printers of Indira Gandhi Delhi Technical University for Women** active and free from any defects /disturbance.
 - vii) The scope of work also includes maintenance of software procured by University and installed in the computer and peripherals.
 - viii) In case of systems covered under warranty which are /are not under the purview of AMC, the service engineers shall note down the serial number of the machine and escalate the service call to the concerned OEM/Manufacturer and take up necessary follow up activities for the same and also intimate the IT services officials regarding the call details.
 - ix) The company shall load/reload and configure operating systems and/or any other specific system software as the case may be in the equipment covered under AMC, at no extra cost to the university, whenever the need arises.
 - x) The Operating environment condition in which the equipment is presently installed is quite satisfactory and the vendor will not raise any condition with regard to the working environments for the equipment covered under AMC.
 - xi) The work shall be carried out in the premises of the University Campus located at Kashmere Gate. Only such work, which cannot be executed in the premises of University, shall be allowed to be done in the workshop of the firm and for that period, **the firm has to provide a standby system so that the office work does not suffer**. In any case, no system or any other items/parts, thereof, shall be taken out of the premises without formal/written gate pass issued from ITS division. No transportation, freight charges on this account will be paid by the University.
 - xii) Adequate inventory on site of hardware parts like RAM, SMPS, various types of cables, logic cards, networking equipment (like Access points, Switches etc.) etc. must be kept in stock in advance. Successful bidder has to provide **5 Computers and 5 Printers** of standard make in good working condition, in standby, in University.
 - xiii) The IT Services Division reserves the right either to accept or reject any part or items found inferior in quality or workmanship.
 - xiv) A log book shall be maintained in which the resident engineer shall record all the complaints made. All the complaints received shall be attended by them in following manner:-
 - (a) Minor faults: immediately.
 - (b) Major faults: within 4 hours by replacement method, with the available spares, if instructed by IT Services Division (under GA), IGDTUW.
 - (c) The firm/Company shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also

responsible for reloading the same. The backs up copies are to be returned to the users, under acknowledgement.

- (d) The Company shall be responsible to coordinate with Manufacturer Companies irrespective of all warranted PCs and Peripherals etc. installed in the University
- (e) If the equipment is required to be transported to the firm's/manufacturer's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
- (f) The replacement of components shall be as per manufacturer's instruction and as per the decision of IT Services Division (under GA), IGDTUW/other senior officer of the University.
- (g) The firm shall have the required drivers (CDs and Floppies) for maintaining the PCs and peripherals for configuring them.
- (h) Repair and servicing of equipments can be carried out at site or at the firm's workshop after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints. The replacement also involves all items of equipments including major parts such as monitor, FDD, CDROM, Scanner units of printers, adaptor of printers, HDD, SMPS, CPU, RAM, Motherboard & etc. but excluding consumables such as computer stationery i.e. Toner , Printer Head, UPS battery, ink cartridges & etc.
- (i) Maintenance of all software already installed in the Personal Computers and peripherals and the software to be installed at later stage.

Preventive Maintenance Terms and Conditions:-

- (a) The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in every equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.
- (b) The schedule of preventive maintenance shall be as follows:-
 - (i) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - (ii) Running of test programmes to ensure quality, reliability of the equipment.
Checking of power supply source for proper grounding and safety of equipment
 - (iii) Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment
 - (iv) Shifting of equipment as and when required.
 - (v) Running of diagnostic software for system performance

2) The scope of the Work in Network Facility Management is as under:

University has recently upgraded its Network Infrastructure (Active and Passive both) for providing Internet access to Faculty, students, researchers, and staff of the University. Maintenance of existing Network Equipments like CISCO switches, firewall etc through implementation partner. To identify, diagnose and resolve LAN / Internet faults. Monitoring the network to ensure that no collisions in the network takes place and diagnose and solve the problems related to any existing network equipment. To monitor and maintain the logs of the hits, server uptime charts, server backup etc.

VI. DEPLOYMENT OF SERVICE ENGINEERS ON FULL TIME BASIS

- 1) The successful bidder shall be required to depute following 05 Service Engineers on full time basis at the IGDTUW Campus:
 - i) Four qualified **Hardware Engineers (Service Engineers)** for computers, printers, and Network management.
 - ii) One qualified **Network Engineer (Service Engineers)** for managing Network, Servers related activities and issues.
 - iii) The firm must provide the name, mobile no. and email id of Manager, who will be responsible for execution of the said work
 - iv) Service engineer must carry mobile phone.
 - v) The service Engineers will be posted at University Campus for six days in a week (9:00 AM to 6:00 PM). However, the weekly off shall be decided by the University according to the requirements of the University.
- 2) Qualification and experience of service engineer:
 - i) **Minimum Qualification and Experience for Hardware Engineers (Service Engineers):** B.Sc (CS/IT) / Diploma in Hardware and networking with minimum three years of experience to manage the services specified in the scope of work.
 - ii) **Minimum Qualification and Experience for Network Engineer (Service Engineers):** B.Tech (CSE/IT)/ BCA/ B.Sc (CS/IT) /M.Sc (CS/IT)/ and CCNA Certified with minimum three years of experience to manage the services specified in the scope of work.
 - iii) Network Service Engineers shall be able to manage the network administration and capable to do work on CISCO, UNIX, Linux and Windows based servers, active Network Devices as mentioned in the scope of work and other devices, routers, switches, firewalls (both software & hardware based) and other related equipments.
 - iv) Service Engineer has to attend the service/support call to rectify the problems, as reported by the users. Engineer should be able to take calls (by internet/e-mail/messenger service), and respond to any problem reported by the users.
 - v) Service engineers posted at University must ensure timely availability in the University. A penalty of Rs. 500/- per day shall be deducted from the bill of the contractor if any Service Engineer remain absent for a day and his substitute is not provided for that day by the Firm/Agency.

VII. DOWNTIME & PENALTIES

- 1) Response Time and Resolution Time
 - i) The server shall be zero tolerance downtime.
 - ii) Minor Faults shall be addressed immediately and in worst case it should not exceed 2 hours
 - iii) The Major Faults with in 4 Hours by replacement method with the available spares, if instructed by IT Services Division (under GA), IGDTUW.
 - iv) The LAN Network downtime shall maximum of 4 Hours
- 2) Penalties
 - i) Penalties will be imposed for failure to comply with terms & conditions of the agreement with respect to downtimes and response time against complaints. Downtime shall be calculated after lodging the complaint with

service engineers to be stationed at IGDTUW Campus at Kashmere Gate either in writing or phone or email by the users

- ii) The downtime will be counted until the unit/service starts functioning normally again.
 - a) As the server is zero tolerance downtime every effort should be made by the Firm/Company to make it running 24 x 7. However, in case of breakdown of server for whatever reasons, a penalty of Rs. 1000/- per hour shall be deducted.
 - b) If anyone, the computer, printer, UPS, does not function, penalty charges per day and part there of will be Rs. 250/- per equipment besides the penalty on failure of network. It means the penalty for failure of Network equipment and failure of Network services will be imposed concurrently.
 - c) In case of failure for Network Services (access to LAN, Mail, Web services etc.), fully or partly, a penalty of Rs. 1000/- for failure for network services shall be charged
 - iii) The system or any other items, parts thereof taken to the workshop/market will have to be brought back within three working days (extendable upto one week in exceptional circumstances), a penalty of Rs. 200 /- per day will be charged until the delivery of the repaired items.
 - iv) If Service engineers posted at University remain absent for a day and his substitute is not provided for that day by the Firm/Company, salary of the staff for that day will be deducted from the bill.
- 3) Warranty/Guarantee
1. The Firm/Company will be responsible for any damage or loss to the existing structures, furnishing and other fixed assets of the University.
 2. The Firm/Company will make good of the loss of the said property of the University.

Registrar

TECHNICAL BID

Name of the Work:	Comprehensive Annual Maintenance Contract for Network Facility Management, Computers and Printers.
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The details of the Company are given under along with supporting documents:

S NO.	Mandatory Requirements	Please fill up each column (attach supporting documents)
1	Name of the Company along with Registration No. and Year of Registration (with Proof)	
2	Address of the Company along with Telephone No., Mobile number, Fax number and Email address in Delhi/NCR Office along with Number of Employees as on March 31, 2019	
3	Name of the Govt. Departments/ Universities along with their address and details of the contact person to whom Network Facility Management, Computers, Servers, Printers, and UPS etc provided during last three years (minimum 5 nos. of executed work orders). (Copies of such work order to be attached in support of claim)	
4	Annual Turnover for the FY 2015-16, FY 2016-17, FY 2017-18 (CA Certificate to be attached)	
5	PAN number with a copy of the latest return (along with Proof)	
6	TIN/Sales tax number/GST No. with a copy of the latest return (along with Proof)	
7	ESIC Registration No. of company (Proof to be attached)	
8	EPFO Registration No. Of company (Proof to be attached)	
9	Whether documents are attached indicate that the firm is an Authorized Service Provider/Warranty Service Provider of any one of the companies like HP/Lenovo/Dell/IBM etc. (Certified copy/copies of the Authorization Certificate has to be submitted)	Yes/No
10	Details of the EMD in the form of DD/Pay Order in favour of "Registrar, IGDTUW-GIA/Salary SB Account	DD/Pay Order No _____ Dated: Name of the bank:
11	Undertaking on Non Judicial stamp paper worth Rs. 100/- for the following:- 1. The firm has not been debarred or blacklisted by any Govt./ Semi Govt./Autonomous Organization/Public Sector Undertakings 2. It will ensure fair trade practice (where it will be mentioned that this equipment /service will not sell/provide for less than the price quoted). 3. The firm has no personnel dealings with the officials of the University.	
12	Whether copy of the terms and conditions as given in the tender with the signature and seal of the dealer/ proprietor/manufacturer attached?	Yes /No
13	Whether documents are attached indicating that minimum one Annual Maintenance Contract of More than 500 Computers connected in LAN under	Yes /No

	Linux/Windows/Windows NT environment for at least two years consecutively.	
14	Name, Designation and Address of the person to whom all references shall be made regarding this tender	

(Signature of the Authorized Person)

Name:

Designation:

Seal

Date:

Place:

Business Address:

Financial Bid

Name of the Work:	Comprehensive Annual Maintenance Management, Computers and Printers	Contract for Network Facility
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The details of the Financial Bid are as under:

S.NO	ITEMS/EQUIPMENTS	MAKE AND MODEL	QTY	RATE PER UNIT	TOTAL AMOUNT
1	Desktop Computers HP core i7	HP 8300 Elite	350		
1.1	Desktop Computers HP core i7	HP 406G1	108		
2	Desktop Computers HP Core i5	HP 8100 Elite SFF Series	96		
3	Printers	HP LJ MFP M 521 dn	1		
		HP 1606 DN	14		
		HP LJ P1505	7		
		HP LJ 3055	1		
		SAMSUNG ML1610	8		
		HP LJ 1000	1		
		HP LJ M 1522 NF	3		
		HP LJ 1200	4		
		CANON/ IMAGE CLASS MF3010	3		
		HP LJ P1007	2		
		HP LJ P2055 DN	1		
		HP C LJ 2600N	2		
		HP LJ 1536 DN	2		
		HP LJ 1020	1		
		HP LJ 1018	1		
		HP LJP 1108	3		
		HP LJ 1022	1		
		HP LJ M 1005	2		
		HP 1136 MFP	3		
		Xerox 3200 MFP	1		
		Samsung 3310	1		
4	CAMC Total				
5	GST				
6	Grand Total				

Note :

- 1) The tender shall be decided on the basis of lowest aggregate rates quoted for CAMC at S. No. 4 of financial bid without any taxes.

- 2) The Firm/Company should quote rate on comprehensive basis for AMC for Network Facility Management (Intranet & Internet services, Management and operation of various Servers) of all the Computers and Printers as per attached format for **Financial bid (Annexure II). Partial quote will be summarily rejected.**
- 3) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the Firm/Company for which they may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers, the same shall be removed from the contract and the rates reduced accordingly on a pro-rata basis
- 5) The comprehensive AMC cost shall also include repair of items which are not in working condition at the time of Award of Comprehensive AMC job. For this purpose, the Firm/Company may inspect the above items for ascertaining their working condition etc. before furnishing rates, if they so desire.

(Signature of the Authorized Person)

Name:

Designation:

Seal of the Company

Date:

Place:

CERTIFICATE

This is to certify that technical team of _____
(vendor's name) has visited/inspected items available in Indira Gandhi Delhi Technical University for Women and ready to undertake the AMC work as per tender document of IGDTUW.

The rates quoted are including repairing and AMC charges in total. No cost on account of repairing and spare parts etc. shall be charged separately from Indira Gandhi Delhi Technical University for Women.

(Name of the Vendor)

Address of Vendor:

Mobile No.:

Email:

PAN No.:

Service Tax No.:

Date

Place