

**SHIVAJI COLLEGE  
UNIVERSITY OF DELHI  
RAJA GARDEN, RING ROAD,  
NEW DELHI - 110027**

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Date: 09<sup>th</sup> March 2022

**Quotation for Comprehensive\* Annual Maintenance Contract  
(AMC) for Computer**

Sealed Quotation are invited by the Principal, Shivaji College for Comprehensive\* Annual Maintenance Contract (AMC) for Computer.

- ❖ Sealed Quotation should be clearly superscribed as a “Quotation for Comprehensive Annual Maintenance Contract for Computers”.
- ❖ Details of Computers to be covered under CAMC is provided in Annexure 1.
- ❖ Interested vendor may inspect the college between 10.00 A.M to 4.00 P.M except Saturday, Sunday and Holiday from 10<sup>th</sup> March 2022 to 17<sup>th</sup> March 2022 and provide the detailed quotation for the same.
- ❖ Late receipt of Quotations (i.e. after due date and time) will not be considered.
- ❖ Rates must be quoted in figures & words in INR with all levies and taxes i.e. GSTIN, etc as per schedule.
- ❖ The bidder should have a support Centre operating in Delhi/NCR Delhi and complete details including telephone number for the same must be provided.
- ❖ Technical details, literature, catalogue etc. must be attached along with the quotation.
- ❖ The Quotation must include expenditure on equipment, accessories, installation and labour charges and any other related expenses for making the facility functional.

**\*This being a Quotation for comprehensive AMC only, Please DO  
NOT quote non comprehensive AMC.**

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**General Terms & Conditions:**

1. **The Comprehensive AMC** is on “as is where is basis” will include:-
  - a) Maintenance of hardware, software, networking & other parts. This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem or resulting from virus will be covered in the maintenance. In case hard disk is taken for repair, responsibility of corruption in the data back-up data will be borne by the firm. Losses if any will be compensated by the firm.
  - b) Preventive maintenance of all items. For example dust removal, CD Lens cleaning, etc.
  - c) Preventive maintenance against viruses, spywares and all unwanted software and removal of problems arising as a result of unwanted software.
2. **Period of Contract:** The contract is valid for one year. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms & conditions.
3. **Payment Terms:** For all CAMC, the payment will be made on quarterly basis (25% of order value of CAMC) after completion of the said quarter, subject to their satisfactory performance, to be certified by college.
4. **Replacement of Parts:** Maintenance of the computers includes supply & replacement of parts of same or higher configurations. In case of non-functionality of an item due to non-consumable item, the expenditure of replacement will be borne by the vendor in totality. College will not make any payment other than the AMC price mentioned in its clause.
5. **Statutory Levies:** The CAMC cost includes all statutory levies if any, charged by State or central Govt. for rendering this type of service.
6. **Quality of Spares:** The parts/components used for repair/replacement by the vendor will be of the same/equivalent or higher make and functional capability as original available in the systems.
7. **Preventive Maintenance:** Periodical preventive maintenance will be made once every week by the vendor and this is to be recorded in the call /service register.
8. **One Duty (10:00am to 4:00pm availability) per week (On any Monday or Friday) is mandatory for the vendor.**

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9. **Response Time:** The system down time should not exceed 24 hours from the time at which the complaint was made. If the downtime is more than 24 hours, the vendor will provide a standby system. In case the system is not repaired or an alternate system is not provided within 24 hours from the time of failure report, then the college may choose to get the same repaired or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the vendor.
10. **Reporting Authority:** The Service Engineer will be allowed to handle the respective equipment only with permission of the officer in-charge of Computer Systems of the college
11. **Final Authority:** The final authority for payments will be the College Principal.
12. Firm should have GST Number and other supporting document to establish that the firm has adequate experience in maintenance of Computers & Peripherals.
13. In case services are not satisfactory, this office shall reserve the right to foreclose or terminate the contract.

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Details of Computers to be covered under CAMC - Annexure 1.

<b>Make</b>	<b>Details</b>	<b>Quantity (Approx)</b>	<b>Bid Price per System</b>
Acer	AMD Processor RAM 2GB HDD 320GB	100	
	Intel I7 RAM 8GB HDD 500GB	5	
Lenovo	Intel I5 RAM 2GB HDD 320GB	42	
HP	HP E5500@2.8GHz RAM 4GB HDD 240GB	1	
	HP Pavillion P6000 RAM 4GB HDD 300GB	3	
	HP Touch Smart 600 1280in i5-3470 RAM 2GB HDD 500GB	1	
	HP SYSTEMS RAM-1GB, HD-80 GB	8	
Dell	Intel i7 RAM 8GB HDD 500GB	5	
Zenith	ZENITH SYSTEMS Intel Dual Core RAM-1GB, HD-80GB	3	
Dell	PowerEdge R730 Intel(R) Xeon(R) E5-2620 v4 @ 2.10GHz (32 CPUs), ~2.1GHz 32GB RAM 8TB HDD	2	
	<b>Total</b>	<b>170</b>	
<p><b>Note: This is approximate quantity and configuration. Vendor are requested to do the Pre-Maintenance before the start of AMC. It is also recommended to label the systems which are under warranty.</b></p>			

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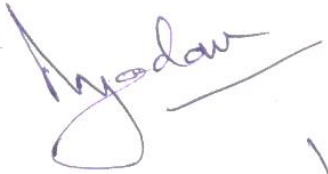
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Your sealed quotations should reach the Principal, Shivaji College, Raja Garden, Ring Road, New Delhi – 110027 latest by **Thursday, 24<sup>th</sup> March 2022 upto 4:00 pm.**

For more details please contact College Office on any working day between 10:00 A.M to 04:00 P.M.

**Note:** The College may accept or reject any or all bids in part or in full without assigning any reason and does not bind itself to accept the lowest bid. The College at its discretion may change the quantity, upgrade the criteria, and drop any item or part thereof at any time before or after placement of the order.

  
Prof. Shiv Kumar Sahdev  
Officiating Principal

  
(Convenor)  
Technical Committee.