



INFORMATION TECHNOLOGY CENTRE , DAVV, INDORE

CENTRAL LIBRARY BUILDING ,(UTD),KHANDWA ROAD CAMPUS,INDORE } 0731-2761358

DAVV/ITC/AMC/2020-21/1

Date:- 17/07/2020

Online quotations are invited for Annual Maintenance Contract (AMC) of Desktop Computers on non-comprehensive basis at IT Centre, Devi Ahilya Vishwavidyalaya, Indore. Details given below :

S.No.	Items	Qty.
1.	Dell (Intel Core i5, 4GB RAM, 32 Bit OS)	49
2.	Dell (Intel Core i7, 4GB RAM, 64 Bit OS)	10
3.	HP 2480 (Intel Core 2 Duo ,2 GB-RAM, 64 Bit OS,)	37
4.	HP 6200 (Intel i5, 2 GB RAM, 32 Bit OS)	11
5.	HCL 6120 (Intel Pentium, ,1 GB RAM ,64 Bit OS)	10
	Total Computers	117

You are requested to submit your lowest rates for the above items on or before 27 July 2020 upto 4:00 pm, in signed and sealed envelop at I.T.Centre, Central library building khandwa road, Indore.

A Maintenance: To ensure the proper working of the PC's inclusive of hardware and software_ Maintenance service should consist of both preventive and corrective maintenance.

Preventive Maintenance:

1. Preventive maintenance on monthly basis of all items which includes: (i) dust removal and cleaning of internal parts of computers. (ii) Physical cleaning of the monitor, CPU, Keyboard, Mouse, and any other associated peripherals. (iii) Run scan disk, Disk clean up utility, Registry clean up, Disk defrag (if required). (iv) Remove temp internet files, cookies, adware's and spy wares. (v) Upgrade the antivirus patches and critical updates for the O.S.
2. Preventive maintenance of hardware should be done at least once every month apart from any number of calls.
3. The vendor will provide a service engineer with experience of at least two years as computer technician. The vendor would be required to maintain a call register in IT-Centre department, along with call report giving details of the maintenance work done.

Corrective Maintenance:

- 1 The Engineer of the company will have to visit IT-Centre. In addition to that he will have to attend the urgent calls for rectifying the faults for keeping the machines in good working condition at any time on short notice.
- 2 To provide and maintain the required drivers for maintaining the equipment's in working condition.
- 3 The calls should be attended within 2 hours on the same day with necessary standby machines if necessary. In case of faulty component the vendor will advice to IT-Centre for repair/replacement of component. The vendor will be give the details of

OEM authorized service centre and coordinate between service centre and IT-Centre till the faulty component is repaired.

- 4 Standby arrangement to be made in case the component is to be taken to workshop for repairs.
- 5 Vendor should provide support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- 6 Antivirus & OS (MS Windows & Linux) will be provided by the IT-Centre, while proper installation will be done by the vendor.

B. Eligibility Criteria:

1. The vendor should have registered office in Indore for last 3 years and should have at least 5 trained persons working at Indore office. (Attach proof)
2. Only those vendors who have minimum 3 years of experience in the field of maintenance of computer hardware and peripherals will be eligible to tender for the work. (Attach proof)

C. General Terms and Conditions :

1. The successful bidder would provide Non Comprehensive Onsite Annual Maintenance Contract for a period of 1 (One) year.
2. The track record of the bidder should be clean and should not have any involvement in illegal activities or financial misappropriation/frauds etc.
3. We do not intend to call vendors for financial negotiations. Vendor should, therefore, quote their lowest possible rates.
4. The authorized person of bidding firm must put his signature on all the pages of the tender documents invariably in having accepted all the terms and conditions in respect of this tender work.
5. The vendor is liable for penalty if the problem is not resolved within 8 days in the following manner.

For 9 to 20 days, 10% of maintenance charges will be deducted per PC.

From 21 days onwards 20% of maintenance charges will be deducted per PC.

6. After awarding of AMC, notarized Agreement should be signed between DAVV and the shortlisted vendor.
7. ~~The payment towards AMC charges would be made on quarterly/six monthly basis supported by certificate of satisfactory performance.~~
8. Cleaning equipment (Vacuum cleaner, brush etc.) will be arranged by the vendor at no extra charge.
9. Quotations received after due date and time will be summarily rejected.
10. AMC may be terminated any time during the pendency of contract, if the service is found unsatisfactory.
11. DAVV may modify the specifications in the best interest of the university, if necessity arises. Any change or modification in the tender document will be notified on university website www.dauniv.ac.in
12. DAVV reserves the right to reject any or all offers without assigning any reason thereof.
13. In Case of any dispute, the settlement will be made in Indore jurisdiction
14. You are requested to submit your quotation strictly in the format given in Annexure I.

Head, IT-Centre

(Format for submitting Quotation)

I. General Information

Sno.	Particulars	Details
1	Name and Address of the Tenderer	
2	Year of establishment	
3	Contacts	
	Mobile No.	
	e-mail address	
4	Category of tenderer (whether company, partnership firm or proprietary concern)	
5	Name of the Chief Executive / Proprietor /Director	
6	GST Registration Nos.	
7	Income Tax PAN / GIR No	

II. Financial

S.No.	Items	Numbers	AMC Cost (Rs.)		
			Amount	Tax	Total Amount
1.	Dell (Intel Core i5, 4GB RAM, 32 Bit OS)	49			
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	Total Computers	117		Grand Total	

Signature with seal:

Name and Designation of Authorized Signatory

Date & Place