

CAMC Tender Document 2017-2018



COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF DESKTOP COMPUTERS AND PERIPHERALS

IMU/KoC/T-014/2017

Last date of receipt of Tender :12.10.2017, 3 PM
Tender Opening Date :12.10.2017, 4 PM
EMD : Rs.6400/-
Venue : IMU Kochi Campus

Comprehensive Annual Maintenance Contract of Computers, Printers and Peripherals.

The quotations/bids are invited for Comprehensive Maintenance Contract in respect of Computers, Laptops, Printers, UPS etc in the Indian Maritime University - Kochi Campus for a period of one year with effect from the date as may be communicated later by the University when issuing the purchase order. Tender Document is available on the University website, www.imu.edu.in.

The technical and financial terms and conditions of the AMC shall be as follows:

Technical

1. The firm should be in the business of supply and maintenance of computers and its peripherals at least for the last 3 years, please furnish documents i.e. copy of orders in support of the same. The supporting documents should be of the Government Department, PSUs / Autonomous Bodies/ Banks.
2. The firm should produce the self-attested photocopies of documents related to PAN number, GST number.
3. The firm must have AMC in Govt. organizations (Ministries, Govt. Dept, PSUs etc.) or Banks in Kerala and in last two years where one order should have minimum 25 computes, 5 printers and 5 laptops. (Attach copies of the orders).
4. The firm should have the capability of maintaining reputed computer brands like HP, Dell, Compaq, Canon, Ricoh, V-Guard, Cisco, D-Link etc (but not limited to).
5. The firm should be an "Authorized Business partner OR Authorized Service Partner OR Authorized Dealer" of the brand in question. The participating firm has to submit the proof for the same along with the bid. The other firms will be considered only if "Authorized Business partner OR Authorized Service Partner OR Authorized Dealer" are not available. However University reserves the right to reject the one/all bids.
6. All the equipments /parts replaced or repaired during the term of AMC shall be from the Original Equipment Manufacturer (OEM). Replacements from other vendors are not acceptable. In case of replacement the decision of the University shall be final.

7. The firms who submit the bids should have their offices/branches at Ernakulam. The detailed address of the office as well as the contact details of the SINGLE POINT OF CONTACT (SPOC) shall be submitted along with the bid.
8. Firms who have quoted for all the items under a single header will be given preference in the order specified below.
9. First preference will be for **(a) firms having "Authorized Business Partner /Dealer/Partner/Service Partner" of the items mentioned in the annexure I. However, the IMU Kochi Campus reserves the right to take a final decision.**
10. In case such firms as in '9' are not available, other firms with prior experience in servicing for items will be considered. However they have to produce certificate/ purchase order listing the items of same make obtained from govt organization/PSU.
11. In case firms are not available who has quoted for all the items provided under a single header, the firms who have quoted for items of a single make will be considered (Eg.:- All DELL Computers, ALL HP Computers etc) as per the order below.
12. In case none of the firms satisfy the conditions above the decision shall be made by the tender committee and shall be binding on all the firms. The University reserves the right to reject all quotations without assigning any reason.

If the firm meets all the above technical requirements, they may apply in the enclosed proforma (**Annexure I**) in sealed envelope.

Financial

1. The rates may be quoted for the computers, Laptops, Printers, Scanners and as per Annexure I in sealed cover. The Contract shall be on a comprehensive maintenance service basis and the University shall make no extra payment for any general wear and tear/spare parts etc. during the contract period, it will be the responsibility of the Contractor to keep the equipment in perfect working order.

The other terms and conditions governing the CAMC shall be as follows:

1. The contractor has to provide services in IMU Kochi Campus and any other site where the computers/Printers/Switches etc have been installed/available in Ernakulam.
2. The contract shall cover both preventive as well as corrective maintenance of all IT equipment's in Annexure I on all the working days (and holidays as and when required as specified in this contract conditions). The maintenance (both preventive and well as corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified component; The preventive maintenance should be conducted once in every two months; the first to be conducted at the start of the AMC period.
3. **The firm shall submit the preventive maintenance report signed by the concerned sections of the University of all the items under AMC, based on which the payment per quarter will be released. In other words, if the preventive maintenance is not done for an item which comes under AMC, the payment for the same for that quarter will not be released.**
4. The existing list of Computers, Laptops, Printers, Scanners, and Switches which are to be brought under AMC is enclosed as Annexure I.
5. The contractor should have offices in Ernakulam and should attend and rectify the reported issue within 06 hours from the time of logging of the call. Call logs will be done on E-mail or on Phone number specified in the SPOC. The contractor has to provide the email id on which the calls are to be logged. The services of the engineer of the contractor may be required on nonworking days or beyond office hours on working days on some occasions to meet emergency situation, if any. The contractor shall ensure the services of the qualified personnel to meet the emergency requirements. **The call has to be closed within 24 hours from the time of logging of the call.**
6. The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract;
7. No demands for revision of rate on any account shall be entertained during the contract period. It will be open to the University to extend the term of agreement on the same terms and conditions for a further period of one year, if necessary, such extensions on year to year basis could also be considered subsequently;
8. In case of non-availability of drivers of the machine(branded one like HP, HCL, Wipro etc.) the contractor has to arrange from his own resources;
9. In case the requisite parts from OEM are not available, the same should be replaced with the parts of higher specifications compatible with the system from the OEM;

10. The necessary support for maintaining virus free computer environment in the department and help in installing/upgrading the software/virus detection mechanism would be provided by the AMC engineers;
11. It may also be noted that in case of contracted firm backing out in midstream without any explicit consent of this University, the firm will be liable to recovery at higher rates, vice-a-versa those contracted with, which may have been incurred by this University on maintenance of machines for the balance period of contract by alternative means;
12. No advance payment would be made in any case. The payments towards Comprehensive Maintenance Contract shall be made in four installments each at the end of three months/quarterly on production of satisfactory report from the concerned officer i.e. on completion of satisfactory performance;
13. The contract is comprehensive and covers free replacement of all defective parts, except consumables like ribbons, cartridges and batteries;
14. The Contractor shall not further sublet the CAMC under any circumstances to a third party/sub-contractor for the maintenance
15. In case the particular Computer / Peripheral is required to be taken out of the office premises for repair etc., the contractor will have to provide a stand-by equipment so that the office work does not suffer.
16. Stand by item provided should be in good working condition of equivalent or better configuration and if the item is irreparable, then replacement should be done within 15 days.
17. The firms may submit quotation for some or all the items in Annexure I. However bids will be considered only if AMC price is provided for all items listed under a single header. (Eg:- COMPUTER, PRINTER, LAPTOP) etc. Bids will be given preference only if AMC price is quoted for all the items coming under a single header. Detailed terms regarding preferred firms can be found under Technical terms serial number (viii),(ix) and (x).
18. The firm shall maintain a register with the following details.
 - a) Date of Logging of Calls – To be signed by the concerned officer of IMU Kochi Campus
 - b) Date of Closing of Calls – To be signed by concerned officer of IMU Kochi Campus.
 - c) Report – Calls logged report with no. of days taken for resolution. - To be submitted alongwith quarterly bills.

19. In case closing of a call takes more than 7 days (including holidays) a fine of Rs. 100 per additional day per item will be charged from the amount payable to the firm.

21. The earnest money will be refunded to the unsuccessful bidders on finalization of the bids.

22. The quotations received without sealed cover or without quoting rates in the specified proforma will not be entertained and summarily rejected.

23. The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.

24. Interested firms may submit their quotations in a sealed envelope superscripted as "Quotations for Comprehensive Annual Maintenance Contract for Computers & Peripherals 2017-18 " and addressed to The "Director, Indian Maritime University – Kochi Campus, SERA, Kochi - 29" .

The detailed terms and conditions are enclosed as per Annexure II.

Deputy Registrar

ANNEXURE I
DETAILS OF EQUIPMENTS

MAKE & MODEL	UNITS	No of Days Under AMC	Quoted Unit Price	Total Price
DESKTOPS				
Dell Optiplex 7010	22	365		
HP Compaq 6200	12	365		
HP Pavilion P6	15	365		
HP Pro 3090	39	365		
Total	88			

LAPTOPS				
HP probook 4430 S	4	365		
HP 15 - AC 122 TU	3	365		
HP AC 1737 U	1	365		
HP AY0202	2	365		
Compaq 4274U	2	365		
Total	12			

PRINTERS				
Canon LBP 2900	02	365		
HP LaserJet P1108	02	365		
HP LaserJet P1080	01	365		
Canon MF 4450	01	365		
HP LaserJet P1080	01	365		
Canon MF 3010	01	365		
Canon MF 4350	01	365		
Total	09			

SWITCHES				
NETGEAR PROSAFE GS728TP	01	365		
D LINK 10/100 (DES - 1024C)	02	365		
D LINK 10/100 (DES - 1016D)	01	365		
D LINK 10/100 (DES - 1016A)	06	365		
Total	10			

PROJECTORS				
EPSON EB S31	04	365		
Total	04			

The Firms are also have to quote their best rates for supply and installation of the following Computer peripherals/ parts

SI No	Components	Unit	Price
01	Hard Disk - 500 GB (Make: Seagate/ Western Digital)	1	
02	Mother Board - <ul style="list-style-type: none"> • Form factor: uATX: 20.5x22.0 cm (8.1x8.7 in) • Chipset: H170 • Memory sockets: 2 x DDR4 • Processor socket: LGA 1151 • Expansion Slots: <ul style="list-style-type: none"> • One PCI-E (GEN 3) x16 socket • One M.2 socket 1, key A 	1	
03	Processor - Intel core i3	1	
04	RAM - 2 GB (DDR3)	1	
05	RAM - 2 GB (DDR2)	1	
06	RAM - 2 GB (DDR4)	1	
07	SMPS - 500 W	1	
08	Key board (Multimedia) (Brand: HP/DELL/LOGITECH)	1	
09	Mouse ((Brand: HP/DELL/LOGITECH)	1	

Bids will be given preference only if AMC price is quoted for all the items coming under a single header.

CONSOLIDATED STATEMENT

SI No	Header	Nos	Unit Price	Total
1	DESKTOPS	88		
2	LAPTOPS	12		
3	PRINTERS	09		
4	SWITCHES	10		
5	PROJECTORS	4		
6	COMPONENTS/ PARTS	1		

Signature
(With date and seal)

ANNEXURE –II

TERMS AND CONDITIONS

1. The specifications for the items quoted should be explicitly clear and all available technical literature, catalogues and other data in support of the specification of the items should be furnished along with the quotation.
2. Only one quotation should be sent in one envelope for a specified equipment/instrument.
3. Quotation should be valid for a minimum period of Ninety Days from the due date.
4. The quotation should reach **on or before 12th October 2017 03:00 AM** to the Director, Indian Maritime University – Kochi Campus, SERA, Matsyapuri PO, Kochi - 29 super scribing **Quotation for CAMC for Computers and Computer Peripherals 2017-18**. The tenders will be opened on **12th October 2017 04:00 PM**.
5. It should be specifically mentioned whether the price quoted includes all taxes and duties. GST and / or other duties and levies where legally leviable and intended to be claimed should be distinctly shown separately in the tender.
6. Short listed vendors may be called for discussion at IMU Kochi Campus, Kochi before placing order.
7. IMU – Kochi Campus takes no responsibility for delay, loss or non-receipt of quotations / documents send by post and reserve the right to accept or reject any party of the tender without assigning any reasons.
8. Corrections if any must be attested. All rates shall be indicated both in words as well as in figures. Where there is a difference between rates quoted in words and figures, rate quoted in words will prevail.
9. The authority of the person signing the tender, if called for, should be produced.
10. Terms and conditions for the contract to be signed for the supply of items should be provided along with the quotation.
11. EMD :- An amount of Rs.6400/- (Six thousand four hundred only) should be deposited along with bid as EMD in the form of Account Payee DD/Banker's Cheque drawn in favour of Indian Maritime University - Kochi Campus, Kochi. The EMD of unsuccessful bidder will be returned to them after the award of the contract.

12. The EMD should be submitted along with quotation in a sealed cover separately, super-scribing thereon as such. Any bid not accompanied by Earnest Money Deposit will be rejected as non-responsive.
- 14 Delivery period of the items quoted should be clearly mentioned and shall be delivered within the period specified in the P.O
13. Packing, forwarding and handling charges, etc., if any, to be quoted separately.
14. Payment shall be made only after receipt and inspection of the item.
15. **Warranty clause:** The items covered under this tender, shall be covered minimum **one year** on site comprehensive warranty or those specifically mentioned in individual cases. If any item covered under warranty fails, the same shall be replaced free of cost alongwith all the applicable charges including transportation charges both the ways.
16. Additional terms and conditions will be incorporated in the purchase order, if needed, to safe guard the interests of the University.
17. University reserves the right to accept / reject any offer in full or in part or accept any offer other than the lowest offer without assigning any reason thereof. Any offer containing incorrect and incomplete information shall be liable for rejection.
18. Out of total contract/purchase price, payment will be made on post-quarterly basis. 10% of the amount shall be retained as Security Deposit, towards satisfactory performance of the equipment due to which the first quarterly payment will be 15% of the total contract/price.
19. In case of any dispute in respect of the tender, all legal matters shall be instituted within the jurisdiction of the place where the item is installed.
20. Timely supply of the ordered items, installation, commissioning (wherever applicable) and training etc., is the essence of the contract. In case of failure to supply within the time specified in the Purchase order, a penalty/LD of 0.5% of the total value per week or a part thereof shall be levied subject to a maximum of 10% in respect of items which are not supplied. The decision of Indian Maritime University - Kochi Campus shall be final in this regard.
21. The offers will not be considered if received after the bid closing date and time.
22. The offers received through telex / tele-fax / e-mail will not be accepted by the University under any circumstances.

Deputy Registrar