

**TENDER FOR ANNUAL MAINTENANCE CONTRACT OF  
COMPUTER/PRINTER/SERVER/LAPTOP/UPS/SCANNER etc. IN THE UNIVERSITY**

Tender Sr.No.

**Price: Rs.1000**

Issued to \_\_\_\_\_

Money receipt/DD No. \_\_\_\_\_ Date \_\_\_\_\_

**TENDER FORM FOR ANNUAL MAINTENANCE CONTRACT OF  
COMPUTER/PRINTER/SERVER/LAPTOP/UPS/SCANNER etc. IN THE UNIVERSITY**

To,

Officer in Charge  
ARIS Cell (University Computer Centre),  
Dr. Panjabrao Deshmukh Krishi Vidyapeeth,  
P.O. Krishi Nagar  
Akola 444 104 (MS)

Dear Sir,

1. In response to the tender notice published in the daily newspaper in \_\_\_\_\_ and \_\_\_\_\_ dated \_\_\_\_\_ or at web site <http://www.pdkv.ac.in/TenderNotice.php>. I/We submit herewith the tender form for Annual Maintenance Contract (AMC) of Computer/Printer/Server/Laptop/UPS/Scanner etc. in the University.
2. I/We have thoroughly examined and understood the terms and conditions of the tender mentioned in Appendix-I and I/We agreed to abide by them in full.
3. I/We offer to undertake the AMC of Computer/Printer/Server/Laptop/UPS/Scanner etc. and quoted the rates inclusive of all taxes, freight etc. as given in Appendix-II. It is agreed that no additional charges other than those mentioned in Appendix-II would be payable to me/us.
4. I/We accept that the rates offered shall remain valid **during AMC period i. e. for one complete year from the date of execution of agreement.** I/We further agreed that if the date up to which the offer would remain open be declared as holiday for office, then offer will remain open for acceptance till next working day.
5. I/We shall be bound by communication of acceptance of the offer, dispatched within prescribed time.
6. I/We accept that the right to accept or reject whole or part of the tender without assigning any reason is reserved with the University. The decision of the University will be final and shall be binding on me/us.
7. As required by the terms and conditions of tender an amount of Rs. 10000 /- paid by me/us as Earnest Money Deposit (E.M.D.) through **Demand Draft (DD) of any Nationalized Bank or Bankers Cheque (for Local parties only)** payable at State Bank of India, Dr. P.D.K.V., Akola Branch No. 2171, Akola Bearing No. \_\_\_\_\_ dated \_\_\_\_\_ in favor of **Assistant Registrar, PGI, Dr. PDKV, Akola.** **Payment of EMD in any other form will not be accepted.**
8. I/We agreed to undertake the AMC of Computer/Printer/Server/Laptop/UPS/Scanner etc. at location of office mentioned in final AMC order and as per the terms and conditions in Part I Appendix –I.

9. I/We also agreed to undertake the AMC of Computer/Printer/Server/Laptop/UPS/Scanner etc. to other offices of University spread over Vidarbha region under same terms and conditions mentioned in Part- I of Appendix-I.
- 10. As per the terms and conditions Part-I of Appendix-I, I/We are submitting my/our offer in two sealed envelopes enclosed in envelop No. 3. Envelop No. 1 contents documents as per the conditions of Part-I of Appendix-I. Envelop No. 2, includes rates quoted by me/us in Appendix-II.**
11. I/We also agreed that University has full rights to open/consider the second envelop if and only if University satisfied with information contents in envelop No.1. The decision of the University regarding this will be final and will be binding on me/us.
12. We hereby declare that the entries made in this tender form i.e. in Part II of Appendix-I and Appendix-II are binding on me/us. I/We shall be bound by the Act to my/our authorized representative duly constituted Attorney Shri. ----- whose signature is appended hereto in the place specified for the purpose and of any other person who in future may be appointed by me/us in his place to carry on the business of this concern/agency/firm. The intimation of such change will be given to the Chairman, Officer in Charge ARIS Cell, Dr. PDKV, and Akola.
13. I/We hereby take the responsibility of maintaining the all equipment's under AMC at their locations as per the terms and conditions mentioned in this tender form.  
The following documents duly filled in and signed are enclosed along with the tender. The part 1 of Appendix-I being the terms and conditions is retained by me/us for my/our information and record.

Yours faithfully,

Place :

Date :

Signature of the Tenderer

Capacity in which signing : \_\_\_\_\_

Name and Address of the firm / tenderer : \_\_\_\_\_

Registration No. of Firm/ Tenderer : \_\_\_\_\_

**List of Documents (Checklist)**

- i) Tender Form
- ii) An earnest money of Rs.10,000/- only in the form of Demand Draft drawn in favour of Assistant Registrar, PGI, Dr. P. D. K. V., Akola
- iii) Sale Tax Registration Certificate
- iv) Latest Valid Income Tax Clearance Certificate/ Last F. Y. Income Tax returns
- v) Certificate of being authorized firms for servicing and repair for Computer /Printer / Server/ UPS etc.
- vi) Photocopy of exemption certificate for EMD (if applicable)
- vii) List of customers' along with copies of orders of AMC executed during the last five years.
- viii) Performance Certificate issued by the customer.
- ix) Documentary proof of turnover of Rs. 3 lakhs on maintenance work of PCs etc. during the last two financial years

Bank Draft No. \_\_\_\_\_ Dt \_\_\_\_\_ Rs. \_\_\_\_\_

Signature of constituted Attorney/ authorized representative

Signature \_ \_\_\_\_\_

Date: \_\_\_\_\_ :

Name & Address : \_\_\_\_\_

## APPENDIX-I

### General Terms and conditions governing “AMC of Computer/Printer/Server/Laptop/UPS/Scanner etc.”

#### Part-I

- 1) Sealed tenders are invited from authorized firms willing to undertake the AMC of Computer/Printer/Server/Laptop/UPS/Scanner etc. for the equipment's / Item mentioned in Appendix-II during 10.30 hrs. to 17.30 hrs. On working days and up to 13.00 hrs. on last date i.e. 8<sup>th</sup> March 2013. **Tenders received late in person/by post will not be considered.** The tenders will be opened on the same day of closing date at 15.00 hrs. in presence of the intending firms/ representatives who may desire to attend.
- 2) The rates both in words and figures without any corrections or over writing should be quoted in Appendix-II for each individual item separately. Any over writing or rewriting should be duly countersigned.
- 3) The tenderers must enclose adequate documents to prove their authorization claims and if not University reserves the rights to accept or reject tenders of these agencies. The decision of the University regarding this will be final and shall be binding on tenderer.
- 4) The scope of work covers Comprehensive Maintenance of Computer /Printer /Server /Laptop / UPS/Scanner etc installed in University offices spread over Vidarbha region.
- 5) The 'Annual Maintenance Contract' shall be comprehensive in nature and shall, therefore, include essential servicing and repairs/fixing/replacement of all the electrical / electronic, and /or mechanical components and parts of the Computer Systems and Accessories, including the Printers, Scanners, Drive/Cd-Writers, Modems & UPS etc. therefore firm shall bear cost of all spare parts of related items excluding only Consumables like Toner, Ink Cartridge & Floppies & Batteries etc., during the currency of the contract at the exclusive risk, responsibility, and the cost of the contractor. 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.
- 6) The work shall be carried out in the campus, sub campuses of this University located in Vidarbha region of Maharashtra. Only such work, which cannot be executed in campuses of this University and as mention above 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 permission of this University. No transportation/freight Charges on this account will be paid. The system or any other items/parts thereof taken to the workshop/market will have to be brought back within three working days, extendable to one week in exceptional case, failing which the contract will be cancelled and the security money will be forfeited.
- 7) Tenderer should quote rate on comprehensive basis for all the systems (as per list at Annexure-II) and partial quote will be rejected summarily.
- 8) The University reserves the right either to accept or reject any part or items found inferior in quality or workmanship.
- 9) The systems shall be inspected by the successful tenderer. The firm will not be allowed to charge any extra amount for repair/replacement, if any, after entering into Annual Maintenance Contract.

- 10) The firm should specify the down time of a system and after which a sum of Rs.100/- per hour will be charged. However, the down time of a system should not be more than 24 hours.
- 11) For regular and proper maintenance of the systems and instantaneously attending to the complaint received from officers/staff of this University the firm will have to depute One Resident Engineers at main campus and other at Nagpur Campus on all working days from 9.00 AM to 5.30 PM including holidays (Saturday/Sunday), if needed.
- 12) The Resident Engineers would be equipped with Mobile phones to ensure their availability, phone numbers would be provided to IT Section- ARIS Cell Immediately.
- 13) On expiry of the contract after one year, the firm will have to hand over the systems in perfect working condition to the University, failing which the amount spent on setting the system repaired/in working condition from the market of will be deducted from the security deposit of the firm.
- 14) Proportionate Payment will be made on half yearly basis. However, 50 % of estimated AMC cost may be paid in advance against bank guaranty, which will be adjusted in future due payment.
- 15) An amount of Rs.10, 000/- only as earnest money in the form of Demand Draft drawn in the favor of Assistant Registrar, PGI, Dr. P. D. K. V., and Akola may be deposited along with tender. Security deposit amounting to 20% of the value of the work in the form of Bank Guarantee is to be furnished at the time of finalization and award of the contract. The amount of E.M.D. will be refunded in case of unsuccessful tenderer on submission of application with Money Receipt in original soon after the final decision. In case of successful tender it will be refunded on production of original receipt after completion of validity period of the agreement to be executed between the tenderer and Officer in Charge, ARIS Cell, Dr. P.D.K.V., and Akola. The University will not make any payment towards interest on such deposits.
- 16) The firm should be a registered Pvt. Limited firm, in existence for over 3 years in the trade.
- 17) The firm must have at least two years' experience in maintenance work for Govt. Organization/PSUs. Performance certificates from at least one such existing client must be attached.
- 18) The firm must be the authorized service provider for Compaq, HCL and IBM and HP computers/ servers etc., and a documentary proof of the same must be submitted along with tender form.
- 19) The firm must have expertise to provide maintenance of various computers and its peripherals of various brands/make specially Servers, Computers, Compaq PC and HP laser/inkjet printer, UPS, Laptop & Scanners etc.
- 20) Income Tax Clearance Certificate (ITCC) for the last two years must be attached.
- 21) The firm must have executed AMCs of the total amount of Rs.3 lakhs in the last two years and the proof of the same should be submitted.
- 22) The successful tenderer will be required to do the work for a period of one year from the date of entering into contract with this University. The University however, reserves the right to terminate the contract at any time without assigning any reason; therefore, the decision of the University in this regard shall be final and binding on the successful tenderer. The firm entrusted with the work will have to do the work at the approved rates. If for any reason, the firm is not able to do so, the work will be got done from some other firm/open market and the expenditure incurred on such repairs shall be recovered from the contractor deducted from

the security deposit as the case may be.

- 23) The systems shall be inspected by the successful tenderer. The firm will not be allowed to charge any extra amount for repair/replacement, if any after the finalization of Annual Maintenance Contract.
- 24) The tenderer should submit his offer in two separate envelopes i.e. in first envelop with superscription “**Tender for the AMC of Computer /Printer /Server /Laptop / UPS / Scanner etc**” in Envelope NO. 1

- a) *D.D. for E.M.D. Rs. 10000/-(in case of EMD exemption relevant certificate be Enclosed)*
- b) *Sale Tax CST, BST, VAT etc Registration Certificate*
- c) *Certificate of being authorized firms for servicing and repair for Computer /Printer / Server / Laptop /UPS / Scanner etc.*
- e) *Clients/ Users list of item(s) of Company and total experience in this field.*
- f) *Documents mentioned in checklist above*
- g) *Part-II of Appendix-I duly filled*

**(Important: Above (a) to (g) documents if not enclosed, the Envelope No. 2 will not be opened)**

- 25) The tenderer should provide the rates quoted only in Appendix-II in second envelop with superscription “**Tender for the AMC of Computer /Printer /Server /Laptop / UPS / Scanner etc**” (RATES) ENVELOP NO. 2.
- 26) Enclose sealed envelope No. 1 and 2 in envelope No. 3 with superscription “**Tender for the AMC of Computer /Printer /Server /Laptop / UPS / Scanner etc.**” in University and be submitted to the undersigned.
- 27) Undersigned will reserve full rights to open/consider the second envelop if and only if University is satisfied with information contents in envelop No.1. The decision of the University regarding this will be final and shall be binding on tenderer.
- 28) The specimen of “**Agreement Bond**” will be provided along with letter of acceptance to the tenderer whose rates are accepted by the University. The tenderer shall have to execute agreement in the prescribed form on stamp paper costing to Rs.100/- or fixing court fee stamp on agreement paper, which should be submitted to the office ARIS Cell within specified time.

The agreement received under seal and signature of tenderer will become a legal agreement between the tenderer and the University, which will be binding on tenderer within Akola jurisdiction.

- 29) The credit bill should be presented in triplicate in the name of respective authority as quoted in final AMC order. For any delay in payment (interest or any other kind of compensation) the University will not make any extra payments. This contract will be governed as per terms and conditions mentioned above, agreement made and the provisions contained in M.A.U. Account Code, 1991.
- 30) **Every page of tender should be numbered and signed with seal by the tenderer**
- 31) **The right to accept or reject whole or part of the tender or all tenders without assigning any reasons thereof is reserved by the University.**

Encl.: 1) Part-II of Appendix-I  
2) Schedule of Approximate Quantity in Appendix-II

Place: Akola

Date:

--sd--  
Officer in Charge,  
ARIS Cell,  
Dr. PDKV, Akola

**We have accepted the above terms and condition and agreed to abide by them**

**Signature with seal of tenderer:-----**

**Capacity in which signing:-----**

**Name & address of the firm//tenderer:-----**

**Registration No. of firm/tenderer:-----**

**Part-II**

**Undertaking to be given by the tenderer for “AMC of Computer /Printer /Server / Laptop / UPS / Scanner etc” in University.**

Whereas, Officer in Charge, ARIS Cell, Dr. P.D.K.V., Akola has called the tenders for AMC as per the enclosed Appendix No-II.

I/We hereby offer our tender at the rates given in the enclosed Appendix -II duly filled in and signed by me/us and hereby also affix my/our signature(s) below this tender voluntary and full acceptance of all the terms and conditions of this tender, which shall be the agreement between the above tender calling authority and myself/us.

Enclosed: Appendix-II

Signature of the Tenderer:\_\_\_\_\_

Name of the Tenderer / Firm:\_\_\_\_\_

Capacity in which signing:\_\_\_\_\_

Full address of the Tenderer with Seal/Stamps \_\_\_\_\_

Place:

Date:



## Appendix II

TENDER FORM NO. : \_\_\_\_\_

Dr. Panjabrao Deshmukh Krishi Vidyapeeth, Akola  
ARIS Cell

Krishi Nagar, Akola-444104

Dated:

**NAME OF WORK:** Comprehensive AMC of Computer /Printer /Server / Laptop / UPS / Scanner etc

### SCHEDULE OF APPROXIMATE QUANTITY

Sr. No	Description of Items	Approx. Quantity Nos.	AMC Charges per unit per annum	AMC Charges per unit per Annum, if unit is under Warranty	Remark
<b>Servers</b>					
1	Server Four Processor Intel Zeon Quad core rack mounted. HP / HCL / IBM make	3			
<b>Desktop PCs</b>					
2	PC-Intel Pentium IV / V make HCL, HP, Acer etc.	75			
3	PC- Intel core 2 Duo	75			
4	PC- Intel core 2010 Make HCL/ HP	15			
5	PC – intel i5, i3, i7 Make Lenova, HP, HCL etc.	60			
<b>Laptop</b>					
6	Computer Notebook P-IV Make HCL, HP, ACER	20			
7	Computer Notebook PC HPTC-4400	6			
8	Computer Notebook core 2 duo	10			
9	Computer Notebook dual core	10			
<b>PRINTERS</b>					
10	Laser Printer HP 1007/ 1012/1020 series or equivalent other make	50			
11	Dot Matrix Printer Make Canon/ HP/	10			
12	HP Laserjet 3010 Series/ Equivalent Configured Ricoh/ Canon make	10			
13	Multi-Function: Color printing, Xeroxing, fax cum Scanner machine Make: Ricoh/ Canon	5			
14	Zerox cum Scanner cum Printer Machine Make Canon/ Ricoh Mono	12			
<b>UPS</b>					
15	Online UPS 1 KVA Backup 60 Minutes Make Numeric or equivalent other make	10			

16	Online 5 KVA UPS Backup 60 minutes Make Numeric or equivalent other make	6			
17	Online UPS 1 KVA Backup 120 Minutes Make Numeric or equivalent other make	10			
18	2 KVA line interactive UPS VAH 1600	5			
<b>Scanner</b>					
19	Flat-bed portable Scanner Make: canon etc.	10			
<b>Switch</b>					
20	8 port 10/100 Make: HCl / D-link/ Netgear/ SMC etc.	5			
21	24 port 10/100/1000 Make: HCl / D-link/ Netgear/ SMC etc.	4			
22	24 port 10/100/1000 with fibre module Make: HCl / D-link/ Netgear/ SMC etc.	8			
23	24 port 10/100 Make: HCl / D-link/ Netgear/ SMC etc.	8			
<b>Wireless Access Points</b>					
24	Wireless Access Point 802.11b/n Make D-link / SMC etc.	70			

**Seal of the Firm**  
**Signature of the Owner / Authorised Signatory**

**Place:**

**Date:**