



# श्री अरविन्द महाविद्यालय

## SRI AUROBINDO COLLEGE

Ph.: 011 40536164

दिल्ली विश्वविद्यालय  
मालवीय नगर, नई दिल्ली-110017  
(University of Delhi)  
MALVIYA NAGAR, NEW DELHI - 110017  
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Ref. No.: SAC/2024/

Dated 25.11.2024

### REQUEST FOR PROPOSAL FOR THE COMPREHENSIVE AMC OF COMPUTERS, PRINTERS, PROJECTOR, UPS AND SERVER.

Sri Aurobindo College invites proposals for the AMC of the following Computers and other hardware items.

S. No.	Item Name	Total
1.	Computer	128
2.	Projector	4
3.	Printer	18
4.	UPS	15
5.	Server	3

The details of above items are attached in Annexure-I. Interested vendors who fulfill the terms & conditions as stated in Annexure-II may submit proposals in two parts as per the attached Proforma. Both the parts viz. "Part A -Technical Proposal" and "Part B- Financial Proposal" are required to be submitted. Each part should be sealed in a separate envelope and suitably super scribed. The two sealed envelopes should be put in a third envelope, sealed and super scribed "Proposal for Comprehensive AMC of Computers, Printers, Projectors, UPS and Server" complete in all respect should reach the Principal, Sri Aurobindo College, Malviya Nagar, New Delhi-110017 latest by 3 PM on 05.12.2024.

  
PRINCIPAL

## Annexure I

S. No.	Item Name	Brand/Name	Quantity	Total
1	Computer-Acer	Model – Veriton Series M 200 Processor – AMD Phenom 2.60 Ghz RAM 2 GB, 4GB Hard Disk – 320 GB Monitor – Acer	11	128
	Computer –HP	Intel(R) Core(TM) i7-10400 CPU @ 2.90GHz 2.90 GHz RAM -8GB HARD DISK - 1TB	06	
	Computer –HP	HP Pro One 440 G9 ALL in ONE 13th Gen. intel(R) Core(TM) i7- 13700 CPU @ 2.10GHz RAM- 16GB HARD DRIVE - 1TB	10	For software only
	Computer -HP	HP Pro One 400 G6 24 ALL in ONE intel(R) Core(TM) i5-10400 CPU @ 2.90GHz 2.90 GHz RAM- 8GB HARD DRIVE - 1TB	100	For software only
	Computer - Lenovo	4th Generation/ 8 GB RAM /HARD DISK- 1TB	01	
2.	Projector	Panasonic -PTLB518 Panasonic- PTLB51S NEC Lamp Type NP13LP,V260X Panasonic- PTL526EAS1	4	4
3.	Printer	HP Laser Jet 1020	6	19
		HP Laser Jet M 1005 MFP	5	
		HP Laser Jet M1136MFP	1	
		Samsung Laser Jet Express M2876ND	1	
		HP Laser Jet MFPM440NDA	1	
		HP Laser Jet MFP4104FDW	1	
		HP Laser Jet MFPM521DW	1	
		HP Laser Jet M329 MFP	2	
4.	UPS	UPS 10KVA with 16 Batteries each of 12v/18AH	3	15
		UPS 2KVA with 48 Batteries each of 12v/42AH	2	
		UPS 625VA with 1 battery of 12v/7.5AH	10	
5.	Server	Acer - Intel Xeon CPU E5620@2.40GHZ (2 Processors ), RAM-8GB	2	3
		Intel® Xeon® CPU E-3- 1220,V2@3.10Ghz 3.10GHZ ,4.00GB of RAM	1	

*P. K. S.*



## TERMS AND CONDITIONS

ANNEXURE-II

1. Maintenance Means:
  - a. To ensure the proper working of the computers inclusive of hardware and software.
  - b. Preventive maintenance of all items must be done twice in a year during semester break. For example dust removal, CD-Lens cleaning, etc.
  - c. Preventive maintenance against viruses, spywares and all unwanted software, for example, cookies and removal of problems arising as a result of unwanted software.
  - d. All maintenance work needs to be done between college timings i.e. from 9 AM to 5.00 PM on all working days, i.e. Monday to Friday (except college holidays).
  - e. Henceforth "item" will refer to any equipment under the AMC contract including H/W e.g. computer, printer, projector, UPS, and Server etc. and software e.g. Windows, Unix /Linux, etc.
2. Cost of Cartridge, and battery (if replacement is required) will be borne by the college. All other parts will be replaced by the vendor.
3. The vendor must have a Service Tax number and PAN.
4. The firm must have experience of Maintenance Contracts of Computers and peripherals for at least 3 years for at least 100 computers per annum with Govt. Deptt./Public Sector/University/college. The firm should provide list of Government Ministries/ Departments/Organizations/University/college for which it has AMCs, in each of the last 3 years.
5. If a part/item is not working and the same has to be rectified by replacement of part/item then the expense of the replacement of part/item of same or higher configurations would have to be borne by the vendor. Specifically, Keyboard and Mouse of Logitech/Dell/HP/IBM only would be acceptable as replacement. In case of Motherboard, replacement should be done by product of same manufacturer. i.e. Intel motherboard needs to be replaced by Intel and AMD by AMD only.
6. The vendor needs to provide 5 units of Keyboard and Mouse of Logitech/Dell/HP/IBM at the beginning of AMC as the standby so that faulty keyboard and mouse should not hamper the smooth functioning of the system. The above mentioned inventory of five units will be maintained at all times. The unused standby items would be returned at the end of AMC.
7. Quotation may be submitted after inspection of items by vendor during 09:30 a.m. to 12:30 p.m.
8. The vendor will provide a qualified, resident service engineer (MCSE/CCNA or equivalent) with experience of at least two years as computer technician, on all the working days. Engineer shall be equipped with mobile phone to ensure his availability. An amount of Rs. 100/- per day will be deducted if Service Engineer remains absent/leave without providing substitute. The salary of the resident engineer will be responsibility of the vendor. If the services of the engineer are not found satisfactory, the vendor will have to provide substitute within a week.

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9. The period of AMC will be for one year and if found satisfactory may be extended for another year.
10. The college reserves the right to accept or reject any quotations without assigning any reason thereof.
11. AMC for the items given in proposal document is on a Comprehensive Basis. Single consolidated rate must be quoted for all the items.
12. The vendors would be required to maintain a call register both at his end as well as College, along with call report giving details of the maintenance work done and down time of Computer and its peripherals.
13. The comprehensive maintenance shall be carried out primarily at the premises of Sri Aurobindo College, during office hours. In case the vendor feels that equipment can not be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly.
14. The system down time should not exceed 8 working hours from the time at which the complaint was made. If the down time is more than 8 working hours, the Vendor will provide a standby system. In case the system is not repaired or an alternative system not supplied within the period of 8 working hours from the time of failure report then the College may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the vendor.
15. The comprehensive maintenance charges shall be payable to the vendor after every three months. For this the vendor will raise a bill and payment will be released after a satisfactory report is obtained from the department. No advance payments will be made.
16. Late submission of proposals will not be accepted. Proposals by "Telex/Telegram/Fax/E-mail" will not be accepted. Proposals may be submitted by Registered Post, by Hand in Person or by Courier.
17. The proposal is not transferable.
18. In case of non-compliance with the contract, Sri Aurobindo College reserves the right to cancel/revoke the contract and impose penalty in proportion to damages.
19. Earnest Money Deposit (Rs. 5000/- only) in the form of a demand draft in favour of Principal, Sri Aurobindo College, should be deposited along with the proposal. Name, address and telephone number of the vendor should be clearly written on the backside of the Demand Draft. Earnest Money Deposit of the selected vendor will be retained by the college till the end of contract. Earnest Money Deposit of the rejected vendors will be returned back by the college.
20. The exact number of items under AMC may change within 5%.

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**Proposal for Comprehensive AMC of Computers, Printers, Projectors, UPS and Server”  
Part A- Technical Proposal**

The Principal  
Sri Aurobindo College  
Malviya Nagar  
New Delhi 110017

Sir,

With reference to your letter no \_\_\_\_\_, we submit below our Technical Proposal in response to the same:

1. Organisation's Name and official Address \_\_\_\_\_  
\_\_\_\_\_
2. Telephone No \_\_\_\_\_
3. Email ID \_\_\_\_\_
4. Name and mobile No of the Authorized signatory \_\_\_\_\_
5. Specimen signature of the authorized signatory \_\_\_\_\_
6. Qualifications and experience of the resident service engineer \_\_\_\_\_  
\_\_\_\_\_
7. Details of the contact person:  
Name \_\_\_\_\_ Mobile No \_\_\_\_\_ Email ID \_\_\_\_\_

8. We are enclosing the following:

S.No.	Documents	
1	Demand Draft No _____ dated _____ Drawn on _____ for a sum of Rs 5000(Rupees Five thousand only) as earnest money	Yes/No
2	Copy of PAN	Yes/No
3	Copy of Service Tax No	Yes/No
4	List of Maintenance Contracts executed by company during last 3 years	Yes/No

In case of our selection the earnest money will be retained by the college as interest free security towards satisfactory performance of the contract. Financial proposal will be submitted in the separate sealed cover.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Stamp of the Organisation \_\_\_\_\_

NOTE: The sealed proposal should be super scribed "PART A -Technical Proposal for Comprehensive AMC of Computers, Printers, Projectors, UPS and Server."

**Proposal for Comprehensive AMC of Computers, Printers, Projectors, UPS and Server”  
Part B- Financial Proposal**

The Principal  
Sri Aurobindo College  
Malviya Nagar  
New Delhi 110017

Sir,

With reference to your letter no \_\_\_\_\_, and our Technical proposal dated \_\_\_\_\_ submitted separately, we submit below our Financial Proposal in response to the same.

1. Organisation's Name and official Address \_\_\_\_\_  
\_\_\_\_\_
2. Telephone No \_\_\_\_\_
3. Email ID \_\_\_\_\_
4. Name and mobile No of the Authorized signatory \_\_\_\_\_
5. Specimen signature of the authorized signatory \_\_\_\_\_
6. Quoted price per annum inclusive of all taxes and other charges (lump sum amount) for all the items mentioned in Annexure -I. \_\_\_\_\_  
\_\_\_\_\_

Thanking You

Yours Sincerely

Signature \_\_\_\_\_

Name \_\_\_\_\_

Stamp of the Organisation \_\_\_\_\_

NOTE: The sealed proposal should be super scribed “PART B- Financial Proposal for Comprehensive AMC of Computers, Printers, Projectors, UPS and Server.”