

Tender Document

**MAINTENANCE CONTRACT OF COMPUTERS,
PERIPHERALS, SOFTWARE AND LOCAL AREA
NETWORKING
AT
JAMIA HAMDARD
NEW DELHI**

List of Documents:

1. Tender Document: Doc-I
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JAMIA HAMDARD
Hamdard Nagar, New Delhi- 110 062

Price: Rs. 5000/-
(Rupees Five Thousand Non-refundable)

(Signature of Authorized Signatory
With Company Seal)

**TENDER DOCUMENT FOR
MAINTENANCE CONTRACT
OF COMPUTERS, PERIPHERALS, SOFTWARE AND
LOCAL AREA NETWORKING AT JAMIA HAMDARD**

Invitation to bid

1. Tenders are invited for providing maintenance services for computers, peripherals and LAN installed at Jamia Hamdard, New Delhi. Jamia Hamdard currently has over 500 computers and associated peripherals through two bid Systems.

The details of the systems (computers, peripherals, LAN, etc.) areas given in Annexure-A, B, C&D. Annexure–A(Computers, peripherals and servers),Annexure–B (UPS,ScannersandPrinters),Annexure–C(LAN),Annexure–D(LaptopsandLCDsProjectors).The actual number may either increase or decrease at the time of start of contract or during the contract period.

Any of the above hardware systems may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be payable at pro-rata basis. Similarly equipment can be added during the period of AMC (Maintenance Contract) and maintenance charges will be paid pro-rata basis.

2. The maintenance support vendor (Here after referred to as “vendor” in this document) is required to submit the technical and financial bid in two separate sealed covers clearly super scribed “Technical Bid” and “Financial Bid”. Each page of the tender document should be numbered as given in the example, (Example: if there are 85 pages in the tender document the first page should be numbered as 1/85, second page 2/85 so on). The quotations in a sealed cover super scribed "Quotations for the Maintenance of Computers, Peripherals and LAN" should reach Registrar, Jamia Hamdard, Hamdard Nagar, NewDelhi110062 **latest by 3.00 PM on Dated 11.03.2024.**
3. Quotations will be opened on the same day at 3.30 PM in the presence of such bidders or their duly authorized representatives as may be present. As a token of acceptance of all the terms and conditions mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. Tenders of unsigned documents will be rejected. The price bid of those bidders will be opened who fulfill all the requirements of the technical bid.

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Description of the Work

1. The maintenance services will consist of
 - a) Attending to complaints raised by various departments/individuals of Jamia Hamdard (details provided by Computer Centre located at Jamia Hamdard, New Delhi) on daily basis.
 - b) Onsite preventive and corrective maintenance of computers connected in LAN and peripherals at Jamia Hamdard, New Delhi.
 - c) The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.
 - d) The maintenance contract also includes removal of virus, software patch up-dation, HDD crash recovery, software support/trouble shooting to keep the system fully operational. The vendor will be responsible for providing virus free computing environment at Jamia Hamdard.
 - e) The maintenance contract also includes repair, maintenance and trouble shooting of all LAN components.
 - f) The vendor shall provide a “**monitoring software**” to monitor status of PCs, software, hardware and peripherals centrally, covered under AMC.
 - g) The vendor shall provide an online system of complaint logging, redressing and feed back windows to all users of the University.

2. The contract will be initially for 1 one year. The contract may be extended further at the sole discretion of Jamia Hamdard, only on a satisfactory service(s) provided by the vendor.

3. The maintenance services will be provided on all working days from 0900 Hr to1800 Hr (Monday to Saturday)

4. Provision of availability of service engineers on Sundays or other holidays should be made in case of exigency.

5. The maintenance service by vendor shall provide maintenance services through six qualified experienced and competent resident engineers who shall stay at Jamia Hamdard, New Delhi as indicated in item (3) above. The role of these engineers shall be as follows:
 - Two support engineers for computer maintenance. The on site engineer responsible for hardware maintenance should have expertise to cover all items of computers, printers, UPS, scanners, CD-writers and network components.
 - One dedicated support engineer for printers, Scanners, Projectors.

 - One dedicated support engineer for active and passive networking jobs. Whose responsibility will also cover maintenance and cleaning of networking equipment's like switches, peripherals attached with the switches. He shall also be responsible for laying of structured networking cables as and when it may be required.

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- OneL2 (Level 2) network engineer.
 - OneL2(Level2) Server Engineer with expertise of VMware/WindowsServer2016/2003/Database.
6. Additional engineer(s) may be deputed at Jamia Hamdard in addition to the above resident engineers whenever there are more workload/complaints to rectify the equipment within the stipulated response time.
 7. All computers, peripherals and their parts as mentioned in Doc III will be covered under this maintenance contract.
 8. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer toner, CDs, cables and information outlets (incase of LAN) the contractor will arrange all other parts/components/sub-assemblies including fuser assembly of laser printer free of cost.
 9. The systems that are not serviceable by the vendor due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of Jamia Hamdard regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the vendor and equivalent maintenance charges shall be deducted from the amount due to the vendor.
 10. (a) Qualifications and experience of the resident engineers/technicians shall be agreeable to Jamia Hamdard. No frequent replacement will be allowed.
(b) Wages and Services of the technical staff deputed at Jamia Hamdard should be as per the NCT of Delhi.

11. Scope of work of Comprehensive Annual Maintenance Contract:

Hardware Maintenance: Preventive, remedial maintenance and repair Computer Systems and accessories, LCD Projectors & Laptops as listed in Annexures-A,B,C

&D. The AMC will be comprehensive and services will be required to be rendered by the successful bidder here in after called the vendor at Jamia Hamdard University site.

To provide the comprehensive maintenance of PC's, Servers, Annexure–A. Printers, scanners and UPS (Annexure-B), LAN (Annexure–C) LCD Projectors & Laptops (Annexure-D). It should cover the free replacement of any hardware and rectify the fault if could be due to Operating Software or Application Software or Ant viruses etc. In case of UPS, the job of replacing the batteries will be done by the service provider without any labor charges, while the Battery will be supplied by the Jamia Hamdard. Similarly Laptop Battery, Printer Drum, Printer Head, Physical Damage

& Burn items will be considered as consumable items will be provided by Jamia Hamdard. Complete LAN Network in different buildings within the campus to be maintained along with

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related hard ware and Software's as per the Annexure-A.

Complete WAN Network within the campus to be maintained along with related Hardware and Software's as per the Annexure-C. The vendor should maintain the 01Gbps-Internet connectivity. The vendor will be responsible for loading updating, backup, configuring correctly all the Software's including CISCOIOS, Windows OS Windows 10/windows 11, Windows Server 2012, 2016,2019,2022, Office2013, Linux Server, Web Server ,Anti-Virus S/w, Oracle9i/10g, Full Support all Virtual environment using VMware Hypervisor ESXI7,6,5, VMware V-center server 7,6, and all the other related software's working in the Campus.

General Conditions/ Technical

- (i) The Jamia Hamdard reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful tenderer shall perform the same at the rate quoted.
 - (ii) The Jamia Hamdard takes no responsibility for delay, loss or non-receipt of a quotation after dispatch.
 - (iii) Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand Only) in form of crossed demand draft/pay order in favor of *Jamia Hamdard* shall be deposited at the time of submission of tender, as apart of the Technical Bid. Tender received without EMD shall be summarily rejected.
 - (iv) The vendor must be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax. Copies of necessary supporting documents must be attached.
 - (v) The vendor must be currently maintaining more than 300 (Three Hundred) computers each on LAN at a minimum of 3 (Three) locations in Delhi/NCR. Copies of two such work order or any other documentary evidence clearly showing that more than 300 computers are being maintained at a single location should be attached.
12. The company should have the experience of maintaining a minimum of 300PCs or more with peripherals in at least three central Government department/PSU/Autonomous Institute for more than three years along with maintenance of switched Ethernet LAN system having more than 300 nodes in NCR.
 13. The company should have at least Rs.5 Crores of annual turn over from its services business only, in last two financial years. Turn over certificate from Chartered Accountant to be enclosed.
 14. The company should have adequate physical infra structure to support AMC project like in house test and repair center (TRC) at Delhi.
 15. The company should have ISO certificate for service support.
 16. The firm shall be registered under company Act. It shall also be registered with income Tax, and Sales Tax.

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17. The Tenderer shall submit unnamed bio-data with qualifications and experience of

Professionals that the company to depute for the above mentioned work. The service Provider will place its own staff to render mentioned work. The service provider will place its own staff to render AMC services or will hire on its roll on contract basis co terminus with Jamia Hamdard contract. The arrangement should not be through any HR/Manpower company. The engineers of service provider posted at Jamia Hamdard will not be assigned any other jobs other than that of Jamia Hamdard during the contract period.

18. Service provider will provide mobile phone handsets to Team Leader for connectivity with Jamia Hamdard.

19. The service provider will not change/replace the professional staff personal proposed in technical proposal/accepted by Jamia Hamdard during the course of contract.

20. If replacement is inevitable (under exceptional cases where the professional staff has left the organization of the bidder), the service provider will ensure to provide a person of equivalent or better qualification/experience. Such replacement shall be made in a planned manner with prior approval of Jamia Hamdard. The service provider in such circumstances will offer CVs of 2-3 alternatives of the key resource concerned and the decision to choose among them will be of Jamia Hamdard. Similarly If the performance of any key professional is not found satisfactory, Jamia Hamdard shall have the option to ask the service provider to immediately change the concerned resource by giving at least 1(One)- month notice.

The L2 Engineers should have relevant working experience, qualification and certifications (with CCNP/CCNA/AMCSE/VMWare) Certification having at least 3years in system integration, Windows Server2012, Windows Server2016 Windows Server2019, Windows Server2022, Active Directory, DNS, DHCP, Linux Advanced Server, CISCOIOS, Router, software Sophos firewall, Layer3/2switches, VLAN, LAN and WAN protocols and fiber optics. All other trained persons should be BCA/B. Score three years Diploma holder in Electronics/Computer Science/IT having minimum of two year experience in system integration and hardware maintenance with the knowledge of Windows Server2016/Win-2019/Win-2022, MS Outlook and Oracle database management. MS SQL2019 database He will be expert in loading, up-dating and configuring OS, applications anti-virus, drivers etc.

21. Out of two L2 engineers one engineer must be a certified in Virtualization of servers with at least two years post certification experience.

22. Before accepting engineers at Jamia Hamdard to work in its IT infrastructure proposed by selected vendor, Jamia Hamdard will conduct hands-on test for such engineers.

23. AMC vendor should also ensure the availability of other reserve IT experts (L3)out of the AMC site and can be called whenever required for vertical support on the cost of vender. List of such exerts should be shared with Jamia Hamdard.

24. AMC vendor should also ensure proper maintenance equipment with resident engineers.

25. AMC vendor should also ensure that all on site engineers have mobile phones and at least two two-wheelers between them at the cost of the AMC provider.

26. The vendor should maintain the uptime of more than 99% for the Servers, LAN connectivity, WAN connectivity, Internet connectivity and the uptime for all other

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Equipment should be maintained at more than 96%.

27. The down time of the back bone equipment (Router, L3/L2 switches, Domain Server, Database Servers etc. in production) should not exceed 2hours and won time for user

Equipment (PCs, Printers, Scanners, UPS etc.) should not exceed 4hours from the Time of lodging the complaint. In case the vendor fails to rectify the fault within 4hours and 8hours respectively for back bone equipment and user equipment from lodging the complaints, then the vendor will provide the stand by unit of same configuration, in default there of then the penalty will be imposed at the rate of Rs.1000/-and Rs.500/-per day respectively for back bone and user equipment till the rectification of the fault as per the end user satisfaction. The amount will be deducted from the next quarter A M C amount.

28. IfMCvenderisnotabletoprovidesolutiontoanybackboneproblemwithin8hoursandtoanyenduserproblemwithin24hours,JamiaHamdardwillreservetherighttoaskanyothervendorforspecificwork.Theamountofexpenditureincurredwillbededucted from the AMC contractor.

- The vendor shall provide a Bank Guarantee of 10% of the total value of AMC from a schedule bank or deposit with Jamia Hamdard equal amount i.e. 10% of the total value of AMC as a security money for due discharge of maintenance services. The security amount is liable to be forfeited in case the vendor not fulfills any of the conditions as per the AMC Tender documents.
- In case a resident engineer is absent and vendor does not provide alternate engineer on time, then a penalty clause gets invoked and rate of wages per day of an engineer may be deducted from the bills submitted by the vendor as per the Delhi Government labor wage rates for skilled, unskilled and graduate level employee.
- ESIC (Employees' State Insurance Corporation) is a legislative body under the ownership of the Ministry of Labor and Employment of Government of India. Vendor has to cover its resident engineers as per the rules and regulations specified in the ESI Act 1948.
- Vendor will provide quarterly report of salary statements with Provident Fund contribution visible of its resident engineers paid to them.
- The vendor must have satisfactorily executed in last 3 years minimum3AMC of more than 300 computers connected in LAN under Windows 2003/Windows 2016 Server environment. Necessary supporting documents as required must be attached.

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Payment Terms:

The payment shall be made after end of each quarter after getting the Performance report to be signed by Jamia Authorized person along with the daily service Call Reports to be signed by the end-users. All taxes applicable on prevailing rates will deducted.

Jamia Hamdard will deduct an amount of 0.25% from all the bills for “*Jamia Hamdard Relief and welfare fund*”

Liquidated Damage:

If any complaint not resolved within 4/8hours due to any reason a penalty of Rs.500/-and Rs.1000/-per day per system respectively will be imposed which will be deducted from the AMC payment for the next quarter.

Security Deposit

The contract or shall be required to deposit a sum equivalent to 10 percent of the total work order at the time of signing the contract as security deposit in cash/demand draft/term deposit or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of Jamia Hamdard, New Delhi.

No interest shall accrue on this amount. The Security amount shall be re-payable after one month of the expiry/termination of the contract after deduction of penalty/other dues, if any. The EMD of the successful bidder will be refunded after signing of the agreement and after deposit of security amount.

Payment Terms and conditions:

The payment to the contractor will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the contract or and based on past performance. TDS, Service tax, WCT and any other applicable taxes as per prevailing rates, will be deducted before making the payment.

The maintenance charges quoted by the vendor per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.

Termination of Contract and Penalty

The terms and condition of the contract would be as per the draft agreement enclosed in Doc-IV.

Jurisdiction

The courts at Delhi (India) alone shall have the jurisdiction in any matter arising out of relating to or touching this tender and shall be governed, construed and interpreted in accordance with the laws of India.

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Arbitration

All disputes arising out of this contract agreement will be settled by the sole Arbitrator appointed by Jamia Hamdard, NewDelhi-110062. The venue of arbitration shall be at Delhi/New Delhi only. The award of arbitrator shall be final & binding on the parties.

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Technical Bid

The technical bid shall contain following information in a sealed cover super scribed“ Technical Bid”:

1. Name, address, set up and status of the organization. Contact person with telephone number & E-mails.
2. The bidder shall be a company registered with the Registrar of Companies and registered with Delhi Sales tax for Works contract Tax. *Document in support of registration with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.*
3. EMD of Rs.50,000/-(Rupees Fifty Thousand only) inform of DD/pay order in favor of Jamia Hamdard, New Delhi
4. Details of testing and repair facility available with the company.
5. List of at least 6 qualified services engineers (Including two L2 Engineers) with details of qualification and having more than 3 years of experience in the relevant field as per the Performa enclosed. *The qualification and experience of resident engineer deputed to Jamia Hamdard will be verified. Copies of qualification and experience certificates to be enclosed.*

Sl. No.	Name	Technical qualifications	Area of specialization	No.of years of experience	Area of Experience	Date of Joining the firm

6. List of clients with name, complete address and contact person with telephone number where the company is currently maintaining more than 300 computers on LAN in a single location in Delhi as per the Performa enclosed. *Copies of two such work order or any other documentary evidence from Govt .Departments/Public Sector Undertakings clearly showing that more than 300 computers are being maintained at a single location should be attached.*

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Sl. No.	Name of the Organization/Govt. Dept./PSU with Contact person with tel. No.	Details of equipment And Nos. (Servers and clients) and standalone PCS, laptops, printers, other peripherals	No.of resident engineers provided	Period of Contract	Contract value(Rs.in lakhs)

7. List of maintenance contracts satisfactorily executed by the vendor in last 3 years. Minimum 3 such maintenance contracts of more than 300 computers connected in LAN under Windows 2016, Windows 2003 Server or above version environment should be listed. *A Performance Certificate to this effect from at least two Govt. Departments/Public Sector Undertakings shall have to be furnished.*

Sl. No.	Name of the Organization/Govt. Dept./PSU	No. of resident engineers provided	No.of PCs	Period of Contract	Contract value (Rs.in lakhs)

8. Tender document (Doc-I) duly signed in each page.

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Financial Bid

The financial/price bid should contain the quotation for maintenance charges per item in terms of yearly basis only, as listed below. Price quoted by the tenderer shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. The financial bid should be enclosed in a separate sealed cover super scribed “Financial Bid”.

A. Equipment to be brought under maintenance contract at the time of the commencement of the contract

Annexure A

COMPUTERS AND PERIPHERALS

S.No	Equipment	Make/Model	Qty	Rate per year per equipment	Total
1	Servers	HP/Dell	07		
2	Desktops	HP/Dell/Acer/Lenovo/Assembled etc.	789		
3	Storage	HPMSA2000	01		
Total(A)					

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B. Equipment to be brought under maintenance contract during the period of contract

Annexure-B

UPS, SCANNERS AND PRINTERS

Sl. No.	Equipment	Make/Model	Qty	Rate per year per equipment	Total
1	Printers	HP/Samsung/ Epson/	417		
2	UPS	Nexus/ Elnova /Guard	320		
3	Scanner	HP/UMAX/CANNON	41		
Total-(B)					

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Annexure–C

LAN

Sl. No.	Equipment	Make/Model	Qty	Rate per year per equipment	Total
1	RF	Ubiquity	02		
2	Switch	Cisco /D-Link	53		
3	Media Converter	D-Link	04		
4	SAN Switch	HP	01		
Total(C)					

Laptops and LCD Projectors

Sl. No.	Equipment	Make/Model	Qty	Rate per year per equipment	Total
1	LCD Projectors	Sony/Hitachi/Mitsubishi	60		
2	Laptops	HP/Acer/Toshiba/Dell/Sony/IB	59		
Total(D)					

E. Total(A+B+ C + D):

F. Less

discount(if any

):Net Total

Note: Actual number of equipment may vary at the time of awarding the Contract. For some of the equipment AMC will start during the year as stated above. Few computers on LAN are under warranty with OEM. Software support would also be provided for computers under warranty.

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