



Bhagini Nivedita College
(University of Delhi)
Kair, (Near Najafgarh), New Delhi-110043

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Ref. No. **BNC/ADMIN/18/844**

Date: 26.10.2018

To all interested parties

Sub: Request for quotations for the AMC of computers and Networking at BNC.

Dear Sir/Madam

Interested parties are invited to submit their rates for the annual maintenance of the following computer and Networking with allied items.

Items	Model	Operating System	RAM	HDD	Qty.	AMC Required	Amount
Computer	Acer	Win-7 Professional	2GB	250 GB	96	Condition : Comprehensive AMC AMC Required: Acer Systems (With Parts) and for S/W (Windows Formatting, Software Installing, Virus Protection and others.) The replacement of all spares of hardware is included under the AMC. Defective parts will be replaced with good and standard quality spares by the vendor without any extra charges of any kind.	
	HP	XP Version 2002 Profe.	2GB	80 GB	48		
	IBM	Win-XP 2002 Profe.	1GB	60 GB	5		
	Wipro	Win-XP 2002 Profe.	1GB	60 GB	5		
Server	Acer-AR380F1	Widows Server 2012 R2	32GB	RAID 5	1		
Campus Networking (Computer +Wi-Fi)	Nodes- 145 nos. LAN Switch- 7 nos. Wi-Fi Switch- 3 nos. Wi-Fi AP – 12 nos. Along with wire.		Condition : Non-Comprehensive AMC AMC Required: The Non-comprehensive maintenance includes preventive maintenance/regular services of the LAN Nodes (LAN Networking), Wi-Fi Access Points and all accessories such as hardware/items necessary for keeping the LAN Nodes in prefect working order and condition at all the times during the period of the AMC from any defects/disturbance or any unscheduled call for corrective and maintenance services, by taking appropriate steps on time to set right the full functioning of the LAN Nodes & Switches.				

Required terms and conditions of the Annual Maintenance Contract:

1. The firm must be registered as limited or private limited under the Companies Act
2. The AMC will be valid for Two year.
3. BNC reserves the right to cancel this agreement in case of any non-fulfilment of the terms and conditions of this agreement by The AMC Provider
4. No increase in the amount payable to The AMC Provider for AMC shall be considered during the full period of AMC. No other charges whatsoever will be payable (like transportation, fare etc.) to The AMC Provider for providing the AMC services.
5. AMC provider shall adopt preventive maintenance and shall have the PCs inspected and checked once in a month and ensure routine maintenance tasks such as Registry/temporary files cleaning, Anti-Virus checks, and dust blow out.
6. All repairs and servicing of equipment shall be carried out on site. In exceptional circumstances where the equipment/component is/are to be taken to the companies' premises/service center for repair standby component shall be made available. The equipment being taken to the workshop for repair would be at company own risk and expenses.
7. The replacement of components or equipment shall be as per manufacturer's instruction under orders of IT Division.
8. The contractor shall maintain and use genuine/original components for replacement wherever needed.
9. In case of failure of parts or equipment defective parts will be attempted to be repaired on site. However in case of inability to carry out the repair on site, the defective equipment or part may be taken out of the premises subject to applicable security and safety procedures. The AMC Provider will maintain records of the items taken out for repair/replacement along with the copies of the gate passes issued in this regard by BNC and submit copies of the same to the college at the time of taking out and bringing back the equipment/parts.
10. AMC provider shall ensure that both the hardware and software such as the operating system, Microsoft Office and web browsers are in good working condition at all times during the AMC period
11. In case failure to carry out the repair/rectification/replacement or to provide standby equipment/parts within 48 hours from the time of the service/repair request, a penalty of Rs 500/=, which will be increased to Rs. 1000/= per day after 96 hours, shall be levied and deducted from the money payable for the quarter. In addition, the AMC provider will be required to carry out the repair/rectification work at their own cost after 96 hours from the time of the service/repair request. Beyond 120 hours, the college reserves the right to get repairs carried out from outside and the expenditure so incurred on such repairs will be deducted from the AMC payment, due to The AMC Provider as well as cancel the AMC contract forthwith.
12. In case of major faults requiring longer repair time, prior permission of BNC would be taken in writing.
13. The AMC provider will raise quarterly bill and the settlement of the bills will be done by the college through RTGS or any other permitted payment methods permitted by the Government of NCT of Delhi.
14. All staff deputed for maintenance work under this contract will maintain discipline and will abide the norms of good behaviour applicable to working in any academic institution.
15. Site visit is necessary for all venders before submitting the rate quotation.

You are requested to submit your quotations with the best possible all inclusive price with the necessary break up of cost and taxes along with most favourable terms and conditions. Quotations complete in all respects must be sent in sealed envelope addressed to 'The Principal, Bhagini Nivedita College' (University of Delhi), Kair, Near Najafgarh, New Delhi-110043. Please write 'Quotation for AMC of Computers' on the envelope. Quotations must reach the office of the principal latest by **12.11.2018(Monday) till 4:00pm.**



Principal