

POLICE FOUNDATION FOR EDUCATION, DELHI

B-4, SAFDARJANG ENCLAVE, NEW DELHI-110029.

Email: pfed 2019@gmail.com

No. 173-202 / PFED dated New Delhi, the 7th June, 2022

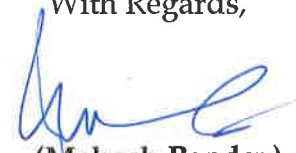
Sub: Sealed Bids (Technical & Financial) are invited for Comprehensive Annual Maintenance Contract (CAMC) of Computers/Printers/UPS's/ other peripherals etc., for all three branches of Delhi Police Public School i.e. Safdarjung Enclave, Kingsway Camp & Wazirabad for a period of one year.

Sir,

Your sealed tender in two bids systems (Technical & Financial) are invited for undertaking Comprehensive AMC of Computers & Peripherals etc., for all three branches of Delhi Police Public School i.e. Safdarjung Enclave, Kingsway Camp & Wazirabad branches, as per enclosed list of computers & peripherals of all three branches.

Kindly go through all the terms & conditions and eligibility before submitting the bids. Your sealed bids i.e. (Technical & Financial) must be dropped by **23rd June, 2022 up to 12:00 noon**, in the box kept in the Delhi Police Public School, B-4, Safdarjung Enclave, New Delhi-110029. The Technical bid will be opened on same day at 01:00 P.M. at DPPS/Safdarjung Enclave School by the purchase committee in the presence of representative of the firms and the financial bids of only those bidders who qualify in the technical bid shall be opened immediately after evaluation by the Purchase Committee. No bid shall be accepted after the schedule date and time.

With Regards,


(Mahesh Pandey)
Executive Secretary

Encl: as above.

POLICE FOUNDATION FOR EDUCATION, DELHI

Safdarjung Enclave, New Delhi-110029.

E-mail: pfed2019@gmail.com

AMC TERMS & CONDITIONS

Terms & Conditions for Comprehensive Annual Maintenance Contract (AMC) for Service/Repair/Maintenance/Replacement of Computers/Laptops/Printers/UPS's & related Peripherals including Required Software's/Data Recovery/Virus Prevention/Detection & Removal of Virus of all the Computers of all three branches of Delhi Police Public School i.e. Safdarjung Enclave, Kingsway Camp & Wazirabad.

1. The period of contract/CAMC shall be for one year. After expiry of 06 months, the service provided by the firm will be reviewed and if found satisfactory then remaining period of comprehensive CAMC will be continued.
2. Payment of bill of firm will be made on quarterly basis, after expiry of each quarter.
3. The firm has to furnish of Rs.10,000/- (Ten Thousand only) as EMI in the form of demand draft only in favour of "Delhi Police Public School, Safdarjung Enclave, New Delhi" with bid for due compliance of all the terms and conditions of agreement and for making good to all losses that may incur to the Delhi Police Public School due to non-compliance of any of the terms and conditions of contract by the firm. No any kind of exemption is allowed for the security deposit. Non deposition of EMI will attract rejection of bid.
4. The firm will undertake the Service / Repair / Maintenance / Replacement of Computers / Laptops / Printers / UPS's & related Peripherals including Required Software's/ Data Recovery / Virus Prevention / Detection & Removal of Virus from all the Computers of all the branches of Delhi Police Public School i.e. Safdarjung Enclave, Kingsway Camp & Wazirabad.
5. The contract is on the comprehensive basis for each & every equipment related to the computers in the school premises included cost of labor, faulty parts replacements etc.
6. HARD Disk, RAM, SMPS, UPS's, Batteries and plastic parts including Printer Heads, Printer Trays and CPU cabinet plastic etc.
7. The firm has to keep all the equipment under CAMC in good working order. The firm will be required to maintain the equipment (PC's, Server, Printers, UPS, Modem, Hubs, Switches, Routers, LAN Cable etc.) in good working order under the comprehensive AMC
8. Power cable/Printer cable and other cables connected with the equipment's on damage will be replaced by the firm. No extra charge will be paid for the same.
9. The firm shall provide a dedicated Engineer in school at DPPS/Safdarjung Enclave Branch, who shall work as per the requirement of the School/PFED. Firm shall not ask any labor charge for any work done by the Engineer at school/PFED and the Engineer will be at the disposal of School/PFED. The Engineer may be assigned any work, as deems fit by the School/PFED (including minor work of smart boards etc.)
10. The Engineer for other two branches of Delhi Police Public School i.e. Kingsway Camp & Wazirabad will be on call basis as & when required.
11. The Engineer so deputed should have at least three years' experience in networking/interconnectivity of system and well versed about the new software used in operating system and will install the same in the

- systems. The Engineer should have complete knowledge of software & hardware and computer peripherals. Any change/replacement of Engineer during the CAMC period will be intimated before a week's time to HOD/Computer & HOS. The testimonials of the new incumbent will be submitted in the office with police verification. Experience Certificate of the Engineer shall be submitted by the firm with the police verification report to HOS, before deploying him to School.
12. The firm will provide the resident Engineer to repair all equipment covered under this contract during school hours of school i.e., 08:00 AM to 04:00 P.M., from Monday to Saturday. Besides, the firm will also provide Engineer on special functions in school like Annual Day, Investiture/Felicitation Ceremony etc. or whenever being called by the school authorities. No any extra payment/emoluments shall be paid for such occasions.
 13. That the firm should provide Police verification report of the service Engineer to the school so deputed as service Engineer and issue Identity Card to their personnel before visiting the school. The cost of police verification / Identity Card will be borne by the firm itself.
 14. That the firm will maintain "History Sheet" of each equipment under CAMC with detail specification of the equipment before taking over AMC and submit it to the school authorities.
 15. The firm will not make-sub-contract or permit any other person, except the firm's employee, to do any work /service or other activities.
 16. All the data stored in the computer systems is deemed to be secret/confidential. The service Engineer or any other personnel deputed by firm to repair or maintain the computer will be bound to keep the same secret/confidential. The firm will be responsible for any leakage/tampering etc., in the data. The firm will also ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.
 17. All equipment's under contract will have preventive maintenance once every three months. The preventive maintenance will include cleaning, checking of the equipment, resolving minor technical problems, virus scanning and updating of all systems etc., in the school premises, failing which firm shall be liable for penalty @ 2% of the bill amount of particular quarter. Non-compliance will attract penalty in each quarter and further action as deemed fit by the management. The firm shall be bound to perform this exercise itself and School shall not remind for the same.
 18. It will be the duty of the firm to check periodically electricity supply from main source/cable to computers and ensure that (phase and neutral) cables are rightly connected, voltages correct as per norms and there is proper earthing. If anything is not in order that must be brought to the notice of HOS in writing by the firm.
 19. Any complaint is to be attended immediately and the problem be resolved/rectified within reasonable time. In case any complaint is reported on the last working day of the week, the firm has to attend to the complaint immediately on the same day.
 20. This will be the responsibility of firm to arrange parts/spares on their own of branded products. No separate charges will be given for such part/parts. Use of non-branded items will attract action against the firm with penalty.
 21. If any problem occurred in the computer under CAMC and also in the network connection, the firm will provide troubleshooting and maintenance etc.
 22. The entire software available in the school and as and when needed is to be updated by the firm for proper functions of computers/systems/peripherals.
 23. All the software required for maintenance i.e., operating system etc., will be done by the firm and expenditure also borne by the firm itself.
 24. If any major repair which requires shifting of equipment to workshop of the firm, then transportation for shifting of equipment will be arranged by the firm. Standby equipment of equivalent capacity e.g.,

- printers / desk jet etc., is to be provided by the firm before removing the defective equipment. All major problems should be rectified as soon as possible.
25. All record of complaints will be maintained by the firm, complaint reported, attended by the service Engineer and report of user, whether problem removed or not. A copy of the complaint and feedback reports is to be given to the user for acknowledgement purpose.
 26. For fault analysis and tracking problems, the firm will require submitting summary of monthly complaint reports to school authorities and HOD's computers.
 27. The Engineer so deputed/nominated by the firm will be equipped with mobile phones etc. for proper contact and communication. He will be bound to remain available on phone even after School hours, for emergency/urgent reasons.
 28. The firm should ensure that all the machines i.e., Laptop, Desktop, Server, all type of computers and on different operating systems has antivirus/anti spam software loaded and updated on time. The firm should also load latest virus prevention shield on the machines to prevent viruses.
 29. The old parts replaced by new one will be the property of Delhi Police Public School. The concerned Engineer is responsible to deposit the defective/replacement item in the concerned store of school to the HOD concerned.
 30. The firm will take over all the equipment's which are/may be under wholly or partially comprehensive AMC.
 31. The firm who is awarded the AMC work shall pay 10% PBG (Performance Bank Guarantee) of bid amount to PFED as security deposit for the period of one year.

Payment and other Conditions:

1. The contract firm will submit bills on quarterly basis to school. The school will make the payment after verifying the satisfactory service by the firm as per terms and conditions of the tender/agreement. The payment shall be made quarterly after expiry of each quarter and satisfactory services.
2. The payment will be made against pre receipted bills as per approved rates after deduction of TDS, penalty, if any, and after verification/ inspection and satisfactory acceptance of services from HOD's/Computers.
3. No request for the increase in the rates will be entertained during the period of contract for any reasons whatsoever. However, if there is underutilization of Services due to any situation/emergency, the firm shall give discount to School in quarterly bills.
4. Any lapse/violation in the performance of the terms and conditions of the contract the firm will make it liable for the forfeiture of security money, blacklisting of the firm and penalty as per clauses, as the case may be and deems fit by the Management.
5. The standby equipment arrangement will be allowed for a maximum of 02 days only and beyond 02 working days the action will be taken as deemed fit by the School.
6. The firm shall not be entitled to refund of security money mentioned above unless the terms and conditions of the contract have been fully carried out to the satisfaction of the school and NOC obtained from the School.
7. Any part can be repaired once only. If irreparable or already repaired once, it has to be replaced by the firm without any charges and delay.
8. If any part requires replacement, the new part equivalent or higher in capacity will be accepted subject to compatibility. No extra charges will be paid for the same. Replacement of lower capacity or quality will attract penalty and action against the firm.

9. The firm will be bound to repair the computer/printers/UPS within stipulated period, failing which the computer/printer/UPS will be get repaired from other firm, payment of such bill amount will be borne by the firm failing which, will be recovered from the contracted firm.
10. In case the firm refuses to make up for any loss/damage/failure, the same will be recovered from the dues of the firm. Further action as deemed fit, may also be taken against the firm.
11. The period of contract may be extended by the School with the prior approval of competent authority for further period, if necessary, on the same rates and terms and conditions mentioned above, solely on the discretion of competent authority. Firm cannot claim for any such extension.
12. Decisions of the School shall be final and binding on the firm.
13. All disputes are subject to the jurisdiction of Courts in the National Capital Territory of Delhi.
14. Penalty as under will be levied on the firm, if no Engineer is provided:-

Routine Days	:	Rs.500/- per day.
Exam/Function/School Events Days	:	Rs.800/- per day.

1. Proforma for Technical Bid

(Submit all documents with the Technical bid)

Sl.No	Particulars	Write Details
1.	Name of Tendering Company/ Firm/ Agency (Attach Certificate of Registration)	
2.	Name of Director / Proprietor of Company/Firm/Agency	
3.	Full Address of Registered Office with Telephone No. Fax E-mail	
4.	Full Address of Local Branch Office with Telephone No. Fax E-mail	
5.	PAN (Attach self-attested copy)	No.:
6.	GST No. (Attach self-attested copy)	No.:
7.	Number of years of experience in providing similar services (Attach self-attested copy of all relevant documents).	No. of years:
8.	Satisfactory Performance Certificate from at least two Major Clients in the last three (03) financial years (2019-20 to 2021-22) along with work orders/agreements.	Client-1: Value:Rs. Client-2: Value:Rs.
9.	Income Tax returns for financial years last 3 years	Attach Document
10.	Total annual turnover financial year wise for last three (03) financial years	Attach Document

11.	<p>Affidavit stating that:</p> <p>(i) The Partners of the firm or sole proprietor or Company as the case may be, has not been black-listed in last 05 years and the name of the firm or company has not been changed.</p> <p>(ii) That there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be and that he has never been punished by any Court.</p> <p>(iii) That there are no dues towards income tax as on the date of the affidavit.</p>		Attach Document Only	
12.	<p>Details of Tender EMD Rs.10,000/- DD/Cheque No. Date Amount Drawn Bank</p>			
13.	Any other details, if any			

Note:

- 1) Bidders may annex separate sheets wherever required for furnishing above details. However, such sheets must be duly signed with seal. Unsigned documents may lead to rejection of bids.

Signature (in ink, with date) with seal of Bidder/Tenderer

2. Proforma for Financial Bid

(Should be submitted in separate envelop super-scribing "Price Bid")

Name of the Contractor:

S. No.	Description	Amount quoted
1	Annual Maintenance Contract (AMC) for Service/Repair/Maintenance/Replacement of Computers/Laptops/Printers/UPS's & related Peripherals including Required Software's/Data Recovery/Virus Prevention/Detection & Removal of Virus of all the Computers of all three branches of Delhi Police Public School i.e. Safdarjung Enclave, Kingsway Camp & Wazirabad.	

GST- Extra as applicable.

Signature (in ink, with date) and Seal of Bidder/Tenderer

Work Experience

Work performed as prime contractor (in the same or service of a similar of nature during last 03 financial years and more years.

(Please use a separate Sheet with duly signed and sealed, if required)

Sl. No.	Name of the organization with complete postal address	School/Institute Central University/ Central Govt. Department / Central Govt. Autonomous	Name and Designation of the Contact person with Tel./ Mob. No.	Description / Nature of similar work	Contract /WO No.& Date	Value of contract (in Rs.)	No. of person deployed by the firm	Contract period	Proof attached at Page No.

Note- Attach Authentic Satisfactory Performance Certificate(s) from the Employer.

Date:

Place:

Signature of Authorized signatory with seal

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(1) List of Computers / Peripherals including associated Parts at DPPS/SJE Branch.

Items	Quantity
I-7	80
Core 2 Duo	15
P-4	0
I-3	17
I-5	25
Laptop	2
Printers	20
All in One (Printers)	3
Scanners	0
Bar Code Reader	1
UPS	10
Projector	2
Speakers	2 sets
Online UPS	4

➤ **Details of Switches**

Particulars	Quantity
Office	1 switch of 24 PORT
Administrative Officer Room	1 switch of 5 PORT
Outside Principal Room	1 switch of 8 PORT
Supervisor Room	1 switch of 5 PORT
Junior Computer Lab	2 switches of 24 port
Senior Computer Lab	2 switches of 24 port
Middle Computer Lab	2 switches of 24 port
Senior Library	1 switch of 5 PORT
Junior Library	1 switch of 5 PORT
Counselor's Room	1 switch of 8 PORT
Art Room	1 switch of 5 PORT

(2) List of Computers / Peripherals including associated Parts at DPPS/NPL Branch.

Items	Quantity
Computers (window 9 & 10)	23
Printers	03
UPS	20

(3) List of Computers / Peripherals including associated Parts at DPPS/Wazirabad Branch.

Items	Quantity
Computers	17
Printers	03
UPS	04 (600 KVA) 02 (02 KVA) Online
D-Link Switch	01

