STATE PROJECT IMPLEMENTATION UNIT- UP
Technical Education Quality Improvement Programme -III
(A Unit OF NPIU & MHRD, Govt. of India)

401/402,4th Floor, Academic Block, Dr. APJ Abdul Kalam Technical University,
Jankipuram Extension, Lucknow -226031

Date: 28th December, 2018

INVITATION OF QUOTATION FOR AMC OF COMPUTERS

TEQIP-III/SPIU/UP/2/10 Dated: 28/12/2018

Non comprehensive onsite Annual Maintenance Contract (AMC) of Hardware (as Computers, Laptops, Printers, Scanners, IT Peripherals etc.) and Software (as OS, Patches etc.) installed in the Computer Systems at SPIU-UP.

Sealed Quotations in Single Envelope are invited for Non comprehensive onsite Annual Maintenance Contract (AMC) of Hardware (as Computers, Laptops, Printers, Scanners, IT Peripherals etc.) and Software (as OS, Patches etc.) installed in the Computer Systems at SPIU-UP.

1. The document can be downloaded from the website of SPIU-Up i.e :- www.spiuup.org for which parties would be required to submit in hard copy of Quotation and needs to be submitted to SPIU-UP office along with their quotes, failing which the Quotation shall be out rightly rejected. Non submission of Quotation in any of the modes will invite disqualification.

2. The sealed Quotations are to be submitted in prescribed format duly stamped and signed and dated on each page of Part ‘Technical’ & ‘Financial’ as their unconditional acceptance to the terms prescribed by the SPIU-UP. Details/supporting documents, wherever applicable, if attached with the Quotation should be duly authenticated by the vendor/s. No over-writings shall be accepted unless authenticated with full signature of the vendor/s.

3. The Quotation shall be in single format viz. Technical Part -and Financial bids. Technical Part shall comprise of compliance documents against Qualification Requirement, GST Registration certificate, Company Profile and any other document in support of technical capability. Financial bid shall comprise of Quoted Price only in the format provided with the Quotation document in Envelope sealed and submitted within the prescribed date & time and with signature of the Quotation applicant over it.

4. The sealed Quotation duly superscribed, “Quotation for Non comprehensive Annual Maintenance Contract (AMC) of Hardware (Computers, IT Peripherals) and Software at SPIU-UP” with Quotation No. should be Submitted to this office within time and date i.e., upto 12.30 p.m. of 14.01.2019:

SPA, SPIU-UP, 401/402/4th Floor, Academic Block,
Sector -11, Jankipuram Extension, Lucknow-226031

Sd/-
SPA,SPIU-UP

Annual Maintenance Contract of Hardware and Software at SPIU-UP.
Qualification Requirement (QR)

1. The company who already have the experience of maintaining PCs/ Laptops, Printers/Scanners with peripherals in Central Government Departments / Ministries/ Govt. undertakings / Reputed Private Organisations/Universities/college/Schools etc. Certificate in this regard may be submitted.

2. The company should have at least Rs. 5Lakhs of Annual Turnover in business. Balance Sheet duly certified byChartered Accountant is to be enclosed.

3. The company should have adequate physical infrastructure to support AMC project like in-house Test and Repair Center at Lucknow-UP (Details to be Submitted). This may be inspected by SPIU-UP authorities in case if needed.

General Terms and Conditions

1. The price shall include all taxes, duties, levies, delivery charges, installation charges etc and no additional payment shall be admissible on any account.

2. The vendor will have to submit Income Tax Return and GST Registration Certificate.

3. SPIU-UP reserves the right to reject any or all the quotations without assigning any reason whatsoever.

   Signature of bidder with date & seal

OTHER TERMS AND CONDITIONS

1) General Information:

For the purpose of this onsite AMC, following work flowing interpretations should be made

a. Hardware - This would include the actual components/assemblies/sub-assemblies of the PC i.e. the hard disk, monitor, mouse, Keyboard, floppy disk, DVD/CD-ROM, Zip disk drive, etc. This would also include the components/ assemblies / sub-assemblies / sub-assemblies of peripherals and other accessories and Connectors/ Calves / Cords and any other physical appliances required to run the computers etc.

b. Peripherals - This would include printer (LaserJet, DeskJet, Inkjet, Dot Matrix,), DVD/CD-Writer, Modem, Speakers and any other unspecified but existing item in the Computer System.

c. Software - This would include all the software related to Operating Systems, System Software, and any other unspecified software required to run the components/peripherals/applications etc. This would also include the application software installed in the computers.

d. Services - This would include back-up solutions, cleaning of the computer system/s and peripherals, disaster recovery solutions, general antivirus checks and regular maintenance like running diagnostics tests to ensure if all the components are working fine/efficiently.

2) Any wrong declaration in this regard if comes to notice at a later date will disqualify him from Quotation. SPIU-UP reserves the right to accept / reject any or all the Quotations without assigning any reasons thereof.

3) SPIU-UP reserves the right to reject / cancel / accept any of the Quotation(s) without assigning any reasons there for.

4) Successful Bidder shall have to execute an agreement with SPIU-UP on a non-judicial stamp paper worth Rs.100/- (bond paper should be submitted by the
agency) duly mentioning the acceptance of the terms and conditions for AMC within 7 days from the date of issue of work order.

5) If the successful Bidder fails to maintain the Annual Maintenance Contract (AMC) according to the rates quoted, action will be initiated against such Bidder holding him/them responsible.

6) **Indemnity:** The vendor will indemnify SPIU-UP against any claims due to vendor’s violation of any patents and copy rights, in such a form as prescribed by SPIU-UP.

7) **Force Majeure:** If the performance as specified in this order is prevented, restricted, delayed or interfered by reason of Fire, explosion, cyclone, floods, War, revolution, acts of public enemies, blockage or embargo, Any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or Any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost dispatch.

8) **Arbitration:** In the event of a dispute or difference or difference of any nature whatsoever between the vendor and SPIU-UP during the course of the assignment arising as a result of this order, the same will be referred for arbitration to a Board of arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise two arbitrators and an Umpire. Vendor and SPIU-UP will each nominate an arbitrator to the Board and these arbitrators will appoint the Umpire. Arbitration will be carried out at a place mutually decided by Vendor and SPIU-UP.

9) **Confidentiality:** The Vendor shall keep information related to SPIU-UP confidential and will not divulge to outside agencies without written consent from SPIU-UP.

10) **Contact Information:** For any clarifications vendor may contact :-

    State  Project Administrator, SPIU-UP, 401/402,  
    4th Floor, Academic Block, AKTUCampus,  
    Sector-11, Jankipuram Extension,  
    Lucknow-226031

    Signature of bidder with date & seal
Scope of Work

The scope of work covers Non comprehensive AMC of Hardware's (such as Computers, Laptops, Printers, Scanners, IT Peripherals etc. of different make and model) and various Software's installed in the Computer Systems located in various floors at SPIU-UP building.

The AMC services include the following:

A. PATCH MANAGEMENT
   1. Deployment and Installation of patches without human intervention.
   2. OS Patch Update Status - By user - Reporting Patch Compliance.
   3. Single Patch Download - Super Agent - Saves Bandwidth
   4. Patch History and Status
   5. Ability to rollback individual updates on specific/group of machines - Preventive Measures.

B. SECURITY MANAGEMENT
   1. Anti-virus installation/update
   2. Monitoring and Alerting on new .exe creation - Full path of virus infected file - Zero Tracking Time - Reduced Downtime.
   3. 24x7 support for latest virus definition
   4. Auto-scan of external devices on attachment for viruses
   5. Customized protection of networks and application access
   6. Website blocking
   7. Browser Management and History
   8. Windows Event Log Monitoring

C. MISCELLANEOUS
   1. Disk Defragmentation - Healthy System
   2. Cleanup of Temporary Internet Files and Cookies - Healthy System

Preventive Maintenance and Scope of Preventive Maintenance :

Vendor shall carryout Preventive Maintenance (PM) of Hardware, Software (Operating Syste etc.), etc. at least once in every quarter. It will submit an exhaustive report to SPIU-UP after each PM is completed in terms of scope of PM defined below.

i) Preventive Maintenance and carrying out the necessary repairs and fittings of replacement parts wherever applicable. Replaced parts become the property of Service Provider. Preventive maintenance shall not be attended during run time. However Preventive Maintenance which does not affect normal operation can be attended during run time. Preventive Maintenance shall be carried out at least once in two months.

ii) Wherever a component has to be replaced, it shall be replaced with a component of the same make and configuration; In case the component of same make and configuration is not available for any reason, the replacement shall conform to open standards and shall be, of a higher configuration specifically approved by the Dept.

iii) The Service Provider, may if so advised technically, get a non-functional hardware component repaired in lieu of its replacement, subject to ensuring the overall compliance of the requirement of up time.

iv) The Service Provider shall ensure that, all the replacements and components used in the process of restoring systems are genuine and original.

v) The essence of the hardware maintenance contract is to ensure that all the components of hardware work perfectly in unison and deliver rated performance during the period covered by the agreement between the Service Provider and the Department and that the systems uptime is up to the standards prescribed.
vi) The maintenance service does not include Magnetic media like magnetic disk packs, cartridges, floppy diskettes, magnetic tapes, tape cartridges and cassettes, DVD/CD-ROMs, MODs.

vii) The schedule of preventive maintenance shall be as follows:

   a) Cleaning of all equipment using dry vacuum air, brush, and soft muslin clothes.
   b) Running of test programme/s to ensure quality print/date reliability.
   c) Checking of power supply source for proper grounding and safety of equipment.
   d) Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment.
   e) Scanning all types of virus and elimination of the same.
   f) Shifting of equipment within the building as and when required.

   Signature of bidder with date & seal
TECHNICAL BID

QUALIFICATION REQUIREMENT:

(Necessary documents in support of following qualification requirement are to be submitted as proof of credential etc.)

1. Letter of submission of Bid addressed to State Project Administrator, SPIU-UP, 401/402, 4th Floor, Academic Block, AKTU Campus, Sector 11, Jankipuram Extension Lucknow-226031

2. The company who already have the experience of working with Central Government Departments / Ministries/ Govt. undertakings / Reputed Private Organisations.

   (Copy of Order, Completion Certificate / Final Bill payment certificate / Bank statement showing settlement of final bill to be submitted)

3. The company should have at least Rs. 5 Lakhs of Annual Turnover in business (Balance Sheet duly certified by Chartered Accountant is to be enclosed).

4. The company should have adequate physical infrastructure to support AMC project like in-house Test and Repair Centre at Lucknow. This may be inspected by SPIU-UP authorities in case if needed.

   (Trade Licence, Document indicating Office and Test and Repair Centre at Lucknow to be submitted)

5. In case the agency is already providing AMC in SPIU-UP; the agency has to submit a satisfactory completion certificate from the concerned officer.

Signature of bidder with date & seal
Financial Bid

Financial Bid for Non comprehensive onsite Annual Maintenance Contract (AMC) of Hardware (as Computers, Printers, Laptops etc. and Software) installed in the Computer Systems at SPIU-UP.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Quantity (in No's)</th>
<th>Rate (Rs.)</th>
<th>GST at the rate of ..........%</th>
<th>Rate inclusive of Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AMC rate for PCs</td>
<td>05</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>2</td>
<td>AMC rate for Laptops</td>
<td>02</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>AMC Rate for Printers</td>
<td>04</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>AMC Rate for Scanners</td>
<td>02</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>AMC Rate for UPS</td>
<td>10</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>6</td>
<td>AMC Rate for Software support</td>
<td>07</td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td>TOTAL</td>
<td></td>
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</tr>
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</table>

Total Amount against Sl. No. 1 - 6 as mentioned above will be Rs.............
(Rupees............................................................

Pro-rata increase / decrease in case of variation in numbers is agreed

Name : 
Designation : 
Signature : 
Company Name : 
Address : 
Phone No. : 
E-mail : 
Date : 

Seal of the Company
### LIST OF COMPUTERS/IT PERIPHERALS FOR AMC DURING 2018-19

<table>
<thead>
<tr>
<th>SL. No.</th>
<th>Name of item <em>(Desktop, Laptop, Printer (B/W, Color, All in one), Scanner, UPS and any other IT equipment)</em></th>
<th>Make/Specifications <em>(HP, Lenovo, Dell etc.)</em></th>
<th>Qty</th>
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</thead>
<tbody>
<tr>
<td>1(a)</td>
<td>Laptop</td>
<td>Compaq / i3</td>
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</tr>
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<td>1(b)</td>
<td>Laptop</td>
<td>Dell Vistara/i3</td>
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<td>2</td>
<td>Desktop/PC</td>
<td>HP/i5</td>
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<td></td>
<td>HP/i3</td>
<td>2</td>
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<tr>
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<td>Printer</td>
<td>HP/ 1108</td>
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<td>AMC Rate for Software support</td>
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<td><strong>Total</strong></td>
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