

Date: 31<sup>st</sup> August, 2024

SVT/Quotation/2024-25/673

Subject: Quotation from Agencies for AMC of Hardware, Networking and other ICT equipment On-Premises Support and Software Application Support Under College Repair and Maintenance for Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status) SNDT Women's University, Sir Vithaldas Vidvavihar Campus, Juhu Tara Road, Santacruz (West), Mumbai.

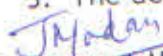
Madam / Sir

Sealed quotation are invited from authorized vendors/distributors for AMC of Hardware, Networking and other ICT equipment On-Premises Support and Software Application Support Under College Repair and Maintenance under College Repair and Maintenance for Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status) SNDT Women's University, Sir Vithaldas Vidyavihar Campus, Juhu Tara Road, Santacruz (West), Mumbai. The quotations are invited in two parts under three envelope system. Technical Bid shall be enclosed and sealed in Envelope No.1. Commercial bid shall be enclosed in Envelope No.2. Both the sealed envelopes shall be enclosed in Envelope No.3. Vendors are requested to fill up the Technical Bid carefully. Failure to furnish all the information mentioned under technical commercial bid and qualifying Criteria may result in the rejection of the quotation. The rejected bid will not be considered for Commercial / Financial Bid.

The College reserves the right to reject the quotation in whole assigning any reason thereof. Quotation should be submitted to The Principal, Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status), SNDT Women's University, Sir Vithaldas Vidyavihar Campus, Juhu Tara Road, Santacruz (West), Mumbai on or before Date:- 13<sup>th</sup> September, 2024 (before 4.00 PM). The onsite inspection will be permitted to the bidders only on prior appointment.

### Terms and Conditions

1. Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status), SNDT Women's University, Santacruz (West), Mumbai reserves the right to reject any or all quotations without assigning any reasons thereof.
2. Previous experience of working with the institution would be considered.
3. The decision of the College Management will be final.

  
Dr. Jagmeet Madan  
(Principal)



- 1) **Competitive quotation for the following services are as follows :-**
  - a) The Contract would be **Non Comprehensive** i.e. excluding replacement of parts.
  - b) Upkeep and maintenance of the hardware installed.
  - c) To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipment's.
  - d) Repair to be carried out at the location of the equipment.
  - e) Stand by arrangement to be made in case the equipment is to be taken to workshop for repairs.
  - f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
  - g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
  - h) Any other maintenance work to be undertaken related to the computer / peripherals.
  - i) The firm has to ensure uninterrupted connectivity of wired and wireless LAN in all division till end users. It includes installation of Ethernet card drivers, monitoring of the UTP segment from time to time to check proper connectivity, crimping of connectors, punching.
  - j) The firm will, undertake cable laying activities as and when required by different departments or offices to extend network connectivity at our request.
  - k) The firm will ensure that all uses are directly connected to the SVT College network and are able to send and receive mails, browse the internet, share files through network.
  - l) To identify and resolve LAN fault and to keep ready disaster management plans to upkeep the network.
  - m) The above are general check - lists and test requirements etc. The contractor shall be bound for undertaking any other check test which is considered necessary for efficient functioning of equipment / system, whether included in above.
  - n) Network documentation.
  - o) Configuration and maintenance of Domain Controller (Details in Annexure "c")
- 2) The list of Computer, Printers, Scanners, Servers, Laptop, LAN Connections etc. is attached as Annexure - A. However, new equipment's purchased from time to time, after the expiry of warranty / guarantee period, will also have to serviced maintained at the same terms and conditions, and the AMC has also to be done at the same term and conditions for these new equipment's SVT College reserves the right to add / remove any item from AMC during the contract period.
- 3) **Terms and conditions of AMC shall be as follows :**
  - a) The replacement of any part of the computer / peripherals, whenever required, company / firm must provide generic specification (if Possible) for the procurement. If the equipment needed genuine part of same specification and warranty then same should be informed in writing.
  - b) The firm shall maintain the equipment as per manufacturer's guidelines and shall refer use of standard OEM components for replacement. Until



- and unless written order of SVT College is conveyed, the original specification / characteristic / feature shall not be changed.
- c) The vendor will provide one qualified onsite Engineer / Technician, with experience of at least three years in Govt. / Educational Institution / PSU Sector. THE SITE ENGINEER SHOULD HAVE CLEARED MCSE/CCNA CERTIFICATIONS.
  - d) If required on emergencies the Engineer / Technician shall also be available on holidays as per requirement of the SVT College. Engineer shall be equipped with mobile phones to ensure his / her availability.
  - e) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC, can be extended up to next one year, if so desired by the SVT College, based on the performance of the service provider and the change in the number of units.
  - f) The firm/company shall prepare log books for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, key Board, Mouse etc. from outside with liquid cleaner and inside will be carried out of quarterly basis. A preventive Maintenance Report from the user would be submitted to Admin Section on regular basis.
  - g) The firm will be responsible for taking backup of data programmes and application available on the computer whenever necessary before attending the fault and will be also responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user. The vendor must also ensure restoring of all backups to the user under its acknowledgement.
  - h) The Engineer / Technician would take up any reported fault within Eight hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.
  - i) Any complaint raised to be resolved with 24 hours failing which Rs. 500 per day penalty would be levied.
  - j) A Call sheet duly signed by the user of the server should be submitted to the Admin officer after successfully attending the call.
  - k) The successful bidder shall provide necessary support for maintaining virus free computer environment in the SVT college and help upgrading the Software's / Virus Detection mechanism.
  - l) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also) within 7 days. It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions of the expiry of the contract. In case any damage on the systems of the SVT College is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
  - m) No advance payment in any case would be made. However, quarterly payment on pro rata basis on satisfactory rendering of service would be made.
  - n) The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be one comprehensive basic inclusive repairs and replacement of spare parts without extra payment.



- o) The contractor & his service provider / work force shall strictly follow the security instructions and safety instructions as imposed by the SVT College.
- p) The Contractor shall make own arrangements for transport and other logistics to service providers / work force.

**4) Quotation Price :-**

- a) The contract shall be for the full quantity as described in Annexure below. Corrections, if any, shall be made by crossing out initially, dating & rewriting.
- b) The quotation should be inclusive of all duties, taxes & other levies payable by the contractor under the contract shall be included in total price.
- c) GST in connection with the sale / Service shall be shown separately. But it will not be taken into account in evaluation.
- d) The rates quoted by the bidder shall be fixed for the duration of contract and in case of award for supply and installation shall not be subject to adjustment on any account.
- e) The price shall be quoted in Indian rupees Only.
- f) The quote should include installation, testing charges and all other charges related to complete commissioning in all respects.

**5) Qualification of a firm: (bidder should submit the relevant document along with the quotation)**

- a) Registration certificate of business under shop & establishment Act or registration with other competent authority.
- b) Copy of GST registration certificate / PAN.
- c) Experience Certificate / Work Orders for providing maintenance service of above mentioned equipment with Government Department / Public Sector Undertaking / private sector in Maharashtra for atleast 3 previous years.
- d) Audited Statements of last 3 years.
- e) Firm must have sufficient number of qualified and experienced engineers and their details must be enclosed to the technical bid.
- f) The firm should have office in Mumbai.

**6) Validity of quotation :-**

Shall remain valid for the period not less the 60 days after the deadline date specified for submission.

**7) Evaluation of Quotations :-**

The Purchaser will evaluate and compare the quotations determined to be substantially responsive i.e.

- a) Which are properly signed;
- b) Conform to the terms and conditions and specifications;
- c) Fulfill all qualification criteria;
- d) Quotation submitted in a prescribed format;
- e) Alternative price / conditional offer shall not be accepted;

- f) GST in connection with the services will not be taken into account in evaluation.
- g) Quotations shall be evaluated for all the items together.
- 8) Payment : -**  
Payment will be made on quarterly basis upon submission of tax invoice along with satisfactory service report duly certified by the IT section or any authority assigned by the Principal. Actual GST amount will be paid upon submission of tax invoice.
- 9) Place of Services : -**  
S.N.D.T. Women's University, Sir Vithaldas Thackersey College of Home Science (Autonomous), Sir Vithaldas Vidyavihar, Juhu Tara Road, Santacruz (West), Mumbai - 400 049.
- 10) Award of the contract :-**  
The service provider will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.
- a) Notwithstanding the above, the service provider reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- b) The bidder whose bid is accepted will be notified of the award of contract by the service provider prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the work order.
- 11) Bidder are requested to visit SVT College office and server site for better understanding of SVT College requirements.**
- 12) Non-disclosure of contract document - Contractor shall not disclose the contract or any provision on the contract or information's related to the services thereof to any third party.**

  
Principal

Sir Vithaldas Thackersey College of Home Science  
(Empowered Autonomous Status)  
SNDT Women's University, Juhu, Mumbai



ANNEXURE -A  
TECHNICAL BID (Envelope 1)

QUOTATION FORMAT  
(ON THE LETTER HEAD OF SUPPLIER)

To,  
Principal  
Sir Vithaldas Thackersey College of Home Science (Autonomous),  
S.N.D.T. Women's University,  
Sir Vithaldas Vidyavihar, Juhu Tara Road,  
Santacruz (West), Mumbai - 400 049.

1.	Name of the Company /firm service provider	
2.	Head /Regd. Office address a. Postal b. Faxno. c. Tel.no. d. Email address e. Website address	
3.	Former name of the company (if any)	
4.	Type of Organization (i.e. whether sole Proprietor or partnership firm or a company or Govt. Deptt. Or Public Sector Organization	
5.	a. Year of establishment b. Year in which computer hardware Maintenance Services were started	
6.	Details of AMC Contract handled during 3 years (Attach performance certificates from contractors)	
7.	Name, address and Mobile and Phone no. (office and residence) of the authorized signatory contact person of this website notification	
8.	PAN number (attach copy of PAN Card / GST)	
9.	Self-declaration of non black listing / no complaint / vigilance injury in any govt. Deptt./PSU	
10.	Details of qualified and experience engineers, with the firm presently Please give details with qualifications.	
11.	Please give Educational qualifications and Experience of the Site Engineers in a tabular form.	

NOTE :- Enclose company profile with the application.

Name :  
Address :  
Telephone No :  
Fax No.  
with stamp

Signature of the supplier

**ANNEXURE - B**  
**Commercial / Financial Bid (Envelope 2)**

**QUOTATION FORMAT**  
**(ON THE LETTER HEAD OF SUPPLIER)**

To,  
Principal  
Sir Vithaldas Thackersey College of Home Science (Autonomous),  
S.N.D.T. Women's University,  
Sir Vithaldas Vidyavihar, Juhu Tara Road,  
Santacruz (West), Mumbai - 400 049.

Subject: Quotation from Agencies for AMC of Hardware, Networking and other ICT equipment On-Premises Support and Software Application Support Under College Repair and Maintenance for Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status) SNTD Women's University, Sir Vithaldas Vidvavihar Campus, Juhu Tara Road, Santacruz (West), Mumbai.

Dear Sir/Madam,

As per your requirement, we are glad to submit you our most reasonable and competitive rates asunder.

Sr. No.	ITEMS	NUMBERS OF UNITS*	TOTAL PRICE PER UNIT COST	TOTAL PRICE PER YEAR
1.	Desktops (HP / DELL / LENOVA)	112		
2.	Printers (HP / CANON)	27		
3.	Laptops (HP / DELL / LENOVA)	28		
4.	Azur Cloud Server	03		
5.	Digital Copier (XEROX MACHINE)	03		
6.	Server (DELL Power Edge T440 Tower Server)	01		
7.	Switch (HP 3100)	14		
8.	Patch Pannel	08		
9.	Firewall (Fortigate FG81)	01		
10.	Cost of the Site engineer per month and per year for passive and active network maintenance			
11.	Maintenance of Domain Server as per details in Annexure 'C'			
<b>Total Amount Per Month Without GST</b>				
<b>Total</b>				

\*We understand that No of Units may increase tax during the contract period.

\*\*Rates are fixed for the period of one year.

We agree to do Annual Maintenance Contract (AMC) the above services in the accordance with the technical specification for a total contract price of Rs. \_\_\_\_\_ (Amount in figures) (Rs. \_\_\_\_\_ amount in words) per month within the period specified in the invitation for quotation.

We hereby certify that we have taken steps to ensure that no person acting for us or on behalf will engage in bribery or collusive agreements with competition.

Name :

Address :

Telephone No :

Fax No.

with stamp

Signature of the supplier



## ANNEXURE - C

Configuration and Maintenance of physical server in the Sir Vithaldas Thackersey College IT Data Centre (Domain Controller) and providing following services for 1 years.

The functions of a domain controller will be as follows:

1. Bringing all the desktops, laptops in the LAN under the domain control.
2. Folder and Document access can be provided to specific groups within the Domain.
3. All the above activities can be done from the data centre, without having to deal with individual users or machines
4. User monitoring, upgrades etc. can be applied in a planned manner and easily without disturbing the users.
5. Restrictions to individual or all machines can be controlled centrally.
6. Data and document would be centralized with increased security and decreased to nil user dependency.
7. The backups can be configured on the server for all the users regularly and in an incremental manner.
8. The server will also used for hosting Tally (Accounting data) which will be access by the Users of accounts department and other authorized departments. Service provider will be responsible for migration of existing Account data from cloud server to this physical server.

Name :  
Address :  
Telephone No :  
Fax No.  
with stamp

Signature of the supplier

Annexure - D

We comply with the following Criteria as required in this engagement:

Sr. No	Qualifying Criteria	Enclosed and attested (Y/N)	Enclosed Document Page No (1, 2 etc.)
1	Should hold a valid PAN.		
2	Should have valid GST Number.		
3	Declaration on the company letter head if GST is not applicable.		
4	Should have valid ISO 9001: 2015		

I hereby acknowledge that the information provided above is correct.

Signature:

Date:

Designation :

Name :

Address :

Telephone No :

Fax No.

with stamp

Signature of the supplier