

Tender Form for Annual Maintenance Contract

For Computers / Peripherals, Printers & UPS etc.

1. Name of the Firm owner :
2. Name of the firm :.....
3. Full Address of the firm :.....
-
- Fax No:..... PHONE NO.:.....Mobile no:.....
- E-Mail Id.....
4. Income Tax/ PAN No. :... ..
5. Sales Tax / VAT No :.....
6. Details of EMD/SD : D.D.No..... Date
- Amount Bank.....

**Non-comprehensive Annual Maintenance Contract of
 Computer / Peripherals / Printer / UPS / LAN etc
 FORMAT FOR COMMERCIAL BID
 (To be submitted on the Letter Head of the Company)**

SR.NO	Items with specification	Qty	Rate	Amount
01	Computers Dell/HCL/Lenovo	31		
02	Printer HP/Canon	02+01		

Note:

Both the terms & conditions from (1 to 28) & (1 to 19) are to be signed by the tenderer and to be submitted along with the tender form at the time of submission.

Date :..... Sign. of the Tenderer -----
 Name -----

Seal

OFFICE USE ONLY

Signatures of PAC Members :

- 1..... 2..... 3.....
- 4..... 5.....

TENDER TERMS & CONDITIONS FOR COMPUTER AMC

Non comprehensive Annual Maintenance Contract of Computer / Printer / UPS / LAN etc

ELIGIBILITY CONDITIONS

(Necessary supporting documents are to be submitted along with the technical bid)

1. The vendor should be registered as a firm with the register of firms in India.
2. The vendor should have good reputation in the market and their clientele should be preferably from Schools, Colleges. Banks, Universities, Government Undertakings and other reputed concerns.

3. Only those contractors who have minimum 5 years of experience in the field of maintenance of computer hardware and peripherals and have executed two or more similar works individually will be eligible to tender for the work.
4. The vendor shall submit reports on past performance from his clients. The Vidyalaya shall evaluate the said reports before opening of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients are found unsatisfactory, the Vidyalaya reserves the right to reject his offer even after opening of the tender and his EMD shall be returned back to him as it is. The Vidyalaya is not bound to give any reason for doing so.
5. The vendor should be a systems integrator and should have minimum experience of five years in the field of maintenance of Computer Hardware and Peripherals.
6. The Vendor should have executed at least two orders for AMC for maintenance of computer hardware and peripherals during the last three years. These Work Orders must be supplemented by satisfactory certificates issued by the concerned agency.
7. The vendor should have the capabilities to handle AMC for all brands and makes of computer systems and peripherals.

TERMS AND CONDITIONS FOR COMPUTER AMC

1. The AMC shall be effective and valid for the period July 01, 2018 to April 30, 2019 (10 Months). It may be renewed by written mutual consent of both parties. The AMC would be made in congruence with the financial year of the Vidyalaya (i.e. 1st April- 31st March of the year).
2. The scope of coverage of the AMC will be for the computer hardware and peripherals for all the items listed in the tender document.
3. The vendor shall provide proper maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC. In addition to it the vendor should extend his service for proper functioning of Printers, UPS & LAN etc available in vidyalaya along with the assets covered under AMC.
4. The company shall load/reload and configure operating systems and/or any other specific system software as the case may be in the equipment covered under AMC, at no extra cost to the Vidyalaya, whenever the need arises.
5. Necessary technical assistance and advice shall be extended by the vendor to resolve problems that may be encountered with regard to hardware, operating system, system software and any problems accessing the various application software on the computer systems, etc. covered under AMC.
6. The vendor shall extend necessary assistance in shifting and reinstallation of equipment covered under the AMC, whenever the need arises.
7. The vendor shall repair/ replace parts at the Vidyalaya Computer laboratory only. If the fault is of serious nature and requires the support of the Repair Centre of the vendor, thereby necessitating shifting of the equipment, the vendor shall attend to shifting/ transportation, installation, re-installation, loading of the software packages (both the system software and application software, if any) at no additional cost to the Vidyalaya.
8. The vendor shall be responsible for recovery of data, **free of cost**, in case of Hard Disk crash of any computer systems under its AMC.
9. The vendor shall not sub-contract the AMC to any organization, person, firm or its franchisee. If, at any time, it comes to the notice of the Vidyalaya that such subletting has been done, the Vidyalaya at its discretion may terminate the contract without referring the matter further to the vendor. The Vidyalaya will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting

from the payments due to the Vendor or through other means.

10. As security for due fulfillment of the terms and conditions and obligations of the service contract, the vendor shall furnish a EMD & EMSD as per the terms & conditions at No. 9 &10 of main general terms & conditions issued alongwith the tender form.

11. In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the vendor may be eligible for an additional consideration. In the event of weeding out of older machines in the office, the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis.

12. The vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify the Vidyalaya from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

13. The Vidyalaya reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Vidyalaya even if it is not covered by the AMC.

14. The Vidyalaya reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.

15. The Vidyalaya shall not consider any request in change of rates of AMC due to any reason whatsoever, during currency period of the contract.

16. The complaints should be attended to on the same day they are reported.

17. Penalty will be charged for downtime more than 24 hours. In cases of an additional day of downtime a penalty of 1% of the total AMC charges will be deducted.

18. The services of the engineers of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed to attend the said work.

19. The Vidyalaya is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Vidyalaya also reserves the right to reject all the tenders without assigning any reason thereof.

Principal

JNV SAPUTARA DIST:DANG