

**Veermata Jijabai Technological Institute (VJTI)**  
MUMBAI-400 019

**QUOTATION REF. NO. : VJTI/ AMC/1/ April 2011**

**BID FORM**

*COMPREHENSIVE ANNUAL MAINTANACE CONTRACT AND FACILITY MANAGEMENT OF SERVERS,  
COMPUTERS, LAPTOPS & PRINTERS  
(For April 30 , 2011 to April 30 , 2012 )*

**[For Contracts valued less than/equivalent of Rs. 10.00 lakhs)]**

## Quotations for Annual Maintenance Contract

**Subject: Quotations for Annual Maintenance and facility management Contract as per specifications given in Annexure A for Servers, Computers, Laptops And Printers.**

**A). Invitation is extended to submit your most competitive quotation for the AMC and facility Management Services for the following:**

Brief Description of the Goods / Services	Specifications *	Quantity	Contract Period	Place	Installation / Services requirement if any
Description in Annexure – A	Refer Annexure – A for details		Twenty (20) days from publication of the tender notice	VJTI Mumbai	Services for one full year

### **B). Bid Price**

- (a) For Contracts valued less than/equivalent of Rs. 10.00 lakhs only( Rs Ten lakhs only). The contract shall be for the full quantity as described in Annexure A.. Corrections, if any, shall be made by crossing out, initialing, dating and re writing.
- (b) All duties, taxes and other levies payable by the contractor under the contract shall be included in the total price.
- (c) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- (d) The Prices should be quoted in Indian Rupees only.
- (e) Each bidder shall submit only one quotation.

### **C). Validity of Quotation**

Quotation shall remain valid for a period not less than 90 days after the due date specified for submission.

### **D). Evaluation of Quotations**

The Purchaser (VJTI) will evaluate and compare the quotations determined to be substantially responsive i.e. which are properly signed; and conform to the terms and conditions, and specifications. Only those vendors who have substantial experience in Computer AMC and facility management may bid for this AMC. **They should provide documentary evidence of satisfactorily holding Computer AMC for atleast 600 plus computer systems at a single location and more than 3000 computer systems taken together, currently. The Quotations would be evaluated totally for all items together namely Servers, Desktop Computers, Printers and Laptops.**

### **E). Terms and Conditions**

- 1). The Institute reserves the right to place the Computer systems anywhere on its premises at its own free will.
- 2). The Institute reserves the right to install / remove add on cards and disk drives at its own will but the vendor (maintenance agency) will be kept informed.
- 3). The computer systems may not be placed in Air Conditioned rooms.
- 4). No voltage stabilizers / UPS are provided for any computer system.

- 5). The vendor (maintenance agency) has to provide **04 resident engineers, who have thorough knowledge of computer facility management**, on the college premises on all working days of the institute for the compressive AMC and Facility Management, to be available between 9.30 hours to 17:30 hours. Period of absence will automatically extend the contract by the respective number of days.
- 6). The vendor (maintenance agency) shall maintain sufficient (about 5 %) inventory of spares like CPU, motherboard, SMPS, Floppy disk drives, 80 / 160 GB SATA hard disk drives, display cards etc. on college premises. Facility for storage will be provided by the institute. If any system or part thereof is down for more than 24 hours then a replacement has to be provided. When a desktop computer motherboard is to be replaced, it shall be replaced by one which has same capability or higher capability only and for server it shall be original server based motherboard only.
- 7). All systems to be thoroughly overhauled once in three months according to convenience of the Center /LAB In-Charge.
- 8). Only comprehensive maintenance acceptable, which includes floppy disk drives and their heads as well as Hard Disk drives. For server, DAT drive if present should also be included.
- 09) Field FME's (Facility Management Engineers) stationed at VJTI for the prescribed time as per schedule are responsible to attend the USER call, resolve the problem and maintain the comfort level of the USERS. Field FME will maintain the detail sheet of the CALL log and solution provided. End of every week they are expected to provide details along with summary reports for our records. Field FME should also take care of the entire documentations and will look into the documents for the STAND BY/replacement provided under the support.
- 10) Field FME will also manage all the USER profiles designed/existing from time to time. They will install all the required software for the client systems and will be facilitate smooth running of all the systems. For major breakdown the field FME will maintain standby and will take care of the same for the downtime to be not less than 2 hours. All the mechanical parts of the printer will be properly service in a schedule, and parts before failure will be replaced from time to time to maintain 100% uptime of the devices.
- 11) Identifying and troubleshooting connectivity problems at the desktop (user) as well as at the Hubs/switch ends.
- 12) Ensure availability of print services to users including loading drivers, client configurations to make network printers as well as individual printers of the various departments.
- 13) Device drivers whenever found corrupted have to be re-installed by the FME.
- 14) All the listed machines to be included in the contract and to be brought to working condition, irrespective of their current working condition.
- 15) **AMC & facility management payment shall be made after every three months of satisfactory execution of AMC.**
- 16) **All vendors submitting quotations have to submit in a separate envelope an earnest money deposit of Rs. 25,000.00 through a demand draft favouring Director, VJTI payable at Mumbai. Further, if the bid document is downloaded from the VJTI website, a separate payment of Rs. 5000.00 towards bid document charges have to be paid through a demand draft favouring Director, VJTI payable at Mumbai.**
- 17) The Director, VJTI reserves the right at the time of Contract award to increase or decrease by up to 15 percent of the quantity of goods / services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.
- 18) The Director, VJTI, reserves the right to accept or reject any bid, to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.
- 26) Vendor can inspect the premise and computers during any working day between 2.00 pm to 5.00 pm only before submitting their bid.
- 27) The institute looks forward to receiving your quotation and thank you for your interest in this project.

## **F) Award of Contract OF AMC**

The Director, VJTI 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.

1. Notwithstanding the above, the Director, VJTI 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 without giving any reason.
2. The bidder whose bid is accepted will be notified of the award of contract by VJTI prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the AMC order.

**G) Address for the submission of bids / quotations:**

Director  
Veer mata Jijabai Technological Institute  
H R Mahajani Marg  
Matunga, Mumbai – 400 019.

Date: April 1, 2010  
Place: Mumbai – 400 019

**Director, VJTI**

**Annexure A**

**Comprehensive Annual maintenance contract for the following computer systems of the Various departments and sections of VJTI, Matunga Mumbai for a April 30 , 2011 to April 30, 2012**

**Total approximate Computer Systems: 1000 and 06 Servers**

**Printer / Plotter**

1. 06- Dot matrix printers
2. 82- Laser Printers .
3. 05 -DeskJet Printers

The Department wise AMC computers as below: .							
No.	Name of the Dept.	Total PC's in the Dept.		Total Laptop in the Dept.	Total Printer in the Dept.		
		P-III	P-IV		Dot Matrix	DeskJet	Laser
	Mechanical	--	59	02	--	--	09
	Electrical	--	147	03	--	01	20
	Civil	--	38	--	03	--	05
	Textile	--	29	02	--	--	03
	Production	--	29	01	--	--	04
	Chemistry	--	18	--	01		02
	Humanities	--	07	01			01
	Mathematics	--	07	01	--	--	02
	Computer/IT	05	294		02	04	05
	M.C.A.	--	37		--	01	04
	Director's Office		04	01			04
	A/C Section	--	12				05
	Exam Section	--	10				04
	Library	--	52				05
	Main Office	--	04				03
	Establishment	--	04				03
	Physics	--	04	01			01
	TPO	--	05	01			02
	<b>Total</b>		845	13	06	06	82

**Detail configuration is as given below (Annexure A )**

1			<b>Mechanical</b>	
	P-IV	<b>59 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
2			<b>Electrical</b>	
	P-IV	<b>45</b>	HP/Pro.2.16-3GHz,512 MB-1GB RAM,40-80 GB, CDROM /DVD	<b>CRT 17"Monitor</b>
	P-IV	<b>15</b>	HCL/Pro.2.8-3GHZ,512 MB RAM,40-80 GB, CDROM /DVD	<b>CRT 17"Monitor</b>
	P-IV	<b>45</b>	PCS/ Pro.3GHZ,512 MB RAM,80 GB, CDROM /DVD	<b>CRT 17"Monitor</b>
	P-IV	<b>36</b>	Assembled /Pro.2.6-3GHZ,512 MB RAM,40-80 GB, CDROM /DVD	<b>CRT 17"Monitor</b>
	C2D	<b>05</b>	Assembled /Pro.2.6-3GHZ,512 MB RAM,40-80 GB, CDROM /DVD	<b>LCD 17 - 19"Monitor</b>
	C2D	<b>01</b>	Assembled /Pro.2.6-3GHZ,512 MB RAM,40-80 GB, CDROM /DVD	<b>LCD 22" Monitor</b>
		<b>147 Nos.</b>		
3			<b>Civil</b>	
	P-IV	<b>10 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
	P-IV	<b>23 Nos.</b>	HP / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
	P-IV	<b>05 Nos.</b>	Vel-Tech / Pro. 2.2Ghz, 512 RAM, 40 GB CD ROM	CRT 17" Monitor
		<b>38 Nos.</b>		
4			<b>Textile</b>	
	P-IV	<b>29 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
5			<b>Production</b>	
	P-IV	<b>29 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
6			<b>Chemistry</b>	
	P-IV	<b>18 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
7			<b>Humanities</b>	
	P-IV	<b>07 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
8			<b>Mathematics</b>	
	P-IV	<b>07 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor

9			<b>Computer / I.T.</b>	
	P-IV	25 Nos.	Vel-Tech / Pro. 2.2Ghz, 512 RAM, 40 GB.	CRT 17" Monitor
	P-IV	50 Nos.	PCS / Pro. 2.40Ghz, 256 RAM, 40 GB. CD ROM	CRT 15" Monitor
	P-IV	28 Nos.	Acer / Pro. 3.20Ghz, 512 RAM, 80 GB. CD ROM	LCD 17" Monitor
	P-IV	17 Nos.	HP / Pro. 3.20Ghz, 512 RAM, 80 GB. DVD/RW ROM	LCD 17" Monitor
	P-IV	12 Nos.	HP / Pro. 3.20Ghz, 1 GB RAM, 2 X 80 GB. CD ROM	CRT 15" Monitor
	P-IV	13 Nos.	HP / Pro. 3.00Ghz, 512 RAM, 80 GB. CD ROM	CRT 15" Monitor
	P-IV	05 Nos.	Acer / Pro. 2.4 GHz, 256 RAM, 80 GB. CD ROM	CRT 17" Monitor
	P-IV	35 Nos.	Acer / Pro. 2.4 GHz, 256 RAM, 80 GB. CD ROM	CRT 17" Monitor
	P-IV	35 Nos.	PCS / Pro. 2.4 GHz, 256 RAM, 80 GB. CD ROM	CRT 17" Monitor
	P-IV	14 Nos.	Acer / Pro. 2.4 GHz, 256 RAM, 80 GB. CD ROM	CRT 15" Monitor
	P-IV	30 Nos.	Acer / Pro. 2.6 GHz, 256 RAM, 80 GB. CD ROM	CRT 15" Monitor
	P-IV	30 Nos.	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
		<b>294 Nos.</b>		
	P-III	<b>05 Nos.</b>	PCS / Pro. 866Mhz, 128 RAM, 20 GB, CD ROM 52X	CRT 15" Monitor
10			<b>MCA</b>	
	P-IV	21 Nos.	HP / Pro. 3.00Ghz, 512 RAM, 80 GB. CD ROM	CRT 15" Monitor
	P-IV	07 Nos.	HCL / AMD Athlon , 128 RAM, 40 GB. CD ROM	CRT 15" Monitor
	P-IV	09 Nos.	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
		<b>37 Nos.</b>		
11			<b>Accounts Section</b>	
	P-IV	<b>12 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
12			<b>Exam Section</b>	
	P-IV	<b>10 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
13			<b>Library</b>	
	P-IV	<b>52 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
14			<b>Main Office</b>	
	P-IV	<b>04 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
			<b>Establishment Section</b>	
15	P-IV	<b>04 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
16			<b>Physics Department</b>	
	P-IV	<b>04 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor
17			<b>T.P.O</b>	
	P-IV	<b>05 Nos.</b>	PCS / Pro. 3.0 GHz, 512 RAM, 80 GB. CD ROM	CRT 17" Monitor

