



Bhagini Nivedita College
(University of Delhi)
Kair, (Near Najafgarh), New Delhi-110043

Phone No. 2801 7485 Email – bnc.kair@gmail.com Fax 2801 8326

Ref. No.: BNC/ADMN/23/995

Date: 16/02/2023

To all interested parties

Sub: Request for quotations for the AMC of computers and Printers at BNC.

Dear Sir/Madam

Interested parties are invited to submit their rates enquiry for the comprehensive annual maintenance of the following Computers and Printers with allied items.

Items	Model	Operating System	RAM	HDD	Qty	AMC Required	Amount		
Computer	Acer	Win-7 Professional	2GB	250 GB	96	Condition : Comprehensive AMC AMC Required: Acer Systems (With Parts) and for S/W (Windows Formatting, Software Installing, Virus Protection and others.) The replacement of all spares of hardware is included under the AMC. Defective parts will be replaced with good and standard quality spares by the vendor without any extra charges of any kind and the defected part should be submitted to store of the BNC.			
	HP	XP Version 2002 Profe.	2GB	80 GB	48				
	IBM	Win-XP 2002 Profe.	1GB	60 GB	5				
	Wipro	Win-XP 2002 Profe.	1GB	60 GB	5				
Server	Acer-AR380F1	Widows Server 2012 R2	32GB	RAID 5	1				
Printer	HP	HP Laserjet 1020	-	-	6				
	HP	HP Laserjet 1022	-	-	1				
	HP	HP Laserjet 1320	-	-	1				
	HP	HP Laserjet M 1522nf	-	-	2				
	HP	HP Laserjet Pro MFP M126nw	-	-	4				
	CANON	Canon IR2520 Heavy Duty Multifunction Printer	-	-	1				
	Brother	Brother Multifunction Color Printer	-	-	1				
	Samsung	Samsung 2010	-	-	1				

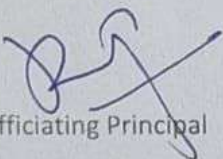
Required terms and conditions of the Annual Maintenance Contract:

1. The AMC will be valid for **One year**.
2. BNC reserves the right to cancel this agreement in case of any non-fulfilment of the terms and conditions of this agreement by The AMC Provider
3. No increase in the amount payable to The AMC Provider as AMC shall be considered during the full period of one year. No other charges whatsoever will be payable (like transportation, fare etc.) to The AMC Provider for providing the AMC services.
4. AMC provider shall adopt preventive maintenance and shall have the PCs inspected and checked once in a month and ensure routine maintenance tasks such as Registry/temporary files cleaning, Anti-Virus checks, and

dust blow out and a person will be deployed by the vendor for three days in a week(4-5 hours every days) as per the requirements.

5. Vendor has to submit its report fortnightly.
6. All repairs and servicing of equipment shall be carried out on site. In exceptional circumstances where the equipment/component is/are to be taken to the companies' premises/service center with the permission of the principal for repair standby component shall be made available. The equipment being taken to the workshop for repair would be at company own risk and expenses.
7. The replacement of components or equipment shall be as per manufacturer's instruction under orders of IT Division.
8. The vendor shall maintain and use genuine/original components for replacement wherever needed.
9. In case of failure of parts or equipment defective parts will be attempted to be repaired on site. However in case of inability to carry out the repair on site, the defective equipment or part may be taken out of the premises subject to applicable security and safety procedures. The AMC Provider will maintain records of the items taken out for repair/replacement along with the copies of the gate passes issued in this regard by BNC and submit copies of the same to the college at the time of taking out and bringing back the equipment/parts.
10. AMC provider shall ensure that both the hardware and software such as the operating system, Microsoft Office and web browsers are in good working condition at all times during the AMC period
11. In case failure to carry out the repair/rectification/replacement or to provide standby equipment/parts within 48 hours from the time of the service/repair request, a penalty of Rs 500/=, which will be increased to Rs. 1000/= per day after 96 hours, shall be levied and deducted from the money payable for the quarter. In addition, the AMC provider will be required to carry out the repair/rectification work at their own cost after 96 hours from the time of the service/repair request. Beyond 120 hours, the college reserves the right to get repairs carried out from outside and the expenditure so incurred on such repairs will be deducted from the AMC payment, due to The AMC Provider as well as cancel the AMC contract forthwith.
12. In case of major faults requiring longer repair time, prior permission of BNC would be taken in writing.
13. The AMC provider will raise quarterly bill and the settlement of the bills will be done by the college through RTGS or any other permitted payment methods permitted by the Government of NCT of Delhi.
14. All staff deputed for maintenance work under this contract will maintain discipline and will abide the norms of good behaviour applicable to working in any academic institution.
15. Site visit is necessary for all vendors before submitting the rate quotation.

You are requested to submit your quotations with the best possible all inclusive price with the necessary break up of cost and taxes along with most favorable terms and conditions. Quotations complete in all respects must be sent in sealed envelope addressed to '**The Principal, Bhagini Nivedita College' (University of Delhi), Kair, Near Najafgarh, New Delhi-110043**. Please write '**Quotation for AMC of Computers and printers**' on the envelope. Quotations must reach the office of the principal latest by **06.03.2023 (Monday) till 5:00pm**.


Officiating Principal