



मौलाना आज़ाद शिक्षा प्रतिष्ठान  
 مولانا آزاد ایجوکیشن فاؤنڈیشن  
**MAULANA AZAD EDUCATION FOUNDATION**  
 (MINISTRY OF MINORITY AFFAIRS, GOVT. OF INDIA)

Dated 18/11/2015

File No. NET-122/MAEF

**Subject: Annual Maintenance Contract for Computers, Printers, UPSs,  
 LAN and other items- reg.**

Sir,

Maulana Azad Education Foundation (an autonomous body under the Ministry of Minority Affairs, Govt. of India) invites quotation for Annual Maintenance Contract for Computers, Printers, UPSs, LAN and others items as mentioned from Annexure- I. The details of hardware to be placed under the AMC, eligibility criteria for furnishing the quotations, terms and conditions of AMC can be downloaded from our website "[maef.nic.in](http://maef.nic.in)". The quotations should be sent/submitted by speed post/registered post/ by hand to the undersigned by name so as to reach latest by 2:00 PM on 25-11-2015 indicating:-

1. Equipments for which quotations are enclosed.
2. Reference of letter of enquiry.
3. Due date of opening of the quotation.

The terms and conditions duly signed and stamped should also be submitted along with your quotation.

The quotations will be opened at 5.00 PM on 25-11-2015 in the presence of Secretary, MAEF. The financial quotations will be opened only after the firm qualifies the technical eligibility Bid.

Yours faithfully,

(D. Madhukar Naik)  
 Secretary, MAEF

Annual Maintenance Contract (AMC) For  
Computers, Printers, UPSs, Local Networking etc.

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## **SECTION - 1**

### **1. NOTICE OF INVITATION TO TENDER**

Sealed tenders are invited from competent support services' vendors for AMC of Hardware items having sound technical and financial back up support. This offer is for maintenance of Computers, Printers, UPSs and LAN etc. installed in various section of the office of the Foundation.

### **2. SUBMISSIONS OF TENDERS**

Tenders are to be submitted in Envelope duly sealed with Wax Seal super scribed as **“Quotation for AMC rates of Hardware Items”**.

Tender received late on account of any reason whatsoever telegraphic tenders will not be entrained/consider.

### **3. SCOPE OF WORK**

The Maintenance will be hardware & software like windows XP, Vista, Windows 2007/2008, MS Office, Anti-Virus Software, Internet Explorer/Google chrome/Mozilla Firefox Installation/removal of any software hardware purchase by the office from time to time. Moreover the firm will also have to provide services as follows:

- (a) Upkeep and maintenance of the hardware installed.
- (b) To provide and maintain the required drivers, CDs and DVDs for maintaining the Equipment.
- (c) Repair to be carried out at the location of the equipment.
- (d) Stand-by arrangement to be made in case the equipment is to be taken to workshop for repair.
- (e) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- (f) Coordination with company (HP/DELL/HCL/ACER etc.) Service Providers for Troubleshooting of the computer and other peripherals under warranty.
- (g) Any other maintenance work related to the computers, Printers, UPSs and other Hardware mentioned above in the list (Annexure - I).
- (h) Comprehensive Maintenance of existing Local Area Network (LAN) which includes the CAT-6 cable, conduiting material, Gang Box & IO, Patch cards.

#### **4. THE MINIMUM QUALIFICATION CRITERIA FOR THE FIRMS IS AS UNDER:-**

- (a) The firm should have at least 3 years experience of taking AMC of Computers, Hardware and other peripherals like Printers, UPSs, Monitors and LAN printers etc.
- (b) The Company should be having a previous maintenance contract for at least two years with a Government Department/ Ministry in Delhi.
- (c) The Maintenance firm must have expertise and experience in LAN trouble shooting.
- (d) The Company should produce the self attested photocopies of documents related to allocation of Registration No., PAN No. / TIN No.

#### **5. TERMS AND CONDITIONS OF AMC**

- (a) The Annual Maintenance Contract (thereinafter referred to as AMC) signed between the Mualana Azad Education Foundation: New Delhi (thereinafter referred to as MAEF) and Service Provider (thereinafter referred to as SP) covers round the clock all the 365 days a year. It shall be in all inclusive comprehensive maintenance contract of Computers, Printers, UPSs, and Networking as per details given in Annexure - I. It shall be ensured print sharing services, internet access on LAN, UPS and any other service running on the LAN are maintained all the 24 hours \* 365 days without any interruption.
- (b) The AMC shall be valid for a period for One year from the date of signing the contract by both the parties.
- (c) The SP can carry out onsite inspection of LAN, cable links and machines before signing AMC.
- (d) The SP will be required to maintain the current software configuration of the LAN and reconfigure the Network whenever required to update and make it more efficient.
- (e) Scheduled preventive maintenance shall be undertaken once in a week on every monday.
- (f) As regards AMC of Computers and its accessories, it will cover all components including Computer, Monitor, Printer, Switches, and UPS along with the following components:-

- (i) CPU/ Motherboard/HDD and RAM.
- (ii) Picture tube of Monitor/VDU and all components of Monitor.
- (iii) Connecting Data cables and Power cables.
- (iv) All parts of Printers i.e. cables, fuser, assembly, Teflon pressure roller, printing Heads and all other plastic parts.
- (v) All plastic parts of Computers, Printers, and UPSs are covered in this AMC.
- (vi) All parts of existing LAN which includes CAT-6 cable, IOs, Gang Boxes, Patch Cords, conduiting materials etc.
- (vii) Computer Keyboards and mouse will not be part of this AMC. Batteries of UPSs will also not be the part of AMC. Separate rates for battery of UPS may also be quoted. No separate charges would be applicable for Installation/replacement of batteries.

## 6. TERMS OF PAYMENT

Payment of Maintenance shall be made on half yearly basis. The quoted prices shall not be revised during the period of contract under any circumstances.

## 7. TERMINATION

1. Any tender in which any of the aforesaid prescribed conditions are found incomplete shall be rejected without assigning reasons.

## 8. ANNEXURE - I

Details of Computers, Printers, Scanners, UPSs and other related items/peripherals.

Sl. No.	Computers & Peripherals	Total No.
1.	Desktop Computer	22
2.	Printers (DeskJet /Inkjet/Laser jet)	10
3.	Color LaserJet Printer	2
4.	All-in-one Printer & Scanner	2
5.	Scanner	1
6.	U.P.S	22
7.	Network Switch with Computer wiring	5

**Note:** The above figure is tentative and not absolute. Adjustment in AMC amount will be made on pro rate basis at the rate quoted by the successful bidder for increase/decrease in quantity of above item, if any.