



Request for quotations- Annual Service Contract of Computers and Laptops

1 message

Director Computer Centre Punjabi University <director@pbi.ac.in>

8 December 2017 at 15:52

To: helpdesk@lemonbolt.com, ksinghkataria@gmail.com, info@itek.in, admin@vcpl.in, vishal6380@yahoo.com, vishal prashar <vishu@asia.com>, info@clickanupam.com, Rohit Kaushal <shivalikrohit@yahoo.co.in>, ghcomputernet <ghcomputernet@yahoo.com>, starinfotech.rajpura@gmail.com, pardeep.sharma@ost.co.in, amit@nextgen.cc, nbcare.patiala@gmail.com

To

No. 780

Dab: 8/12/17

1. M/s G.H. Computer Networks, Shop No. 1, Maan Singh Complex, Arya Samaj to Rose Garden Road, Patiala. e-mail: ghcomputernet@yahoo.com. Kind Attention: Sh. Hanspreet Singh/ Sh. Gaurav Monga
2. M/s Star Infotech. S.No. 262, Dashmesh Nagar, Rajpura. e-mail: starinfotech.rajpura@gmail.com Kind Attention : Sh. Anil Kumar/ Manveer Singh,
3. M/s OST Electronics Limited, SCO 212, Sector 36-D, Chandigarh – 160036, 0172-5089935. Kind Attention: pardeep.sharma@ost.co.in, M-9872036452.
4. M/s Next Generation Computers, SCO-419-20, 1st Floor, Sector 35-C, Chandigarh. Sh. Amit Singla M- 9814012426, e-mail:- amit@nextgen.cc
5. M/s NB Care, Guru Ravi Dass Market, Near Flyover Hotel, Patiala. Kind Attention : Mr. Dheeraj, M-964649896, e-mail: nbcare.patiala@gmail.com
6. M/s Shivalik Computers, SCO -35, Polo Ground Market, Opp Petrol Pump, Patiala Sh. Rohit Kaushal, e-mail : shivalikrohit@yahoo.co.in, M-93163-21970
7. M/s Micro Solutions, SCO-8, Premium Apartments, Pakhowal Raod, Ludhiana- 141002 E-mail- info@clickanupam.com. Mr. Parveen Duo-9876143355.
8. M/s Data Structure 26, Leela Bhawan, Back Side SBOP, Patiala 0175- 5002309, 98148-06527 Mr. Vishal Prashar e-mail : vishal6380@yahoo.com, vishu@asia.com
9. M/s I- Tek Logics Pvt. Ltd. H.O: # 91, Ph- I, Urban Estate, Dugri Road, Ludhiana. e-mail : info@itek.in, **Phone** : +91-161-4607091, +91-161-4646043.
10. M/s Viki Computech Pvt. Ltd., SCF-7, Leela Bhawan Complex, Patiala. e- mail: admin@vcpl.in 0175-2227000, 3292679,9814121893.
11. M/s Lemonbolt Services, Plot No. 413, Industrial Area Phase- II, Chandigarh. e- mail: helpdesk@lemonbolt.com , M- 9914202303
12. M/s KK Enterprises, Gali No. 10, Aman Nagar, Main Road, Patiala. e- mail : ksinghkataria@gmail.com . M- 9988506878

Note: All interested, even if not listed above are free to quote

Dear Sir/ Madam

The University is interested in entering into Annual Service Contract for the year 2018 so as to provide service support for Desktops/ Laptops in various departments/ branches of the University and functional I/O points in hostels, guest house, residential flats of research scholars and so on (termed as "Nodes") along with fault exposure Campus Wide Fiber Backbone of the University.

The Scope of the work includes: -

Support Services for Department/ Branches

- (a) MS Windows Operating System ਦੀ ਇੰਸਟਾਲੇਸ਼ਨ /ਰੀ-ਇੰਸਟਾਲੇਸ਼ਨ ਜਾਂ ਰਿਕਵਰ/Ghost ਚਲਾਉਣਾ.
- (b) Antivirus ਜਾਂ MS Office/ Open Office ਦੀ ਇੰਸਟਾਲੇਸ਼ਨ/ਰੀ-ਇੰਸਟਾਲੇਸ਼ਨ ਕਰਨਾ।
- (c) ਇੰਟਰਨੈਟ ਕੁਨੈਕਟੀਵਿਟੀ ਵਾਸਤੇ ਲੋੜੀਂਦੀ configuration ਕਰਨਾ।
- (d) ਸਿਸਟਮਾਂ ਦੀ location ਤਬਦੀਲ ਹੋਣ ਤੇ ਉਸ ਨੂੰ ਦੁਬਾਰਾ ਇੰਸਟਾਲ/Configure ਕਰਨਾ।
- (e) ਪ੍ਰਿੰਟਰ, ਸਕੈਨਰ ਆਦਿ ਵਾਸਤੇ ਲੋੜੀਂਦੇ/ drivers ਇੰਸਟਾਲ ਕਰਨਾ।
- (f) ਲੋੜੀਂਦੇ open source software, ਮੁਫਤ ਉਪਲਬਧ ਹੋਣ ਵਾਲੇ software/ driver ਜਾਂ Internet ਤੋਂ downloadable software/ drivers ਉਪਲਬਧ ਕਰਵਾਉਣਾ।
- (g) Desktop ਕੰਪਿਊਟਰ ਦਾ ਕੁਨੈਕਸ਼ਨ ਚੈਕ ਕਰਨਾ।
- (h) Ensuring net connectivity at particular Node and configuring user's device for net connectivity.
- (i) ਵਿਭਾਗੀ LAN ਦੀ ਜਾਂਚ ਪੜਤਾਲ।
- (j) Fault-diagnosis of Desktop/ Laptop/ Printer/ Scanner.

Support Services for Campus wide back bone

- 1) To expose the fault in the fiber segment of the campus backbone, if any. Expenditures for PENTASCANNING will be incurred by the University.
- 2) The vendor must have support to get the OTDR Scanning of Fiber Segment within two working days essentially.
- 3) The University will incur expenditures on repairs/ splicing etc.

Volume of work: -

- 1) The list of Departments/ Branches will be made available by the University Computer Centre.
- 2) Approximate number of DESKTOPS/ LAPTOPS and NODES to be covered at present may be around 2000 (Source on the basis of prevailing Contract)
- 3) The number of machines and Nodes can increase or decrease during the year and payment will be made on pro-rata basis.

Note:-

1. Time duration of the contract: Tentative date for the contract will be from January 1, 2018 and will continue till December 31, 2018. It can be further extended with mutual consent of both the parties by one year.
2. Payment Terms: The payment will be released after 12 months.
3. You can submit your sealed quotation in the office of University Computer Centre by 14-12-17 (5:00 pm). You are requested to attend the meeting with the committee on 15-12-17 at 11-00 am in the office of Director, University Computer Centre for technical and commercial negotiation. In case you do not attend the meeting quote submitted by you will be considered as final.
4. A SLA will be signed between the University and the Service Provider.
5. Experienced and knowledgeable technician having experience in handling desktop/laptops, troubleshooting and preventive maintenance, software handling, network management shall be made available from 9-00am to 5-00pm on all working days and on as and when requested by University Computer Centre.
6. Engineers/ Technicians may be provided space at University Computer Centre to carry out day to day work.
7. Service Support Provider will carry out instructions from concerned official deputed by University Computer Centre.

Feel free to consult Sh. Sahdev (9878903945) or undersigned for any clarification. Quote your prices as under and address it to Director, University Computer Centre, Punjabi University, Patiala Subscribing "Quotation for Annual Service Contract" preferably in sealed envelope.

S. No.	Description of Service	Rate (Inclusive of all taxes)
1	Service support for per Desktop/Laptops (Including maintenance of LAN of Department/ Branch)	
2.	Service support per NODE (for ensuring net connectivity at NODE)	

The Tentative (Negotiable) Draft of SLA is as under.

Service Level Agreement (Draft)

Service Level Agreement

This deed of agreement together with any attachments/annexure here to affix for *Annual Service Contract of Desktops, functional I/O points (in hostels, guest house, residential flats of research scholars and so on) termed as "Nodes" , Department Level Local Area Networks and Campus Fiber Backbone* for the services and scope of work as mentioned in Para 1 duly signed by M/s SERVICE PROVIDER'S ADDRESS (hereafter

referred to as COMPANY), and REGISTRAR, PUNJABI UNIVERSITY PATIALA-147 002 (hereinafter referred to as "CUSTOMER), whose terms shall where the context so admits include University Computer Centre and other departments/branches of the University seeking service from the company for annual maintenance of equipments.

This contract shall remain in force from DATE to DATE.

1. Scope of work

The contract will cover the following services to be provided by the Company (scope includes even under warranty machines): -

a. Desktops/ Laptops/ Departmental LAN/Nodes

- i. Installation of the operating system/ reinstallation/ running the recovery CD etc.
- ii. Installation/Reinstallation of the MS Office, Anti Virus or similar software under Windows based Operating System.
- iii. Configure the system for Internet surfing.
- iv. Integration/ inspection/ restoration of LAN/ Internet Connectivity from the service point of Campus backbone (edge switch of installed by University Computer Centre provided in the concerned Department/Building to desktop/ System node. Repair of all type of active and passive components will solely be responsibility of concerned Department/ branch.
- v. Installation of the system drivers including of peripherals such as Scanners, Printers etc. as per the demand of the end user. The concerned Department/ Branch will provide the licensed software/proprietary drivers for the above purpose.
- vi. Ensuring net connectivity to Nodes
- vii. Maximum permissible time will be till next working day.

b. Campus Backbone

- i. Fault-diagnosis/ exactly pinpointing breakdown in the OFC segments of Campus LAN backbone (Presently, there are 18 OFC segments in the University). Maximum permissible time will be 48 hours. On the request of Company, Pentascan, if required, will be carried out by the CUSTOMER.
- ii. Repair of all types of active and passive components including OFC will solely be the responsibility of the CUSTOMER.

c. Repairs/ Replacement

- i. Repair work/replacement of parts of active or passive components/Computer systems and peripherals etc. will be carried out as per the University policy.

d. Equipment

- i. The obligation of Company towards maintenance shall be limited to only the desktops/ laptops (List of machines of Departments/ Branches) as per ANNEXURE 'A' for which the CUSTOMER shall pay to the COMPANY the maintenance service charges @ Rs._____ per machine per annum. The numbers of machines during the contract are subject to increase/ decrease as per the discretion of the CUSTOMER. Accordingly payment is subject to be charged on pro-rata basis.
- ii. The obligation of the company towards maintenance of node will be limited to ensure net connectivity at the node and configuring users device for which the CUSTOMER shall pay to the COMPANY the annual support service charges @ Rs._____ per node per annum.
- iii. Dedicated Servers maintained by the departments/ branches are excluded from the present scope of work.
- iv. The CUSTOMER will take care of the equipment, will house it in suitable conditions and will follow such instructions on these matters given by the COMPANY from time to time.
- v. In case of issues related to satisfactory connectivity, the company will have to show the CUSTOMER that the Network and Internet connectivity are functioning well by using company's Laptop. The repairing of System Hardware and providing of basic Software is the responsibility of the concerned CUSTOMER/ department or branch.
- vi. One hardware engineer/technician will be made available for the whole day on all working days. In case of urgency the Engineer/ Technician may also be called on Saturdays, Sundays and on other holidays with a prior intimation.
- vii. The Computer Operator/Employee designated by the University for AMC related jobs: -
 1. Will coordinate the jobs to be executed by the Company.
 2. Will ensure the regularity of the service engineer/ technician accordingly.

2. PAYMENTS

- a. The payments will be released after the end of the contract.

- b. Rs. 25/- per day per machine is subject to the deduction from the payment thereafter if the company fails to maintain desktop/laptop/node (as per Para 1) or identify fault in it by the end of next working day [till 5:00 pm clock] (from the day of reporting the call in the computer centre's complaint register) for every 24 hours thereafter.
- c. If the company fails to maintain Campus Backbone (as per Para 1) or identify fault in it by the next 48 hours from the time of reporting the call in the computer centre's complaint register, deduction of Rs. 1000/- for every 24 hours additionally is subjected from the quarterly payment. For the release of full payment, the COMPANY will maintain an overall uptime of 95%.
- d. The Vice-Chancellor can waive-off/reduce the penalty on the recommendation of the maintenance contract Committee for genuine reasons.

3. EASY ACCESS/ CO-OPERATION

- a. If at site some item is ever to be physically moved in connection with carrying out of contracted maintenance services then for this purpose CUSTOMER shall provide, on request to COMPANY, the necessary help and manpower without charge.
- b. If in connection with the carrying out of contracted maintenance services, if it ever becomes necessary for COMPANY to position their representatives or place their maintenance instrument and / or spare parts at CUSTOMER site then for this purpose the CUSTOMER may provide necessary help.

4. TERMINATION OF THE CONTRACT

- a. The COMPANY at their option may terminate this contract at any time by giving an advance notice (thirty days) to the CUSTOMER with intent to do so. In case of unsatisfactory performance the CUSTOMER can terminate the contract by giving one week notice to the company.

5. FORCE MAJEUR

- a. Acts of God or of public enmity, acts of Government of India in their sovereign capacity, fires, floods, epidemics, acts of war, quarantine restrictions, strikes, lock-outs, freight embargoes or any other events of force majeure shall constitute excusable delay provided:

- i. Notice is given to the other party within twenty calendar days of the occurrence of such an event.
- ii. It can be established by either party on its behalf that any of the above events

- b. Has directly delayed performance of its obligations
- c. Was beyond the reasonable control and not due to negligence or default of such party.

In such a case, the time for performance of the contract shall be extended by a period(s) not more than the duration of delay. If it is continued beyond a period of three months, CUSTOMER and the COMPANY shall hold consultations in an Endeavour to find a solution to the problem. Notwithstanding the above, the decision of CUSTOMER shall be final and binding on the COMPANY.

6. DISPUTES

- a. If any dispute/difference arises between the COMPANY and Punjabi University, Patiala in relation to this contract, the decision of Vice-Chancellor, PUP shall be binding on both the parties.

7. Duration of the contract

This agreement of Maintenance contract can be extended for further on yearly basis with mutual consent of two parties.

8. Miscellaneous

The other departments/branches of the Punjabi University can make the maintenance contract on the same terms and conditions, if they desired with the above selected company or they can make maintenance contract with any other company by following the due procedure laid down by the University.

Signed for and on behalf of
CUSTOMER by:

Signed for and behalf of
M/s-----

Name _____

Name _____

Title _____

Title _____

Place _____

Place _____

Date _____

Date _____

Authorized Signatory
Dr. Dalbir Singh
Dr. Kawaljeet Singh,
Director,

Authorized Signatory

University Computer Centre,
2nd Floor, Academic Staff College Building (UGC Human Resource Development Centre)
Science Department Blocks
PUNJABI UNIVERSITY, PATIALA 147002
NH 67, Next to Urban Estate Phase-II (From Patiala Side)
Punjab (India)
91(175)3046314, 15, 2286570
director@pbi.ac.in, singhkawaljeet@pbi.ac.in
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PERSONAL

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9C (Near SG Apartments)
Good Earth Colony (New Officers Colony Area)
Patiala 147001
Punjab (India)
09915099577
singhkawaljeet@rediffmail.com, drkjschowwdhary@gmail.com