



**SKN COLLEGE OF AGRICULTURE**  
**((SRI KARAN NARENDRA AGRICULTURE UNIVERSITY))**

**JOBNER-303329 District - Jaipur (Rajasthan)**

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**Dr. M.R. Choudhary**  
**DEAN & FACULTY CHAIRMAN**

**DATE:** 29/2/2024  
**No.** CS/SKNCOA/2024/1824

**LIMITED TENDER NOTICE**


Sealed limited tenders are invited from the reputed firms to Repair and Maintenance (AMC) of Computers, Printers, Laptops, servers for one year. The tender will be accepted up to 6/3/2024 (11.00 AM) and will be opened on the same day at 11.30 AM by the committee in the Dean office SKNCOA, Jobner. The Dean, SKNCOA, Jobner/Convener, Tender Committee has all rights to accept/reject any tender without assigning the reason thereof. Goods and services will be F.O.R. Jobner. Tender documents and other details are available on SPP Portal [sppp.rajasthan.gov.in](http://sppp.rajasthan.gov.in) and University website [www.sknau.ac.in](http://www.sknau.ac.in).

S.N.	Item/ Work Description	Estimated cost in lacs (₹)
1.	Repair and Maintenance <u>without material</u> (AMC) of approximately 270 Computers, 140 Printers, 35 Laptops and maintenance of 3 servers installed in SKNCOA, Jobner Campus and University Admin Block, SKNAU.	0.99
		0.99

  
**DEAN**

Copy to:-

1. The Convener/ Member, Tender Committee.....
2. Incharge, Internet Cell, SKNCOA Jobner
3. Webmaster, SKNAU for uploading on University Website.
4. M/S.....
5. Notice Board-office/Municipal Board/Market
6. Guard File

  
**Incharge**  
**Central store**  
29/2/24

### **General Terms & Conditions:**

1. Bids (**Technical & Commercial**) in separate sealed cover with company seal and signature on every page are invited for and on behalf of SKNCOA, Jobner. Please super scribe the above mentioned Title and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid. **Both the envelopes must be enclosed in a third sealed envelope and super scribed with the Tender number and due date.**
2. The bidder must sign and seal all the tender documents.
3. The rates quoted for the articles should include installation, taxes and other charges, if any, FOR Jobner.
4. Service Tax, if applicable must be mentioned in the quotation.
5. **The firm must attach atleast one govt. work order for experience in similar domain.**
6. **The firm has to submit their GST registration number along with the quotation otherwise the tender will not be considered. The firm must be registered in software development or supply.**
7. **A Bid Security amount of Rs. 5000/- will be deposited by the selected firm (Work order awardee)**
8. **The AMC period will be valid for one year or as decided by the committee. The period will be mentioned in the work order.**



- (A) Envelope No.1 "Technical Bid" shall contain documents for the following eligibility.

### **Technical Bid**

Form- TB-I

(A) Repair and Maintenance without material (AMC) of approximately 270 Computers, 160 Printers, 60 Laptops and maintenance of 4 servers installed in SKNCOA, Jobner Campus and University Admin Block, SKNAU. The details are as follows:

S. No.	Name of the Office	No. of Computers (Desktops)	No. of Servers	No. of Laptops	No. of Printers Laser jet Printers
1	SKNAU University, Jobner Campus	50	0	8	50
2	SKN College of Agriculture, Jobner	220	3	27	90
TOTAL		270	3	35	140

### **ADDITIONAL TERMS AND CONDITIONS OF TECHNICAL BID**

1. The payment will be made quarterly only after submission of satisfactory report from the concerned department.
2. The firm should be in existence for over 3 years in the trade with minimum average annual turnover of Rs. 5.00 lacs in the last 3 financial years.
3. The firm must also have expertise and experience in Computer troubleshooting. The bidder should have executed satisfactorily minimum of one Annual Maintenance Contract of more than 100 Computers connected in LAN under Window/ Linux/ NT environment.
4. List of Engineers to be deployed in Trust with the bio-data showing their qualification, experience and mobile number.
5. Any information/date/credentials that the contractor or any of his employees may come to possess or know during the course of their work will not be disclosed to any one in any form and the relevant portions of the official Secrets Act would be applicable;
6. The scope of work covers provision of technical staff in campus from 09:00 to 16:00 hrs on all working days and if required, on Saturdays and Sundays and also after 16:00 hrs on working days. Minimum one qualified service engineers in computer/ electronics /telecommunication engineering with an experience of not less than 3 years in computer hardware.
7. No Visit Charges should be claimed by firm in any manner during the AMC period.
8. **The engineer(s) shall be required to report at least five days in week on working days (at least monthly average of 20 days).**



9. The engineers deployed shall be responsible for preventive maintenance with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of software's. Quarterly report on this shall be produced to respective Officers/Sections of this Department, failing which appropriate penalty, by way of fine would be imposed.
10. The engineer will sign the attendance register of contractor on every visit with timing, kept in Internet Cell. **Engineer deployed by the contractor shall work in coordination with Incharge, Internet Cell, SKNCOA, Jobner.**
11. The firm has to keep all the equipment in working order. The added parts (apart from AMC with parts) will be supplied by the office as and when required parts will be the property of the college.
12. In case the part(s) have to be replaced it should be changed at site.
13. If the representative of the firm does not visit the college /complete a visit satisfactorily, then a penalty in the form of a deduction at the rate of 5% of the AMC of respective item from the tendered amount shall be done for the same.
14. If the equipment is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
15. The replacement of components shall be as per manufactures instructions and as per the decision of Head of Office/Department.
16. The firm shall have the required drivers (CDs or External HDDs) for maintaining the PCs and peripherals for configuring them.
17. The scope of software maintenance covers- Maintenance of all software already installed in the personal computers and peripheral and the software to be installed at later stage, providing basic training on the use of PC to user, if required, loading/reformatting of software/discs with software like Windows 2000,2003, XP, Vista, Windows7, 10, Linux, Microsoft Office, software, Browsers like Internet Explorer, Chrome, Mozilla etc. And Mailing Software like Outlook Express, Anti- virus software, Data retrieval and installation/ removal of any other software purchased by the university from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software (Licensed) packages mentioned above. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, data recovery, pre-emptive actions against virus spread, detection/removal of virus, configuration of internet, configuration of applications (client/server), server and client applications, connection of computers to projector for presentation.
18. It shall be the responsibility of the firm to make all the Laptops, computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Department after expiry of the contract. In case any damage is found, the firm is liable to rectify in even after the contract.
19. The expansion of network, if any in the campus and university will be done by the firm without any extra charges.



**Envelope No.2 “Financial Bid” shall contain** The Price Bid Format is given below and Bidders are required to fill this up correctly with full details on their letter heads:

**FINANCIAL BID**

**Form- FB-I**

The Price Bid Format is given below and Bidders are required to fill this up correctly with full details on their letter heads:

Repair and Maintenance without material (AMC) of approximately 270 Computers, 160 Printers, 60 Laptops and maintenance of 4 servers installed in SKNCOA, Jobner Campus and University Admin Block, SKNAU

S.N.	Description	Number	Rate for one year per unit (₹)	Total Amount for one year (₹)
1.	Personnel Computers (Desktops)	270		
2.	Servers	03		
3.	Laser Printers	140		
4.	Laptop	35		
5.	Service Tax, if any			
6.	Work contract tax. If any			
7.	Any other charges, if any			
	<b>TOTAL (B)</b>			



### FINANCIAL BID-TOTAL

S.N	Item	Total Amount for one year (₹)
A	Repair and Maintenance without material (AMC) of approximately 270 Computers, 160 Printers, 60 Laptops and maintenance of 4 servers installed in SKNCOA, Jobner Campus and University Admin Block, SKNAU	
GRAND TOTAL		

Gross Total Cost: ₹----- (in figures)

₹----- (in words)

We agree to supply the above goods/works/services in accordance with the technical specifications for a total contract price of ₹----- (in figures) and ₹----- (in words) within the period specified in the NIT or work /purchase order .

\_\_\_\_\_  
Name

Signature of Bidder with official seal

