

**SAINIK SCHOOL KAPURTHALA**

**INVITATION OF BIDS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTER HARDWARE AND PERIPHERALS INCLUDING NETWORKING AND CCTV CAMERAS FOR THE FINANCIAL YEAR 2025-26**

**GENERAL REQUEST FOR PROPOSAL (RFP)**

**INSTRUCTIONS TO THE BIDDERS**

All prospective Vendors

**Sub: Comprehensive Annual Maintenance Contract (AMC) For Computer Hardware And Peripherals Including Networking and CCTV Cameras for the financial year 2025-26 - regarding.**

1. Vendors (Agencies/Firms/Individuals, etc.) who have sufficient expertise in the field of maintenance of computer hardware and peripherals, including networking, CCTV, installations and those who fulfill all the terms & conditions governing the tender notice, are invited to participate in a two-bid system i.e. Technical/Pre-qualification and Financial for Comprehensive Annual Maintenance Contract for IT equipment and CCTV Cameras belonging to the Sainik School Kapurthala, Punjab (the Purchaser) for a period of one (01) year from the date of awarding the contract.
2. Pre Bid meeting is mandatory for contractors to visit the place of installation of these computers/peripherals and CCTV Cameras, inspect & acquaint with local condition before quoting their rates.
3. Bidders are requested to follow the instructions/guidelines while participating in the tender process.
4. Just by quoting the lowest rate does not entitle the agency for the award of AMC. The decision of Principal Sainik School Kapurthala will be final and binding in respect of awarding the AMC.
5. **Bid Security Money:** Successful Bidders is required to submit Performance Security of an amount of Rs15,000/- (Rupees Thirty Thousand only) as Security Money in the form of Demand Draft (DD) from any of the Nationalized /Commercial Banks drawn in favour of "Principal Sainik School Kapurthala payable at Kapurthala".
6. Bidders are required to submit an amount of 10,000/- (Rupees Ten Thousand only) as EMD in the form of Demand Draft (DD) from any of the Nationalised/Commercial Banks drawn in favour of "**Sainik School Fund Account** payable at Kapurthala".
7. Vendors registered with Ministry of Micro Small and Medium Enterprise (MSME)/National Small Scale Industries Corporation (NSIC) are only exempted from payment of EMD. (Important: A copy of the valid registration certificate should be submitted along with the technical bid in support of claim.)
8. Bid submitted without EMD will be summarily rejected citing as "non-responsive".
9. EMD of the unsuccessful bidders will be released as early as possible after finalization of the tender process.

(Signature of the Tenderer(s) with office seal if any)

10. The Purchaser reserves the right to cancel the process of tender at any point of time without assigning any further reason thereof.
11. Intended vendors may quote the rates as per enclosed proforma (Appx -A).
12. Vendors are requested to please go through the tender notice before participating in the tender process.
13. Documents required for participating the bids
  - (a) EMD – Please refer Para 8 of RFP
  - (b) Tender form Fee Rs 500/- for each Tender will be attached if downloaded from the School website or CPPP.
  - (c) Attested copy of GST registration, Pan card and Aadhaar Card.
  - (d) Income tax return certificate of last three Assessment years.
  - (e) A copy of current GST return.
  - (f) A copy of CA Audit report includes assessment report, if audit is not applicable then a copy of self-attached assessment report.
  - (g) E-Stamp Paper for non-black listing / no legal litigations (Format for the same is attached as **APPENDIX 'A'** to this RFP).
  - (h) Self-attested along with stamp at all pages of submitted document is mandatory.
  - (j) Tender Conditions Acceptance Certificate (Format for the same is attached as **APPENDIX 'B'** to this RFP).
  - (k) **Availability of Office of Service Provider** : Service Provider must have a registered office within **100 Kms** from school location i.e Sainik School Kapurthala, Punjab. The **DOCUMENTARY EVIDENCE SUBMITTED** will be verified by a Board of Officers convened by the School. This will be a mandatory criteria to qualify the Technical Bid.

**SCOPE OF WORK FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTER HARDWARE AND PERIPHERALS INCLUDING NETWORKING:-**

14. The scope of work covers comprehensive maintenance of PC, Laptops, Servers, Projectors, all types of Printers, Scanners, CD/DVD writers and UPS etc. (all spare including UPS batteries/Computer and Printer parts except cartridge).
15. The scope of work also includes maintenance of software procured by this office/in-built into the system and installed in computers and peripherals.
16. The Vendor shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment.

(Signature of the Tenderer(s) with office seal if any)

17. The Vendor shall maintain the equipment as per manufacturer's guidelines and shall use genuine components/spare parts for replacement.
18. The Vendor must provide necessary support for maintaining VIRUS free computer environment.
19. The Vendor must be specialized in network (LAN, WAN etc.)troubleshooting.
20. Any reported fault would be rectified by the service engineer within 24 hrs of the complain. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to workshop, the Vendor would provide a standby for the same.

**DETAILED SCOPE OF WORK FOR ANNUAL MAINTENANCE OF CCTV CAMERA AND LAN NETWORKING :-**

21. The scope of work covers comprehensive maintenance of CCTV Cameras, all type of switches and LAN network of the Sainik School Kapurthala, Punjab - 144601.
22. The responsibility areas of the Contractor will inter alia be as under:-
  - (a) All the products installed like CP plus fixed cameras, DVR's, Power Supply, accessories, cables, routers / switches etc related to CCTV systems shall be maintained by the contractor with periodic maintenance i.e. Four times in every month during the contract period to ensure its proper functioning of the CCTV Surveillance System.
  - (b) All the items which are mentioned in the rate schedule shall be covered under the Non Comprehensive AMC for 1 year.
  - (c) In case of any technical snag it should be attended within 24 hours.
  - (d) Attending to break down call on urgent basis.
  - (e) A quarterly maintenance chart should be maintained and get it signed from concerned authority.
  - (d) Free replacement shall be provided in case of any defect/fault/failures in any passive component like Connectors, Power Connectors, Cables and Lenses.
  - (a) The vendor at any of point of time will be held responsible for ensuring the functioning of the CCTV Cameras.
  - (b) The vendor must be specialized in CCTV Camera networking (LAN, WAN etc.), Trouble shooting and having a well-trained supporting staff. At the time of opening of Financial Bid, the vendor may be asked to produce the details of available manpower and their qualification. This criteria would be considered by the authorities at the time of award of contract.
  - (h) In case of any defect due to force majeure conditions needing replacement of spares, the spares shall be arranged by contractor with prior approval on approved rates and shall be claimed separately by submitting proper supporting.

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(j) Connectors, Power Connectors, Cables, Lenses, Hard Disk, DVR and Camera replacement is not covered under AMC, it will be replaced as per actual cost or approved rates.

23 The number of items to be covered under AMC and coverage period of each items, has detailed in Annexure I of **Appendix - D**.

24. **Maintenance of Log Book** : A log book shall be maintained in which the contract or shall record all the complaints made. He shall attend all the complaints received in following manner:-

- (a) Minor faults immediately.
- (b) Major faults within 3-4 hours by replacement method, with the available spares.
- (c) Major faults within 24 hours, except for the Laser Printers, which are to be got serviced from authorized service centers of manufactures.
- (d) The Vendor shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
- (e) If the equipment is required to be transported to the Vendor's/manufacture's service centre/workshop for repairs, the same shall be undertaken at the risk, cost and transportation of the Vendor under proper School Gate Pass.
- (f) The replacement of components shall be as per manufactures(OEM) instructions.
- (g) Repair and servicing of equipment can be carried out at site or at the Vendor's workshop after attending the complaint by replacement method and the same shall be done within 02 days of the receipt of complaints.
- (h) The scope of software maintenance covers Maintenance of all software already installed in the personal computers and peripherals and the software to be installed at later stage.
- (j) The rate quoted should also cover the maintenance of operating system, software installation and installation of patches, data recovery and pre-emptive action against virus spread, detection/removal of virus. Configuration of internet, configuration of applications (client/server), and client applications, connection of computers to projector for presentation, setting-up of video conference equipments, Proper functioning of Routers/switches of LAN etc.

## **PREVENTIVE TERMS AND CONDITIONS**

25. The Vendor shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment **at least twice in three months**.

(Signature of the Tenderer(s) with office seal if any)

26. The schedule of preventive maintenance shall be as follows:-
- (a) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
  - (b) Running of test programme to ensure quality print/data reliability.
  - (c) Checking of power supply source for proper grounding and safety of equipment.
  - (d) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each machine.
  - (e) Shifting of equipment as and when required.
  - (f) Running of diagnostic software for system performance.
- (a) Minimum 10 Key Boards, Mouse, 5 SMPS power supply, 02 Switches, 02 Routers, 01 roll of cable cat 5 etc. of reputed manufacturer, should be kept in the custody of Sainik School Kapurthala for replacement purpose as and when required to avoid the delay in work.
27. It shall be the responsibility of the vendor to make all the computers and peripherals and CCTV Cameras work satisfactorily throughout the contract period and to hand over the systems in working condition to the Office of the Principal Sainik School Kapurthala after expiry of the contract.

### **PRE-QUALIFICATION CRITERIA**

28. The Vendor (Company/Firm/Bidder etc.) should be based in Punjab or have a branch office in Kapurthala for offering seamless service (valid proof to be enclosed).
29. The Annual Turnover of last three years should be 10 Lacs (valid proof to be enclosed).
30. The intending vendors must have minimum three years' experience in undertaking AMC of computers/peripherals and CCTV Camera with at least two Govt reputed Organizations.
31. The Vendor quoting the rates should be registered with the Sales Tax/ Service Tax/ GST authorities. (Copy to be enclosed.)
32. Vendors registered with Ministry of Micro Small and Medium Enterprise (MSME)/National Small Scale Industries Corporation (NSIC) are only exempted from payment of EMD. (Important: A copy of the valid registration certificate should be submitted along with the technical bid in support of claim.)
33. Bid submitted without Bid-security will be summarily rejected citing as non-responsive.

### **SPECIAL TERMS & CONDITIONS (STC)**

34. **Jurisdiction of courts in case of dispute:** These terms and conditions/contract are governed by laws of India for the time being in force. Irrespective of the place of delivery, the place of performance or place of payment under the contract, the contract shall be deemed to have been at the place from which the acceptance of tenders have been received i.e. Kapurthala. Courts of Kapurthala shall alone have jurisdiction to decide any dispute arising out of or in respect of these terms and conditions/ contract.

(Signature of the Tenderer(s) with office seal if any)

35. The successful Vendor of the Tender shall be required to execute one "Agreement for Annual Maintenance Contract for Computer System and Peripherals" with the Competent Authority of this office. The notice shall form a part of contract document.
36. Vendor will not sub-contract or permit anyone other than the company personnel to perform any of the work services or other performance required under this Service Level Agreement (SLA) without the prior written consent of the Competent Authority of this office.
37. At the end of the AMC contract period, both the Purchaser and the Vendor shall certify separately that the Computer systems/Electronic Devices are in satisfactory working condition and that no faults or complaints is pending.
38. **Access to Books of Accounts**. Incase it is found to the satisfaction of the Buyer that the Supplier has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Supplier, on a specific request of the Buyer, shall provide necessary information /inspection of the relevant financial documents/information.
39. **Non-disclosure of Contract documents**. Except with the written consent of the Supplier, other party shall not disclose the contractor any provision, specification, plan, design, pattern, sample or information there of to any third party.
40. **Liquidated Damages**. In the event of the Supplier's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, etc as specified in this contract, the Buyer may, at his discretion, with hold any payment until the completion of the contract. The BUYER may also deduct from the SUPPLIER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.
41. **FORCE MAJEURE** :- If at any time during the continuance of this contract the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fire, floods, explosions, epidemics, quarantine restriction, or acts of God (herein after referred to as eventualities") and provided notice of the happenings of any such eventuality (duly certified by International Chamber of Commerce in case of foreign parties) is given by either party to other within 21 days from the date of occurrence thereof, neither party shall by reasons of such eventuality be entitled to terminate this Contract nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance.
42. Deliveries under this Contract shall be resumed as soon as practicable after such eventuality has come to an end or ceased to exist and the decision of the Purchaser as to whether the deliveries have so resumed or not shall be final and conclusive. Provided further that if the performance in whole or in part of any obligations under this Contract is prevented or delayed by reasons of any such event for a period exceeding 60 days either party may at its option to terminate the Contract.
43. Provided also that the Contract, if terminated under this clause, the Purchaser shall be at liberty to take over from the Contractor at a price to be fixed by the Purchaser which shall be final, all unused, undamaged arc acceptable material, bought out components and stores in course of manufacture in the possession of the Contractor at the time of such termination or such portion thereof as Purchaser may deem fit except such material, bought out components and stores as the Contractor may, with the concurrence of the Purchaser, elect to retain. 16.

(Signature of the Tenderer(s) with office seal if any)

44. All supplies will be subject to the approval by the Principal, Sainik School Kapurthala or by a representative appointed by him before they are finally accepted/ or any payment made. Supply will be delivered at School premises at the cost of contractor and when needed and where applicable will be compared with the brand/sample already obtained and inspected. Damaged or inferior items will have to be replaced by the contractor at his cost.

45. **Termination of Contract.** The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:-

- (a) The delivery is delayed for causes not attributable to Force Majeure for more than (01 months) after the scheduled date.
- (b) The Supplier is declared bankrupt or becomes insolvent.
- (c) The construction work is delayed due to causes of Force Majeure by more than (01 months) provided Force Majeure clause is included in contract.
- (d) The Buyer has noticed that the Supplier has utilized the services of any Indian / Foreign agent in getting this contract and paid any commission to such individual / company etc.
- (e) As per decision of the Principal.

### **PENALTIES**

46. If the Vendor does not attend to the complaint within 4 hours from the time of logging the complaint, a penalty @ 3% of the value of AMC charges of the equipment, not available for use, shall be levied.

47. Penalty shall be levied @ 5% of the value of AMC charges for that equipment for each subsequent day after 48 hours from the date and time of registering the complaint.

### **PAYMENT TERMS**

48. No advance payment will be made in any case.

49. Payment shall be made pro-rata on quarterly basis at the end of each quarter on satisfactory rendering of services during the covering period.

50. The Net amount will be paid after deduction of TDS as applicable from time to time.

51. Payment for any inclusion/deletion of computer and peripherals during the AMC period will be calculated on pro-rata basis.

52. Penalty, if any, imposed during the period shall be deducted from the running quarterly payments.

53. Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC. No difference shall be paid or claimed as a result of the above.

54. **Extension Clause.** Based on the performance of the vendor, the contract may be extended for another 01 year at the discretion of the Principal Sainik School, Kapurthala on the existing terms and conditions.

(Signature of the Tenderer(s) with office seal if any)

**Appendix 'A'**

**(To be given on Company Letter Head / e Stamp paper)**

**To**

The Principal  
Sainik School Kapurthala  
Punjab-144601

**Subject: NON-BLACKLISTING CERTIFICATE**

Dear Sir,

This is to certify that M/s \_\_\_\_\_ has not been blacklisted and no criminal case is pending in any Government Organization. Non-Government or Public Sector organization in India before submission of this bid document.

Yours faithfully,

Date:

(Signature of the bidder, with official seal)

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**TENDER ACCEPTANCE LETTER**

Date :

To,

The Principal  
Sainik School Kapurthala  
Punjab- 144601.

Subject: **Acceptance of Terms and Conditions of Tender.**

Tender Reference No.:

Name of Tender/Work:

Dear Sir,

1. I/We have downloaded/obtain the tender documents(s) from the above mentioned Tender/Work from the website(s) namely: \_\_\_\_\_

\_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/We had read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I/We shall abide hereby by the terms/conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your organization too have also been taken into consideration, while submitting the acceptance letter.

4. I/ We hereby unconditionally accept the tender conditions of above mentioned tender document(s) in its totality/entirety.

5. In case any provision of this tender are found violated, then your organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the bidder, with official seal)

**BID SECURITY DECLARATION FORM**

Date \_\_\_\_\_

Tender No \_\_\_\_\_

To (insert complete name and address of the purchase)

I/We, the undersigned, declare that

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

**I/We accept that I/We may be disqualified from bidding for any contract with you for a period for one year from the date of notification if I am/We are in a breach of any obligation under the bid conditions , because I/We**

- (a) have withdrawn/modified/amended , impairs or derogates from the tender, my /our bid during the period of bid validity specified in the form of Bidor
- (b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract , if required or (ii) fail or re-use to furnish the Performance Security, in accordance with the instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (Insert signature of person whose name capacity are shown)

In the capacity of (Insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for a n on half of insert complete name of Bidder) Dated of \_\_days of \_\_\_\_\_2025  
(insert date of signing)

Corporate Seal (Where appropriate)

(Note : In case of joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid.)

Certified that I hereby accepts all terms and Conditions of this RFP

**SAINIK SCHOOL, KAPURTHALA TENDER FORM – ANNUAL MAINTENANCE CONTRACT  
(AMC) FOR COMPUTER HARDWARE AND PERIPHERALS INCLUDING NETWORKING  
AND CCTV CAMERAs**

Name of the Tender (Firm Name) (Photo Copy of following documents are to be attached)  <div style="text-align: right; margin-right: 50px;">Adhar Card No:</div> <div style="text-align: right; margin-right: 50px;">GSTNo:</div> <div style="text-align: right; margin-right: 50px;">PAN CARDNo:</div>	: ..... ..... ..... ..... ..... .....
Complete postal address with PIN Code And Telephone No. and Email	
Bank Details:  Name of Beneficiary: _____  Saving Bank Account Number: _____  IFSC Code of Bank _____	Bank Name and address of Beneficiary:  _____  _____  _____
Earnest Money details	:Bank Draft No. _____ dated _____ for Rs. _____ payable in favour of "Principal, Sainik School, Kapurthala" payable at "Kapurthala" drawn on (Bank) _____
Certified that :- 1. I have read the RFP, (Signed each Page) and understood in my language. 2. I have to provide the sample of each item during the opening of the tender.  Name (in Block Letters): _____ Date : _____	
<div style="text-align: right;">Signature of Tenderer with Office Seal, If any</div>	

**SPECIFICATION OF ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTER HARDWARE AND PERIPHERALS INCLUDING NETWORKING AND CCTV CAMERAs AS PER ANNEXURE I TO APPX D ATT**

**PRICE BID FOR RATE CONTRACT FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR  
COMPUTER HARDWARE AND PERIPHERALS INCLUDING NETWORKING AND CCTV  
CAMERAS**

<u>Sl. No</u>	<u>Details</u>	<u>QTY (Tentative)</u>	<u>Annual Rates for AMC (inclusive of all taxes)</u>
01.	Computers and peripherals of the school (including monitors, cables, HDD, RAM, Motherboard, CPU, Fan, SMPS, LAN Cards, Key Boards, Mouse and speakers)	100	
02.	Laser Printers (Mono), 1020, 1007 & M 1005	12	
03.	Inkjet Printers	06	
04.	Network Switch 24 Port	03	
05.	Maintenance of LAN of entire School	50 Nodes	
06.	Software Installation Windows XP/VISTA/7/8/10	As per requirement	
07.	Software Installation MS office 2007/2010/2013/2016	-do-	
08.	Fax Machine	01	
09.	Online UPS	03	
10.	Projector Screen	03	
11.	LED TV	05	
12.	Projector	05	
13.	Biometric Machines	04	
<b><u>DETAILS of CCTV CAMERAS</u></b>			
14.	CCTV in School Building including Class Rooms & Science block :- (a) Palace Outdoor - 06 (b) Palace Indoor - 13 (c) Academic Building & Science Block. - 56	75	
15.	Cadets Complex :-		
	(a) Indoor CCTV Cameras (Bhagat-03, Tilak- 03, Lajpat-03, Motilal-03, Chitt-03, Tagore-03, Saro-04, Azad-04, Patel-08, Subhash-05, Holding House-05)	44	
	(b) PTZ Camera	02	
16.	Cadets Mess	10	
17.	Swimming Pool	02	
18.	Main Gate	05	
<b>Total No of CCTV Cameras (Tentative)</b>		<b>138</b>	
19.	Tonner Refill all types	Rate per pcs	
20.	Tonner Drum all types	Rate per pcs	
21.	Coloured Printer Ink Canon G4770, EPSON L380	Rate per pcs	
22.	Photocopier Tonner Sharp BP20M31	Rate per pcs	
	Total		

(Signature of the Tenderer)

**Note :** The L-1 vendors in Commercial Bid stage will be finalized on the basis of Total of the Rates quoted by each bidder (Total Evaluation wise).