

Tender Document

**ANNUAL MAINTENANCE CONTRACT OF
LAPTOP SYSTEMS
AT
AMBEDKAR UNIVERSITY, DELHI**

List of Documents:

1. Tender Document : Doc-I
2. Technical Bid: Doc-II
3. List of equipments and Financial Bid: Doc-III

**Ambedkar University , Dwarka
Sector - 9, New Delhi - 110075**

**TENDER DOCUMENT FOR
ANNUAL MAINTENANCE CONTRACT
OF LAPTOP SYSTEMS**

Invitation to bid

1. Quotations are invited for providing comprehensive maintenance services Laptops at AUD , New Delhi

AUD currently has over 44 laptops of different make with wifi enabled on most of the Laptops

The details of the laptops are as given in Doc III file. The actual number may either increase or decrease at the time of start of contract or during the year.

Notes:

Any of the above laptops may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be payable at pro-rata basis. Similarly laptops can be added during the period of comprehensive AMC and maintenance charges will be paid pro-rata basis.

2. The maintenance support agency (hereafter referred to as “agency” in this document) is required to submit the technical and financial bid in two separate sealed covers clearly super scribed “**Technical Bid for comprehensive AMC of Laptop systems**” and “**Financial Bid for comprehensive AMC of Laptop systems**”. The quotations in a sealed cover super scribed "Quotations for the Comprehensive Annual Maintenance of Laptop systems" should reach the Registrar, AUD, Sector-9, Dwarka , New Delhi - 110077, **before 1500 h on 14.11.2011**
3. Quotations will be opened on the same day at 15:30 h in the presence of such bidders or their duly authorized representatives as may be present. As a token of acceptance of all the terms and condition mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. Tenders of unsigned documents will be rejected. The price bid of those bidders will be opened who fulfill all the requirements of the technical bid.

Description of the Work

1. The maintenance services will consist of
 - a) Attending to complaints raised by various departments/individuals of AUD (details provided by AUD computer staff, New Delhi) on daily basis.
 - b) Onsite preventive and corrective maintenance of laptops at AUD, New Delhi where the above equipment is installed as indicated from time to time. Records for preventive and corrective maintenance should be provided to the Computer Unit staff in hardcopy and soft copy.
 - c) The maintenance contract will include necessary repairing, replacement of all defective/damaged parts, components and other accessories free of cost. All parts include all components, accessories, adapter and parts other than consumable items like **Laptop batteries**.
 - d) The maintenance contract also includes removal of virus, software patch updation, HDD crash recovery. The agency will be responsible for providing virus free computing environment on laptops at AUD.
2. The contract will be initially for one year. The contract may be renewed for a further one year at a time, at the discretion of AUD and based on satisfactory services provided by the agency.
3. The maintenance services will be provided on all working days from 0900 h to 1730 h (Monday to Saturday). Provision of availability of service engineers on Sundays or other public holidays should be made in case of exigency.
4. The maintenance service agency shall provide maintenance services through qualified staff.
5. The Agency should provide necessary components like adapters, drivers CDs/DVDs to the Computer Unit staff in order minimize MTBF (Mean Time Between Failure) and MTBR (Mean Time Between Repair) time.
6. The Agency is required to set defective/damage laptops functioning in order within 24 Hrs. from the time the complaint login.
7. The penalty will be levied @ Rs 500 per day per laptop basis in-case laptops are not set in order within 24 hrs.
8. Agency is required to provide all defective/damage components to the Computer Unit staff after the replacement.

9. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make & version and functional capability as originally available in the systems.
10. The contractor will arrange all other parts/components/sub-assemblies free of cost and are the part of the comprehensive AMC.
11. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of AUD regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.
12. The contractor is also obliged to provide maintenance services for all major and popular brands of laptops like IBM, Lenovo, Compaq HP, Wipro, Dell, Apple, HCL, Acer others.
13. The Contractor is also obliged for the Provision of stand bye laptop and other accessories to the users.
14. The Contractor is also obliged to provide mobile phones to the Engineers with Company provided number.

General Conditions

1. The University reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful tenderer shall perform the same at the rate quoted.
2. The University takes no responsibility for delay, loss or non-receipt of a quotation after dispatch.
3. Ernest Money Deposit (EMD) of Rs 25000/- (Twenty Five Thousand Rupees Only) in form of crossed demand draft/pay order in favour of *Registrar, AUD, New Delhi* shall be deposited at the time of submission of tender, as a part of the Technical Bid. Tender received without EMD shall be summarily rejected.
4. The agency must be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax. Copies of necessary supporting documents must be attached.
5. The agency must be currently maintaining more than 100 laptops at a minimum of Five locations in Delhi/NCR. Copies of two such work order or any other

documentary evidence clearly showing that more than 100 laptops are being maintained at a single location should be attached.

6. The agency must have satisfactorily executed in last 5 years minimum 3 AMC of more than 100 laptops under Windows 2000/2003/2007/Linux/MAC O.S environment. Necessary supporting documents as required must be attached.

Security Deposit

The contractor shall be required to deposit a sum equivalent to 10 percent of the total work order at the time of signing the contract as security deposit in cash/demand draft/term deposit or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of Registrar, AUD, New Delhi.

No interest shall accrue on this amount. The Security amount shall be re-payable after one month of the expiry/termination of the contract after deduction of penalty/other dues, if any. The EMD of the successful bidder will be refunded after signing of the agreement and after deposit of security amount.

Payment Terms and condition

The payment to the contractor will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the contractor and based on past performance with successful Preventive Maintenance and satisfactory feedback from the users. TDS, as applicable, will be deducted before making the payment.

The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.

Penalty

In case the maintenance agency fails to make the equipment operational within 24 hours than it may be got serviced from the open market at the risk and cost of maintenance agency. A standby hardware should be provided to the users failing which an amount of Rs. 500/- per day shall be made as penalty.

Jurisdiction

The courts at Delhi alone shall have the jurisdiction in any matter arising out of relating to or touching this tender.

Doc - II

Technical Bid

The technical bid shall contain following information in a sealed cover super scribed "Technical Bid":

1. Name, address, setup and status of the organization. Contact person with telephone number.
2. The bidder shall be a company registered with the Registrar of Companies and registered with Delhi Sales tax for Works contract Tax. *Document in support of registration with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.*
3. The agency should be **ISO 9001:2000 Certified Company.**
4. EMD of Rs. 25,000/- (Rupees Fifty thousand only) in form of DD/pay order in favour of Registrar, AUD, New Delhi
5. Details of testing and repair facility available with the company.
6. List of at least 8 qualified services engineers with details of qualification and having more than 5 years of experience in the relevant field as per the performa enclosed. *The qualification and experience of resident engineers deputed to AUD will be verified. Copies of qualification and experience certificates to be enclosed.*

Sl. No.	Name	Technical qualifications	Area of specialization	No. of years of experience	Area of Experience	Date of joining the firm

7. List of clients with name, complete address and contact person with telephone number where the company is currently maintaining more than 100 computers on

LAN in a single location in Delhi as per the performa enclosed. *Copies of two such work order or any other documentary evidence from Govt. Departments/Public Sector Undertakings clearly showing that more than 100computers are being maintained at a single location should be attached.*

Sl. No.	Name of the Organization/Govt. dept/PSU with Contact person with tel. No.	Details of laptops and other peripherals	No. of resident engineers provided	Period of contract	Contract value (Rs. in lakhs)

8. List of maintenance contracts satisfactorily executed by the agency in last 3 years. Minimum 3 such maintenance contracts of more than 100 computers connected in LAN under Window NT/Windows 2000/2003/Linux Server environment should be listed. *A Performance Certificate to this effect from at least two Govt. Departments /Public Sector Undertakings shall be furnished.*

Sl. No.	Name of the Organization/Govt. dept/PSU	No. of resident engineers provided	No. of PCs	Period of contract	Contract value (Rs. in lakhs)

9. Tender document (Doc-I) duly signed in each page.

Financial Bid

The financial/price bid should contain the quotation for maintenance charges per item in terms of yearly basis only, as listed below. Price quoted by the tenderer shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. The financial bid should be enclosed in a separate sealed cover super scribed “Financial Bid”.

Equipments to be brought under maintenance contract at the time of the commencement of the contract

S.No.	Company	Specification	Qty	Rate Per Year Per Equipment	Total Cost
1.	Dell	Dell Studio 15, Intel C2d T6500 (2.1 Ghz)/3gb Ram/320 Gb Hdd/2.0 Mp Webcam/ 8 In 1 Card Reader/ 15.6” Wide Screen /Wifi/Lan/ Bluetooth/ Dvd R/W /10/100 Eathernet	15		
2.	Lenovo Thinkpad SI410	Lenovo Thinkpad SI410, Intel Core 2 Duo Processor T6670 (2.20 Ghz 800mhz) 2 Gb Ram, Ddr3, Sdram 1066mhz , Hdd 320, Screen 14.0 Hd Vibrant View 1366 X 768, Dvd Recordable (Dual Layer)	20		
3.	Sony Vio Vgn – Cs18gn/B	Sony Vio Vgn –Cs18gn/B, Intel Cor-2 Duo P8600, Processor 2.40 Ghz, 3 Gb Ram, Hdd -320gb, Screen -14.1 Inch	03		
4.	Sony Vio Vpcw216ag/T	Sony Vio Vpcw216ag/T Intel® Atom™ Processor N450 (1.66 Ghz)*1,2 Gb Ddr2 Sdram (Max)*2, 320 Gb*3 (Serial Ata, 5400 Rpm) ,10.1 (25.6 Cm) Wide (Wxga: 1366 X 768) Tft Color Display, Bluetooth Standard Ver. 2.1+Edr	03		

5.	Sony Vio Vpcs113fg/B	Sony Vio Vpcs113fg/B Intel® Core™ I3-330m Processor 2.13 Ghz, Hdd: 320 Gb (Serial Ata, 5400rpm), 13.3 (33.8 Cm) Wide (Wxga: 1366 X 768) Vaio Display, Led Backlight, 4 Gb Ram	03		
Total			44		

Total : _____

Taxes (if any): _____

Net Total : _____

Note: Actual number of Laptop may vary at the time of awarding of contract. For some of the equipment AMC will start during the year as stated above. Few Laptops under warranty with OEM. Software support would also be provided for Laptops under warranty.

(Signature of Authorized Signatory
with Company Seal)