

Tender Document

**ANNUAL MAINTENANCE CONTRACT OF
DESKTOP COMPUTERS, AMBEDKAR UNIVERSITY
NEW DELHI**

List of Documents:

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**AMBEDKAR UNIVERSITY
DWARKA SECTOR -9
NEW DELHI**

**TENDER DOCUMENT FOR
ANNUAL MAINTENANCE CONTRACT
OF DESKTOP COMPUTERS**

Invitation to bid

Sealed quotations are invited from firms (on official letterheads) duly filled in Annexure- I & II for award of Annual Maintenance Contract (AMC) of Desktop-Computers listed in Annexure- III at AUD, New Delhi.

AUD currently has over 200 computers of different make connected through two servers and an organization wide Wireless Network Connection.

The actual number may either increase or decrease at the time of start of contract or during the year. The firms who fulfill the following eligibility conditions should only apply.

1. The maintenance support agency (hereafter referred to as ~~%agency+~~agency in this document) is required to submit the technical and financial bid in two separate sealed covers clearly super scribed “**Technical Bid for Desktop Computer AMC**” and “**Financial Bid for Desktop Computer AMC**”. The quotations in a sealed cover super scribed "Quotations for the Annual Maintenance of Desktop Computers+ should reach the Registrar, AUD, Sector-9, Dwarka 77, before **1500 h on 03-04-2012.**
2. Quotations will be opened on the same day at 1530 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 Schools/Divisions/Centers of AUD (details provided by AUD IT Services Staff, Dwarka/KG Campus) 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 repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.
 - d) The maintenance contract also includes removal of virus, software patch updation, HDD crash recovery, system administration, network administration, software support /troubleshooting to keep the system fully operational. The agency will be responsible for providing virus free computing environment 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 engineer on Sundays or other public holidays should be made in case of exigency.
4. The maintenance service agency shall provide maintenance services through one qualified, experienced and competent resident engineer who shall stay **4 days at Dwarka campus** & **2 days at Kashemre Gate campus** of AUD, New Delhi as indicated in item (3) above. The role of the onsite engineer shall be as follows:
 - The onsite engineer responsible for hardware maintenance should have expertise to cover all items of computers.
 - The onsite engineer should be responsible for user software support services including virus cleaning/patch installation/ software installation etc. He/she should be well conversant with the latest trends in trouble shooting of computing equipment and networking monitoring tools.
 - The onsite engineer should also be well versed with TCP/IP networking.
5. The Agency should provide necessary components like drivers CDs/DVDs to the IT Services staff in order minimize MTBF (Mean Time Between Failure) and MTBR (Mean Time Between Repair) time.

6. All computers and their parts as mentioned in Annexure III will be covered under this maintenance contract.
7. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems.
8. The contractor will arrange all other parts/components/sub-assemblies including **Hard Disk, SMPS, and Motherboard, free of cost is part of the AMC.**
9. 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.
10. The contractor is also obliged to provide maintenance services for all major and popular brands of desktops such as IBM, Compaq, HP and others. Even assembled and unbranded equipments purchased by the University are covered under the Annual Maintenance Contract.
11. The Contractor is also obliged for the Provision of stand by desktop to the users.
12. The Contractor is also obliged to provide mobile phones to the Onsite 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. Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Fifty thousand 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 200 computers at a minimum of five locations in Delhi/NCR. Copies of two such work orders or any other documentary

evidence clearly showing that more than 200 computers are being maintained at a single location should be attached.

6. The agency must have satisfactorily executed in last 3 years minimum 3 AMC of more than 200 computers. Necessary supporting documents as required must be attached.

Performance Security Deposit

The successful bidder shall be required to deposit performance security 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.

In case of absence of an engineer substitute shall be provided by the maintenance agency otherwise a deduction 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.

Annexure - 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 5 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 200 computers on Wireless Network Connection 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 200 computers 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 equipment and Nos. (Servers and clients) and stand alone PCS, laptops, printers, 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 200 computers connected in Wireless Network Connection 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 (Annexure-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 Optiplex Vpro 755 Desktop	. CPU: Intel core 2 Duo 8400, 3GHz, 6MBL2 cache and 1333 MHz FSB, Chip set: Intel Q35 series or better on OEM motherboard, DDR2 RAM with 8GB Expandability, Hard Disk Drive: 250GB 7200 rpm serial ATA HDD TFT screen , Dell 17" color R339H	80		
2	Dell Optiplex 330n	Intel Core 2 Duo processor E7200 @ 2.53 GhZ; Intel G31 Motherboard; 250 DDR2 RAM; DOS; 17" LCD Display;	5		
Total			85		

Total :

Taxes (if any):

Net Total :

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