



No. AUD/Printers AMC/ 2013/

October 03, 2013

NOTICE INVITING QUOTATION

To,

Sub.: Notice Inviting Quotation for Printers AMC.

Ambedkar University Delhi invites sealed quotation from reputed and eligible contractors for AMC of Printers at **Kashmere Gate Campus**. The quotation is required to be submitted in a sealed cover to the Registrar, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006 duly superscribing the work i.e. “**Annual Maintenance Contract of Printers**” on top of the cover.

The quotation should reach the Office of the Registrar, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006 on or before 3.30 pm on 24-10-2013. Tenderers should read the tender document carefully as enclosed and comply strictly while sending their tenders.

Assistant Registrar (Admin)

Copy to:-

- 1- Office of the Director (IT Services)**
- 2- Office of the Controller of Finance**
- 3- Office of the Registrar**
- 4- Webmaster- For Uploading on AUD Website for public domain.**

**ANNUAL MAINTENANCE CONTRACT OF
PRINTERS 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
Lothian Road, Kashmere Gate
DELHI – 110 006**

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

Invitation to bid

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

AUD currently has over 50 Printers of different make.

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

Notes:

Any of the above Printers may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be payable at pro-rata basis. Similarly Printers 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 Printers**" and "**Financial Bid for comprehensive AMC of Printers**". The quotations in a sealed cover super scribed "Quotations for the Comprehensive Annual Maintenance of Printers " should reach the Registrar, AUD, Lothian Road, Kashmere Gate, Delhi-110 006 **before 1500 hrs on 24.10.2013**
3. Quotations will be opened on the same day at 15:30 hrs 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 IT Services staff,) on daily basis.
 - b) Onsite preventive and corrective maintenance of Printers 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 IT Services staff in hardcopy and soft copy.
 - c) The maintenance contract will include necessary repairing, replacement of defective/damaged parts and other accessories free of cost.
 - d) The contractor will arrange all other parts/components/sub-assemblies including User Assembly, Pressure Roller, Forfeiter Card (PCA Assembly) of laser/ Desktop/ Network Color/ Black Printers free of cost are part of the AMC.
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 service agency shall provide maintenance services through qualified staff.
4. The Agency is required to set defective/ damage Printers functioning in order within 24Hrs. from the time the complaint login.
5. The penalty will be levied @ Rs 500 per day per Printers basis in-case Printers are not set in order within 24 hrs.
6. Agency is required to provide all defective/damage components to the IT Services staff after the replacement.
7. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and version and functional capability as originally available in the Printers.
8. The contractor will arrange all other parts/components/sub-assemblies free of cost and are the part of the comprehensive 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 printers 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 Printers like HP, Xerox, Cannon, Samsung, Hewlett Packard others.
11. The Contractor is also obliged for the Provision of stand by Printers and other accessories to the users.
12. 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. Conditional tender will not be entertained. Similarly, quotations received after stipulated date and time will also not be considered under any circumstances.
4. The firm will intimate their registration number, sales tax number, PAN, TIN number, Service Tax registration number with the tender papers.
5. The representative of the firms may inspect all the printers on any working day by obtaining appointment from competent authority of AUD before they submit their rates for AMC
6. The rates may be quoted as per Doc III, Taxes (VAT, Service Tax) if any, may be specifically and separately indicated in the quotation.
7. The existing numbers of Printers mentioned in the Doc III may change during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.
8. Ernest Money Deposit (EMD) of Rs. 3,500/- (Three thousand Five hundred Rupees only) in form of crossed demand draft/pay order in favour of *Ambedkar University*,

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.

9. 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.
10. The agency must be currently maintaining more than 50 Printers at a minimum of three locations in Delhi/NCR. Copies of three such work order should be attached.
11. The agency must have satisfactorily executed in last financial year 12-13, minimum 3 AMCs of more than 50 printers. Necessary supporting documents on satisfactory completion of work 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 Ambedkar University, 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 half yearly basis at the end of each six months 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.

Penalty

1In 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 Printer should be provided to the users failing which an amount of Rs. 500/- per day shall be made as penalty.

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Jurisdiction

The Vice-Chancellor, AUD shall be the appellate authority in case of any dispute arising out of this tender.

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. 3,500/- (Rupees Three thousand Five hundred 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 3 years of experience in the relevant field.
7. List of clients with name, complete address and contact person with telephone number where the company is currently maintaining Printer AMC contracts of minimum 50 Printers in Delhi.
8. 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	HP	HP L J p3005dn Laser Printer: Resolution in dpi: Mono 600×600, Paper Size: A4, Print speed in PPM, Duplex.	02		
		HP L J M1319F MFP Digital Copier & Multifunctional office machine, Printer Type: Laser, Mono/Colour: Mono; Minimum Printing Speed (Ppm):18; Category: Simplex ADF, DADF, ADF	05		
		HP LJ P1505 Printer: LP resolution in dpi: Mono 600×600, Paper Size: A4, Print Speed in PPM	06		
		HP CP1515N Colour Laserjet	01		
		HP P2055DN Laser Jet Printer	04		
		HP M 1522 nf MFP Laser Jet Printer	01		
		HP M 1120 MFP Laser Jet Printer	02		
		HP L 7590 all in one Office Jet Printer	02		
2	Xerox	Xerox Work Centre 3220	17		
		Xerox Work Centre 32210	10		

Grand Total: 50 Printers

Total:

Taxes (if any):

Net Total:

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