

Memo No: PEC/CC/15/

Dated: 24/09/2015

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Sealed quotations are invited for the **Annual Maintenance Contract (AMC) of Computers and peripherals** as indicated in ANNEXURE-I from the firms as per the configuration indicated against each item. It is, however, clarified that the numbers and specifications are indicative and likely to vary depending upon the perceived needs of the PEC. Therefore, the offer should be independent of these changes.

The quotation (in two separate envelopes, one '**Technical bid**' and other '**Commercial bid**', as detailed below) should reach the office of the **Director**, PEC University of Technology, Sector 12, Chandigarh 160012 on or before **08/10/15** by 3:00 p.m. Both the bids i.e. technical and commercial should be properly sealed in separate envelopes and put together in a big envelop super scribing '**TENDER FOR AMC OF COMPUTERS AND PERIPHERALS IN PEC**'. The commercial bid will be opened only of those quoting parties that meet the technical bid qualification requirements.

Tender Document

A. Technical bid qualification Requirements

A1. The technical qualification offer will contain information demonstrating the competency of the firm. This should confirm to the following:

1. Profile of the firm.
2. Contact person (name, telephone no., email)
3. Area of expertise
4. Man power profile of the firm.
5. Customer base with details of equipment maintained at each existing location with details of services rendered.

A2. The following conditions are must that have to be satisfied failing which the commercial offer will not be considered. Documents should be supplied with the tender in proof thereof:

1. Annual turnover of Rs. 2 crores or above. (Copy of the latest Audited Balance Sheet and Profit and Loss Statements to be enclosed).

2. The firm quoting for the AMC must have experience of at least two years of maintaining computers and peripherals in an approved Engineering College/ University/ Govt Organization or any other Organization, where at least 50 PCs and Servers on Local Area Network and are on AMC with the quoting firm. The token of proof to be attached.
3. The bidding firm should submit a copy of order from at least two customers for the maintenance of computers and other peripherals of the value of Rs. 3 lacs or more for the last two years.
4. Earnest Money Deposit (EMD) of Rs. 6,000/- should be paid in the form of bank draft in the name of Director, PEC University of Technology, Chandigarh.
5. The Firm should have their work and repair centre at Chandigarh/Mohali/Panchkula.
6. The firm should consent to post **two nos.** of Resident Engineers at PEC.
7. All disputes will be subject to Chandigarh Jurisdiction only.
8. The firm should give an undertaking in the following format:

Undertaking

I/ We agree to maintain all the items of Annexure 'I' and all terms and conditions of the tender document are acceptable to us.

Date:

**Signature of Bidder
(With Seal)**

B. Commercial bid Requirements

B1. Terms & Conditions:

1. The bidder should submit a consolidated price for all the items in Annexure – 'I' for AMC for a period of **one year**.
2. The AMC contract will be awarded for a period of **one year**, however the institute reserves the right to review the contract before the expiry period of 12 months depending upon the need for continuity.
3. The institute reserves the right to withdraw/ add certain item(s) anytime during the contract period.

Deletion of goods: The amount obtained by multiplying unit price of each item being withdrawn by the quantity shall be subtracted from the total price.

Addition of goods: If more item(s) are to be added in the contract the amount obtained by multiplying unit price of similarly spec item(s) in the contract by quantity to be included shall be added to the total price.

4. The institute may extend the contract further after the expiry of contract for a maximum period of one more year on quarterly basis on the approved rates and on the same terms and conditions. The AMC provider in that case shall have to certify that have not quoted at a price lower than being offered to the institute.
5. The contract will be awarded to the successful bidder(s) whose bid has been determined as the Lowest Commercial bid (L1).
6. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be

corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.

7. Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.
8. The AMC contract would be for the whole lot of equipment as a package and will not be for individual items. In case bidder do not quotes for an item, their quote will be summarily rejected.
9. The rate to be quoted should include the cost of repair, replacement and maintenance of various Computers/Peripherals/Cards/Parts for the items specified in the tender documents only. The AMC charges should cover replacement of printer head, hard disc, CD/DVD drives and picture tube/ LED/LCD panels.
10. The rates quoted should in Indian currency (Rs.) and inclusive of all the taxes.
11. All the equipments available in various departments of PEC University of Technology, Chandigarh are required to be maintained on as is where is. No Additional charges would be paid for making the equipment functional.
12. The AMC will be comprehensive including periodic software maintenance by the resident engineer of the quoting party.
13. There should not be any over writing and cutting/erasing etc on the bid sheet. If inevitable; the same should be authenticated by a person authorized by the bidding firm.
14. The payments shall be made on quarterly basis after the successful execution of the maintenance work against bills submitted to this institution after obtaining a satisfactory report from Head, Computer Centre.
15. The successful bidder(s) shall have to provide Performance Security in the form of an unconditional Bank Guarantee (BG)/ FDR of an amount equivalent to **one quarter of contract value** in the favor of Director, PEC University of Technology, Chandigarh. This would be required at the time of signing the contract. This amount is refundable one month after the successful completion or expiry/termination of the contract.
16. The successful bidder will have to sign a Service Level Agreement with the institute detailing the terms and conditions of tender document.
17. The Tender should be valid for three months from the date of opening.
18. All the tenders should be addressed to the **Director**, PEC University of Technology, Sector 12, Chandigarh-160012.
19. Technical bids will be opened at **3:30 PM** on the **08th October 2015** in the Office of Head, Computer Centre, PEC University of Technology, Chandigarh in the presence of tenderer's who wish to be present before the Committee. The date of opening of commercial bids will be announced later. The Director, PEC reserves the right to reject any tender in full or part without assigning any reasons whatsoever.

B2. Scope of Services under Maintenance Contract:

The Firm has to provide following services to maintain the equipment in good working condition:

1. Unscheduled, on call, corrective and remedial maintenance service.
2. Replacement of defective & unserviceable parts, replacement of parts should be new parts of same make or model with equal or higher configuration in performance.
3. Cleaning of equipment like CPU Unit, keyboard, monitor and printer with vacuum cleaner as and when required.

4. Quarterly cleaning of virus on each system or as required.
5. Backup machine should be provided in case repair needs more than usual down time of 72 hours.
6. Other related services essential for keeping the equipment in good working condition.

B3. Preventive Maintenance:

1. The Vendor shall undertake preventive maintenance of the goods under this Annual Maintenance Contract (in Annexure 'I') as and when required.
2. The Vendor shall provide, in Advance, a schedule, of mutually agreed date for preventive maintenance of the PC's & other equipment respectively, to the Head, Computer Centre PEC. It shall be the responsibility of the vendor to maintain a proper record for each Preventive Maintenance carried out by its Resident Engineer.

B4. Up – Time Guarantee:

1. If any of the goods is down for more than 72 hours continuously, at any of the site of the PEC, the Vendor shall provide a compatible back up with similar configurations at its own cost in the same place of site of PEC. If the Vendor fails to provide such back-up unit(s), as required by the PEC, the PEC shall have the right to hire/ repair the required goods from a Third Party and in that case the cost of hiring/ repairing, if any paid by the PEC, shall be deducted by the PEC from the Maintenance Fee Payable for that quarter.
2. The Vendor has to post **two resident Services Engineer** without any extra cost at the Computer Centre of PEC.
3. Maximum of two changes in the resident Engineer will be allowed throughout the one year of contracted period. However, any other changes have to be with the mutual consent of both the parties.

B5. Response Time & Resolution Time:

The Vendor shall ensure the response time for attending the complaint calls for Maintenance Services as given below:

Response Time	
PC's & other equipment	Within 4-8 hours from the time of registering of complaint.
Servers	Within 2-4 hours from the time of registering of complaint
Resolution Time	
PC's & other equipment	Max of 72 hours from the time of registering of complaint
Servers	Max of 12 hours from the time of registering of complaint