

NIT NO.:/MDU-R/JULY/2017/004



TENDER DOCUMENT

NAME OF WORK: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) & FMS OF COMPUTERS & NETWORK IN THE CAMPUS MDU, ROHTAK.

Last date submission of the filled Tender document: 25.08.2017 up to 2:30 pm.
(The Tender document is to be submitted duly signed in blue/black ink on each page and stamped with official seal on each page)

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Maharshi Dayanand University, Rohtak

[Established in Act No. 25 of 1975 of the Haryana Legislative Assembly in 1976]

NAAC Accredited 'A' Grade

No. UCC/2017/1003

Dated : 31/07/2017

University Computer Center

Phone: 01262-393548

E-mail: dir.ucc@mdurohtak.ac.in

STANDARD BIDDING DOCUMENT FOR PURCHASE OF **Comprehensive Annual Maintenance Contract (CAMC) & FMS of Computers & NETWORK IN THE CAMPUS MDU, ROHTAK.** ON BEHALF OF REGISTRAR, MAHARSHI DAYANAND UNIVERSITY, ROHTAK.

PART1: COMPLETE BIDDING DOCUMENT

Name of work: Comprehensive Annual Maintenance Contract (CAMC) & FMS of Computers & NETWORK IN THE CAMPUS MDU, ROHTAK..

PRESS NOTICE

M. D. UNIVERSITY, ROHTAK	
Notice Inviting E-Tender	
Name of work	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) & FMS OF COMPUTERS & NETWORK IN THE CAMPUS MDU, ROHTAK. TILL 5.00 PM
E Service Fees+ Tender Doc. Fees	1000/- + 1,000/- =2,000/-
Earnest Money	RS 24000/-
Time Limit	03 WEEKS
Tenders to be received till: dated 25.08.2017 till 02:30 P.M	
(1) THE TENDERS WILL BE RECEIVED ONLY THROUGH E-TENDERING FOR FURTHER DETAILS VISIT WEBSITE HTTPS://HARYANAEPROCUREMENT.GOV.IN.	

REGISTRAR

The Bidders can download the tender documents from the Portal: <https://haryanaeprocurement.gov.in>.

- 1) Earnest Money and Document Fee Deposit have to be deposited through Online Mode Only.
- 2) Willing Contractors shall have to pay the e- service fees of Rs.1000/- through Online mode
- 3) However, the details of the EMD, Tender document Fee & E-Service Fee are required to be filled/provided scan copies at the time of online Bid Preparation Stage the Bidders are required to keep the EMD, Tender document fee & E- Service fee details ready beforehand. The contractual Agencies can submit their tender documents as per the date mentioned below:

KEY DATES

Sr. No.	M.D.U. Rohtak Stage	Contractor Stage	Start Date & Time	End Date & Time
1		Tender Document Download and Bid Preparation & Submission	28-07-2017	dated 25.08.2017 till 02:30 P.M
2		Submission of Tender Fees and online EMD Fees	28-07-2017	24-08-2017till 4.00 PM
3	Technical Opening/ Technical Evaluation/ Opening of Financial Bid		25-08-2017 at 3.00 PM in the Office of Director UCC, FIANCIAL DATE WILL DECIDED LATER ON	

Important Note:-

- 1) The bidders shall have to complete Bid Preparation & Submission" stage on scheduled date & time as mentioned above. If any bidder failed to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her bid status will be considered as "bids not submitted".
- 2) Bidder must confirm & check his/her bid status after completion of his/her all activities for e-bidding.
- 3) Bidder can rework on his/her bids even after completion of "Bid Preparation & submission stage" (Bidder Stage), subject to the condition that the rework must take place before the stipulated time frame of the Bidder Stage.

DETAIL NOTICE INVITING TENDER

COVERING LETTER:

Format of letter to be submitted with the Tender for Comprehensive Annual Maintenance Contract (CAMC) & FMS of Computers & Network in the Campus MDU, Rohtak., M.D. University, Rohtak- 124001.

TO,

Director
University Computer Center
MD University
Rohtak – 124001 (Haryana)

SUB: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) & FMS OF COMPUTERS & NETWORK IN THE CAMPUS MDU, ROHTAK. TO UNIVERSITY COMPUTER CENTRE ROHTAK.

Dear Sir,

1. This is with reference to your TENDER notice dated I have examined the TENDER document and understood its contents. I hereby submit **Comprehensive Annual Maintenance Contract (CAMC) & FMS of Computers & NETWORK IN THE CAMPUS MDU, ROHTAK. University Computer Centre**, M.D. University, Rohtak- 124001,
2. The Bid is unconditional for the said Tender. This bid is valid for a period not less than 180 days.
3. It is acknowledged that the Authority will be relying on the information provided in the Tender and the documents accompanying such Tender for qualification of the bidders for the above subject items and we certify that all information provided in the Tender and in Annexures are true and correct; nothing has been misrepresented and omitted which renders such information misleading; and all documents accompanying the bid are true copies of their respective originals.
4. This statement is made for the express purpose of the above mentioned subject.
5. We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
6. We acknowledge the right of the Authority to reject our bid without assigning any reason or otherwise and hereby relinquish, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
7. It is declared that:
 - a) We have examined the Tender document and have no reservations to the Tender document.
 - b) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any Bid or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any Government, Central, State or local.
8. It is understood that the University may cancel the Bidding Process at any time without incurring any liability to the University and that you are neither bound to invite the applicants to Bid for the items nor to accept any bid that you may receive.

9. It is understood that the University can use any evaluation scheme/evaluation metrics/weightage or take the help of any consultant, as required in selecting the successful agency/agencies and we agree to abide by it.
 10. It is certified that we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Services or which relates to a grave offence that outrages the moral sense of the community.
 11. It is here by certified that the firm has not been debarred/blacklisted for any reason/period by any central/state Govt. department/University/PSU etc. **or the OEMs covered in this tender; if debarred/blacklisted**, particulars of the same may be furnished. Concealment of facts shall not only lead to cancellation of the order but may also warrant legal action. University may reject bids of firms, which has been blacklisted at any time.
 12. It is hereby affirmed that we are in compliance of/shall comply with the statutory requirements, as applicable.
 13. We hereby irrevocably relinquish any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of bidders, selection of the Tenderer, or in connection with the selection/Bidding Process itself, in respect of the above mentioned items and the terms and implementation thereof.
 14. We agree to undertake to abide by all the terms and conditions of the TENDER document.
 15. We agree to undertake to be liable for all the obligations of the Tenderer under the Agreement.
- In witness thereof, we submit this application under and in accordance with the terms of the TENDER document.

Place:-

Date :.....

Yours faithfully,

(Signature, name and designation of the Tenderer/Authorized Signatory)

Official Seal

CHECK LIST FOR DOCUMENTS TO BE SUBMITTED ALONGWITH TECHNICAL BID

1. Processing Charge Rs. 2000/- through Online Payment(Non-Refundable).
2. Bid document signed & stamped on each page.
3. A photocopy of the Authorization Certificate from OEMs.
4. Power of Attorney, as applicable, on company letter head.
5. Details of service support centers located in Delhi/NCR/Haryana.
6. Attested photocopies of Income **Tax and Sales Tax returns** for the last three Financial Years
7. Contact details of 5 customers, along with P.O. photocopy and/or installation report.
8. Financial Bid in separate sealed envelope.
9. A duly attested photo copy of the Firm Registration number and PAN Number.
10. Any other information that the bidder may like to submit in support of his capabilities and performance etc.

NOTE

1. In case of any queries on technical specifications, please refer the specifications mentioned in "Annexure A" only.
2. Delivery to be made at :
 UNIVERSITY COMPUTER CENTRE ROHTAK
MD University
Rohtak-124 001
Haryana, India
3. The decision of acceptance of the quotation will lie with the competent authority of University, who does not bind himself to accept the lowest quotation and who reserves the right to himself to reject or accept any or all quotations received, without assigning any reason.
4. The quotations are liable to be rejected if any of the above conditions are not fulfilled or if the bid is not accompanied with EMD and Processing Charge.
5. Number of items may vary, as required.
6. The University reserves the right to split the order among more than one Tenderers.
7. Financial Bid of the Tenderers who qualify in the Technical Bid shall be opened in presence of the authorized designated representatives and Tenderers who wish to be present there. The date of Financial Bid opening will be informed to the shortlisted bidders subsequently.
8. The University will be at liberty to involve any expert or consultant in evaluating the bid for completing the entire bid process.

SUBMISSION OF TENDER

SEALING AND MARKING OF TENDER:

THE BID SHALL INCLUDE:

- a. Forwarding letter by the Tenderer
 - b. All required documents
 - c. Tender processing charges (non-refundable)
 - d. Interest free EMD (Earnest Money Deposit) in the form of Demand Draft in favour of Finance Officer MD University Rohtak, payable at Rohtak, from a Nationalized Bank to be submitted with Technical Bid.
 - e. Technical Bid
 - f. Financial Bid
2. TENDER should be addressed to: -

DIRECTOR
UNIVERSITY COMPUTER CENTRE ROHTAK
MD University
Rohtak-124
001 Haryana,
India

EXPENSES OF AGREEMENT:

All the expenses on the execution of the Agreement (if any) including cost of stamp or any other kind of expenditure incurred in the process of TENDER submission till final compliance shall be borne by the Tenderer.

DEADLINE FOR SUBMISSION OF BIDS:

TENDER must be received by the MD University Rohtak at the date, time and address specified in the TENDER notice/TENDER documents.

LATE BIDS:

Any TENDER received after the deadline specified for submission of TENDER shall be rejected without any further correspondence to the Tenderer.

TENDER OPENING

OPENING OF FINANCIAL BID:

Financial Bid (Tenders) of the Tenderers who qualify in the Technical Bid shall be opened in the presence of designated Authority and Tenderers who wish to be present there. The date of financial bid opening will be informed to the shortlisted bidders subsequently.

CLARIFICATION OF TENDER:

To assist in the examination, evaluation and comparison of Tender, University may at its discretion ask the Tenderers for a clarification on the Tender which is submitted by him. The request for clarification and the response shall be in writing.

AWARD OF PURCHASE ORDER

Successful Tenderer shall be awarded the Purchase Order. If after accepting the work Order, the agency fails to start the maintenance Work, EMD will be forfeited and the agency will be blacklisted, in addition to recourse to other penal measures. No grievance will be entertained in this regard.

- 6.1 University reserves the right to negotiate with eligible Tenderer before finalization of the Tender and/or contract.
- 6.2 University reserves the right at the time of award of work order to increase or decrease even obsolete the number of items without any change in terms and conditions.
- 6.3 The bidders must quote rates and other terms and conditions for all the equipment's/items failing which tender will be rejected. Total cost of the bid will be one of the important deciding factor while deciding the bid in favour or against any bidder.

NOTIFICATION OF AWARD

Prior to the expiration of the period of Tender validity, the University will inform the Tenderer appropriately that the Bid has been accepted and the work Order has been awarded.

(Signature of Tenderer)

Official seal

SCOPE OF WORK

The contract would be comprehensive i.e. including replacement of parts of Original Equipment's Manufacturer (OEM).

- 1) Proper upkeep and maintenance of the hardware installed including replacement of faulty parts of PC
- 2) Network and Switches will be under facility Management only
- 3) Vendor must ensure proper Logging of the maintenance/Support records of the Services provided to the MDU into the web based helpdesk software. Starting from raise of complaint/ticket until the resolution of ticket. The vendor must supply, free of cost, the software required for this. The software should be able to produce required/desired report.
- 4) MDU should be able to take printout of the report if required from time to time.
- 5) To provide the required drivers and additional peripherals and hardware for maintaining the equipment's.
- 6) Repair to be carried out at the location of the equipment in MDU campus.
- 7) Standby arrangement to be made in case, the equipment is to be taken to workshop for repairs.
- 8) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- 9) Coordination with OEMs for troubleshooting of the computer/Switches and other peripherals under warranty.
- 10) Any other maintenance work to be undertaken related to the computers/Switches.
- 11) The Vendor needs to ensure that the OS and whatever Software he is installing must be original and must carry valid licenses. The bidding party should not install Pirated Software.
- 12) All running systems must be ensured that they will be part of the MDU Domain/AD Server when required.
- 13) It will be responsibility of vendor for replacement/Reallocation of Faulty Equipment/IO/Wiring. The material such IO/Cable/Conduit/Jack-panel however will be provided by the UCC.
- 14) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis.
- 15) The service engineers would take up any reported fault within 2 hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- 16) If the firm fails to carry out repairs within 48 hours, upto the satisfaction of the user, a penalty of Rs.100/- (Rupees one hundred only) per day will be charged for delay beyond the two day per instance/system till such time the system are repaired up to a maximum of 10% of the total bill value of concerned quarter. A call sheet duly signed by user and the engineer should be submitted to the Director, University Computer Centre after successfully attending the call.
- 17) The successful bidder shall provide necessary support for maintaining virus free computer environment in the MDU, Rohtak and help in upgrading the Software's/Virus Detection mechanism.

TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) & FMS OF COMPUTERS & Network in the Campus MDU, Rohtak..

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract (CAMC) & FMS of Computers & Network in the Campus MDU, Rohtak installed in the campus of Maharshi Dayanand University, Rohtak. The general scope of work includes.

1. Every tender shall be accompanied by the tender fee of Rs. 2000/- and earnest money Rs.24000/-.
2. Charges not mentioned in the tender shall not be paid.
3. The quantity of AMC Equipment's may increase or decrease. The increase or decrease shall be communicated by the University after warranty period of computers, printers, Switches/IO.
4. The acceptance of the tender shall rest with the Registrar, MDU Rohtak who does not bind himself to accept the lowest tender and reserves the right to reject any or all items of tender without assigning any reason therefore. The Registrar, MDU Rohtak also reserves the right to accept tender in part i.e. any item or any quantity and to reject it for the rest.
5. It is here by certified that the firm has not been debarred/blacklisted for any reason/period by any central/state Govt. department/University/PSU etc. **or the OEMs covered in this tender; if debarred/blacklisted**, particulars of the same may be furnished. Concealment of facts shall not only lead to cancellation of the order but may also warrant legal action. University may reject bids of firms which has been blacklisted at any time.
6. In case, any other information/clarification is required, the undersigned may be contacted the Director, University Computer Centre on any working day (Monday to Friday) during office hours (9 a.m. to 5.00 p.m.).
7. The University reserves the right for negotiation thereafter if considered necessary.
8. No separate tender documents will be issued and rates are to be offered on Company's Letter Pad.
9. The decision of the University will be final.
10. Interested firms are hereby requested to furnish their proposals/rates through two sealed bid systems i.e. Technical Bid (Annexure-A) and Financial Bid (Annexure-B).
11. The list of computer to be brought under AMC/FMS is attached as Annexure-A. However, new equipment purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions for the new equipment. MDU, Rohtak reserves the rights to add/remove any item from AMC during the contract period.
12. The agency will pay DC rate or minimum wages fixed by Govt of Haryana for specified post/job whichever is higher to their employees. However, proportionate contract rate will be revised in consonance with revision in Haryana Govt./DC Rates.
13. The agency shall be responsible for fulfilling its obligation towards its employees under various Labour Laws as applicable and amended from time to time.
14. The payment may depend on the satisfactory delivery of Services/AMC.
15. MDU will in no way be responsible for any liability towards the persons engaged by the agency/contractor.
16. The Technical and financial terms and conditions of AMC shall be as follows:-
 - (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.

- (ii) The firm/company should be in existence for over 3 years in the trade as on 31.3.2017 with maintenance turnover of more than Rs.30 lacs per annum or total turnover of Rs 1 Crore during the last 3 years ending on 31st March 2017.
- (iii) The firm/company should have a previous experience in maintenance of such equipment's with Government Organization/Public Sector Undertaking/reputed Organization in Haryana/Delhi/surrounding areas of maintaining not less than 500 computers in single Department/PSU. Necessary papers must accompany the technical bid.
- (iv) The firm/company must have expertise in on-site maintenance and repair of computers, and other hardware parts and accessories.
- (v) The firm/company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 500 or more computers connected in LAN under Window's environment for three years. A satisfactory performance Certificate to this effect from at least one Govt. Deptt. / Public Sector Undertaking/ reputed organization shall be furnished.
- (vi) The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
- (vii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Director UCC, MDU Rohtak is conveyed, the original specification/ characteristics/features shall not be changed.
- (viii) The firm/company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.

17. The other terms and conditions for awarding the AMC shall be as under:-

- (i) The vendor will provide at least three qualified engineers with one helpdesk manager, with experience of at least three years in windows/Linux OS and software and maintaining compute in Govt./PSU Sector, service engineers.
- (ii) Normal working time would be from 9.00 AM to 5.00 PM 6 days a week for attending and redress of complaints. The engineers shall also be available on holidays as per requirement of MDU Rohtak, if needed.
- (iii) All engineers shall be equipped with mobile phones, laptops & tools of the trade. Penalty of an amount of Rs.200/- will be deducted if any Service Engineer remains absent/leave without providing substitute.
- (iv) The initial period of contract will be for one year from the date of award of contract. The Contract is liable to extendable up to five years on the satisfactory performance of the firm.
- (v) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (vi) An Earnest Money Deposit (EMD) of Rs.24,000/-(Rupees Twenty Four thousand only). The successful tenderer shall submit a performance guarantee 5% of the

annual value of the contract for fulfilment of performance of the terms and condition of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

- (vii)** It may also be noted that in case of contractor backing out in mid terms without any explicit consent of MDU Rohtak, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by MDU, Rohtak on maintenance of machines for the balance period of contract through alternative means.
 - (viii)** The above act of backing out would be automatically debar the firm from any further dealing with MDU, Rohtak and EMD/performance guarantee amount would also be forfeited.
 - (ix)** No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
18. The rates quoted should be NET (exclusive taxes). The rate should be quoted per item of hardware. This is to facilitate addition or removal of equipment's from the list covered under the contract.
 19. The contract is not transferable.
 20. The University reserves the right to accept or reject any or all tenders without assigning any reasons.
 21. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract is in working condition and is not more than six years old. Equipment's which are more than six years old may be brought under contract by mutual agreement.
 22. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
 23. This is the entire agreement between the parties and no alternation or an amendment is valid unless mutually agreed and signed by both parties.
 24. The firm hereby agrees to indemnify MDU, Rohtak duly from and against all actions, demands proceedings prosecution attachment and all arising out of its liabilities. All charges, Levies and state and central taxes etc. MDU shall not be liable for any payment of claim by employee.
 25. Any dispute arising with regard to any aspect of this agreement shall be settled through mutual consolation and agreement. In case, the settlement is not arrived at, the dispute(s) shall come under the purview of Arbitration and Conciliation Act, 1996 of India and the area of jurisdiction shall be Rohtak.
 26. The dispute, if any, shall be subject to the jurisdiction of Courts at Rohtak. Any other jurisdiction mentioned in the tender or invoices of the manufacturers/distributors/dealers/suppliers etc. shall be invalid and shall have no legal sanctity.
 27. Terms and conditions printed on tender/Invoice of the firm, if any, shall not be binding on the University, except those mentioned specifically on the agreement, and your acceptance of the order shall be construed as your agreement to all the terms and conditions contained in the order.

Signature

Name of the firm with seal/stamp _____

Affix Rubber Stamp of the firm

Deputy Registrar

Purchase & Stores Branch

M.D. University, Rohtak



BOQ (CONSOLIDATED REQUIREMENT SHEET)

Company	Model	RAM	Hard Disk	Processor	Mother board	Qty.
COMPUTERS						
Lenovo	7484	2 GB	320 GB	Core 2 Duo	Intel Q 45	100
Lenovo	9637	512 MB	160 GB	Pentium D	946 mother board	364
Lenovo	9439	512 MB	160GB	Pentium D	946 mother board	30
HP Pro	3090	2 GB	320 GB	Core 2Duo		17
HP Elite	8100	4 GB	500 GB	i 5		59
HP Elite	8200	4 GB	500 GB	i 5		270
DELL	OPTIPLEX 780	4 GB	320GB	Core 2 Duo	Q45	76
DELL	OPTIPLEX 755	1GB	160GB	Core 2 Duo		219
Dell/IBM/L ENOVO/A CER/HP		2/4 GB	500GB/1TB	I3		100
Dell/IBM/L ENOVO/A CER/HP		2/4 GB	500GB/1TB	I7		100
HCL Server	Infiniti Global Line 2700AO	2GB	146*2			2
HCL Server	Infiniti Global Line 4700AO	2GB	80*6			1
HCL Server	Infiniti Global Line 1700/2700AH	2GB	80*2GB			6
HCL Server	Infiniti Global Line 4700FC	8GB	146*3 GB			2
HCL Server	Infiniti Global Line 4700PS	4/8GB	146*3			1
IBM Server	7915-B2A	8GB	500*6			5
Total						1152

All Quantities are Tentative

Switches Model No	Approximate Quantity
DES-1210-28	10
DGS-3024	90
DGS-3024	2
DGS-3024	4
DGS-3024	2
DGS-3024	22
DGS-3024	6
DGS-3024	2
DGS-3100	67
DGS-3100	1
DGS-3100	2
DGS-3100	8
DGS-3100	10
DGS-3100	10
DGS-3100	6
DGS-3100	2
DGS-3200	1
DGS-3612G	1
DGS-3627 DGS-3612G DGS-3612G	3
Approximate no Total Switches	255

NOTE : The Above Swicthes are Only For Facility Management and would not be covered under AMC.

List of Technical Documents:

Sr. No.	Description	Bidders Response (Yes/No)	Remarks
1.	Name & Address of firm		
2.	Copy of PAN Card		
3.	Copy of latest Income Tax Return (last Three years)		
4.	Certificate of not Debarred/blacklisted		
5.	Proof of Turnover for last 3 years		
6.	Registration No.		
7.	Name of the authorized signatory		
8.	Specimen Signature of the Authorized signatory.		
9.	Whether the firm has paid the fees.		
10.	The firm/company should have a previous experience in maintenance of such equipment's with Government Organization/Public Sector Undertaking/ reputed Organization in Haryana/ Delhi/surrounding areas of maintaining not less than 500 computers in single Department/PSU. Necessary papers must accompany the technical bid.		
11.	Whether proof/copies of work order on items at S. No. 10 enclose (Yes/No)		
12.	List of copies of documents enclosed.		

Note:

All the technical Documents should be uploaded on the e-tender portal and a copy of same in coloured printout state should also be submitted at the time of tender submission in well hard binding manner. The non-submission/poor management of documents may lead to disqualification as well.

FINANCIAL ENVELOP

Sr.No	Item Type	Name of the Items (Computer/Desktop) Company- Model-RAM-Hard Disk	Qty.	AMC price per unit per year	Total Price for 1 year without Tax	Total Price for 1 year with Tax
13.	Desktop	Lenovo-7484-2 GB-320 GB	100			
14.	Desktop	Lenovo-9637-512 MB-160 GB	364			
15.	Desktop	Lenovo-9439-512 MB-160GB	30			
16.	Desktop	HP Pro-3090-2 GB-320 GB	17			
17.	Desktop	HP Elite-8100-4 GB-500 GB	59			
18.	Desktop	HP Elite-8200-4 GB-500 GB	270			
19.	Desktop	DELL-OPTIPLEX 780-4 GB- 320GB	76			
20.	Desktop	DELL-OPTIPLEX 755-1GB- 160GB	219			
21.	Desktop	Dell/IBM/LENOVO/ACER/HP -2/4 GB-500GB/1TB	100			
22.	Desktop	Dell/IBM/LENOVO/ACER/HP -2/4 GB-500GB/1TB	100			
23.	Server	HCL-Infiniti Global Line 2700AO-2GB-146*2	2			
24.	Server	HCL-Infiniti Global Line 4700AO-2GB-80*6	1			
25.	Server	HCL-Infiniti Global Line 1700/2700AH-2GB-80*2GB	6			
26.	Server	HCL-infiniti Global Line 4700FC-8GB-146*3 GB	2			
27.	Server	HCL-Infiniti Global Line 4700PS-4/8GB-146*3	1			
28.	Server	IBM-7915-B2A-8GB-500*	5			
29.	Manpower	Rate of FMS of Desktop & Switches Resident Engineer/supervisor Technical	3			
30.	Manpower	Rate of FMS of Desktop & Switches Facility/Project Manager	1			