

## **Notice Inviting Tender**



### **Management Development Institute -Gurgaon**

**Tender Ref. No.:** MDI/CC/2022-23/AMC-HW-NW/05

**Date:** August 13, 2022

Sub: Invitation of sealed quotations for Comprehensive AMC of Computer Hardware, Networking and UPS for a period of three years.

***Tender Schedule: -***

|   |   |
|---|---|
| Bid System  | Two Bid System<br>Financial Bid to be submitted in separate sealed envelope.<br>Rest of the documents along with EMD to be submitted in separate sealed envelope as Technical Bid   |
| Last Date of Bid Submission   | September 06, 2022 3:30 PM  |
| Online Pre-bid meeting  | August 22, 2022 3:30 PM<br>Register for the Online Pre-Bid meeting by expressing intent to join online meeting by sending email to <a href="mailto:ittender@mdi.ac.in">ittender@mdi.ac.in</a> latest by August 21, 2022 3:00 PM. Online Meet link will be shared with all those who register. |
| For any correction after Pre-bid meeting, the Addendum will be communicated on or after | On or after August 22, 2022   |
| Bid should be addressed to  | Senior Systems Analyst Computer Centre<br>Management Development Institute<br>Mehrauli Road, Sukhrali<br>Gurgaon - 122 007, Haryana (INDIA)   |
| EMD   | EMD of Rs. 2,00,000/- (Two Lakh) through Demand Draft from any scheduled bank in favor of Management Development Institute payable at Gurugram, Haryana.  |

The Complete Tender details and any updates on the Tender will be available on the MDI Website at the link: <https://mdi.ac.in/infrastructure/tenders.html>

**For any clarifications, write to Email- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in)**

The notice inviting bid along with instructions to bidders, Scope of Work, eligibility criteria, system of award of contract, etc. form part of the bid document containing 24 pages in all.

Sd/- For MDI-Gurgaon  
(Senior Systems Analyst)

**(PART-I)**

**General Information: -**

***Sealed Quotations are invited for AMC of Computer Hardware, Networking and UPS in MDI-Gurgaon Campus as per the following terms and conditions:***

1. The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the bid process.
2. All documentation is required to be in English. Corrections/overwriting, if unavoidable, should be signed separately. Tender papers must be signed on all the pages by the tenderer.
3. The Institute reserves the right to accept or reject any bid or to select the item or to reject the bidding process or any bid wholly or partly without assigning any reason.
4. Incomplete bids or receiving the bid after closing date and time are liable to be ignored and rejected.
5. The Institute will not be responsible for non-receipt of tender quotations within the specified date and time due to any reason including postal delay or holidays.
6. Please ensure that Tender document must be signed and stamped on all pages as a token of acceptance of all the terms and conditions.
7. No quotations would be accepted by E-mail and only hard copies will be accepted.
8. The tender documents are non-transferable and should be submitted in the exclusive name of the party to whom we will actually provide the Purchase order.
9. Sub-contract is not allowed.
10. The bid should be submitted on company letter head and should be submitted duly signed by the authorized person.
11. Tender once submitted shall not be returned to the tenderer in future.
12. The Institute reserves the right not to disclose names and rates of successful tenderers.
13. The financial bid shall be valid for at least 120 Days. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
14. For any other query relating to the tender, the bidders may write to- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in) .
15. MDI may, at its discretion, extend the date for submission and/or opening of the bid.
16. Bid received after the closing date/time will not be considered. The bid shall be submitted under Two-Bid system; Financial Bid to be submitted in separate sealed envelope; Rest of the documents along with EMD to be submitted in separate sealed envelope as Technical Bid duly marked as "Tender for comprehensive AMC of Computer Hardware, Networking and UPS".
17. Only those vendors should quote who can satisfy the scope of work and other requirements of MDI as stated in Annexure-2.
18. Tenderers should note that the work is to be executed under the existing site conditions while quoting their rates, terms and conditions. The tenderers may visit the site to get fully acquainted with the site conditions. No compensation/claims in regard to site conditions /constraints /rules and regulations etc shall be entertained.

#### 19. Termination of contract-

- If the supplier fails to deliver services as per SLA(Service Level Agreement) defined in Scope of work at Annexure-2, MDI Gurgaon shall without prejudice to its other remedies, deduct penalty as defined in the SLA. The amount towards penalty would be recovered while making the quarterly payments.
- In case of continued non-performance and inability to meet requirements, MDI Gurgaon shall reserve the right to terminate the contract after giving 15 days' notice in writing.
- After the contract comes null and void the amount deemed payable to the vendor (if any) will sine die without any further payment. No further claim from the vendor will be entertained.
- After the contract comes to an end the vendor will withdraw their service/equipment from MDI-G premise within a month.
- Decision of competent authority of MDI regarding determining the performance will be final.

#### 20. Format of Price Schedule and related terms:

- a. ***Price must be quoted in Indian Rupees.*** Prices should be quoted as per the enclosed format both in figures and words. ***The rates offered should be inclusive of all proposed work and comprehensive in nature.***
- b. The charges quoted shall be kept firm throughout the pendency of contract of this work and no price escalation shall be entertained.

#### 21. Payment Terms:

- a. 100% quarterly payment shall be released within 30 days on satisfactory receipt of the service(s) and submission of quarterly reports.
- b. Advance payment will not be made under any circumstances.
- c. EMD would be released without interest at the end of one year period of AMC.

#### 22. Place of Maintenance:

Place of maintenance shall be Management Development Institute Mehrauli Road, Sukhrali, Gurugram - 122007, INDIA. No additional freight or any other charges would be payable towards transportation etc.

23. Tenderers should note that the work is to be executed under the existing site conditions while quoting their rates, terms and conditions. The tenderers may visit the site to get fully acquainted with the site conditions. No compensation/claims in regard to site conditions /constraints /rules and regulations etc. shall be entertained.

#### 24. Bid Rejection Criteria:

- a. Bids without EMD would be rejected.
- b. Non-Submission of MAF from all the seven OEMs of the hardware/appliances/software installed in MDI Gurgaon campus.
- c. Bids without Profile and declaration on company's letterhead would be rejected.

- d. Bidder not having turnover of Rs. 10 Crore during each year in last three financial years. The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years. Bidders required to submit CA Certificate or any other relevant certificate indicating the turnover for the last 3 consecutive Financial Years (FY 2017-18, 2018-19, 2019-20)
- e. Declaration On Non-Judicial Stamp Paper of Rs. 10/- as per format given in Annexure-1.
- f. Not submitting copy of GST & PAN registration certificate.
- g. If financial bid is submitted along with technical bid and not submitted separately in sealed envelope.
- h. The bidder should have an office/response centre in Delhi NCR manned with their own qualified support staff/Engineer with their Customer Care Number. Details & proof of Service facilities for Technical Support on Services be attached.
- i. The bidder should have adequate facilities, manpower and staff for installation, testing, commissioning and for providing after AMC service. An undertaking from the OEMs is required in this regard stating that they would facilitate the bidder on a regular basis with technology/product updates and extend support for the AMC. The bidder will provide backend support commitment letter from the respective OEMs specific to this tender for the AMC period as well as the support plan for the additional two years period.
- j. Not having minimum qualification criteria mentioned in clause-31.

25. **Termination:** If the service quality fails to meet the need or necessary service quality degrades over time, MDI Gurgaon reserves the right to terminate the contract with 15 days notice without assigning any reasons and contractor will withdraw their service from MDI Gurgaon premises within a month. The contractor will return the documents, assets etc in working condition.

26. **Any dispute/ difference arising out or relating to this Tender:**

Matters regarding any dispute shall be referred for arbitration to any officer appointed by the Director of Management Development Institute Gurgaon, whose decision shall be binding and final. Even after arbitration if any questions, disputes and/or differences arises under and out of, or in connection with the contract, if concluded, shall be referred to the High Court of Haryana or any other court in the district of Gurugram (Haryana).

27. This tender document is not an offer and is issued with no commitment. MDI reserves the right to withdraw this notice inviting tender and or vary any part thereof at any stage. MDI further reserves the right to disqualify any bidder, should it be so necessary at any stage. Institute reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof and shall not be bound to accept the lowest tender. Institute reserves the right for distributing the work among several vendors.

28. **Responses to Pre-Submission queries & issue of Addendum-**

- a. After publication of NIT in tender page of MDI website, MDI will begin accepting written questions from the applicants for pre-bid meeting. MDI will endeavor to provide timely response to all queries. However, MDI makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does MDI undertake to

answer all the queries that have been posed by the applicants. For any clarifications, write to Email- [ittender@mdi.ac.in](mailto:ittender@mdi.ac.in) . No queries will be entertained after the pre-bid meeting.

- b. At any time prior to the last date for receipt of tender, MDI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the NIT document by an addendum.

The addendum (if any) shall be posted online at <https://mdi.ac.in/infrastructure/tenders.html>.

- c. Any such addendum shall be deemed to be incorporated into this NIT.
- d. In order to provide prospective applicants reasonable time for taking the addendum into account, MDI may, at its discretion, extend the last date for the receipt of bids which shall again be notified online through MDI portal [www.mdi.ac.in](http://www.mdi.ac.in)

29. Laws of the Republic of India are applicable to this tender.

### 30. System of award of contract (L1 basis):

The vendor who satisfies the qualification criteria as indicated in clause 23 and 29 and offering lowest rate (L1) (As per Financial bid format provided in Format-6) would be selected.

In exceptional situation, the committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

### 31. Qualification Criteria:

Following will be the minimum pre-qualification criteria. Each eligible bidder should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

| <b>S. No.</b> | <b>Pre-qualification Criteria</b>  | <b>Supporting Compliance document</b>   |
|---------------|--|---|
| 1.            | The applicant shall be a firm/ company registered under the Indian Companies Act, 2013 and who have their registered offices in India and (office in National Capital Region of Delhi will be preferred) | Copy of Certificate of incorporation or any other relevant documents, brief company profile with copy of GST & PAN. |
| 2.            | The firm should be in the business of providing similar AMC services since 07 (Seven) years as on 31.03.2022 for the following seven OEMs :<br>Extreme, HP, Aruba, Dell, 24Online, Sophos, CISCO         | Certificate by Company Secretary of the Bidder's Organization or any other relevant documents.                      |

|    |  |   |
|----|--|---|
| 3. | The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (FY 2017-18, 2018-19 and 2019-20)   | Attach certificate from CA or any other relevant certificate.   |
| 4. | The Bidder should have an annual turnover of Rupees 10 Crore in each of the last 3 consecutive Financial Years (FY 2017-18, 2018-19 and 2019-20).  | CA certified document with name of CA registration number, signature and stamp or any other relevant certificate. |
| 5. | The bidder should have at least three running contracts with any Residential University/ Institute with at least 1000 residential students.<br>AMC Contracts should be in Central Govt. University/ State Govt. University/ IITs / IIMs/Reputed Educational Institute in India within last 3 years.  | Copy of Work Order / Contract along with Completion Certificate.  |
| 6. | Names & addresses of prestigious clients (at least three) along with their contact details (telephone number/E-mail) of the contact persons of the clients of recent past if available.  | 1.<br>2.<br>3.  |
| 7. | The firm should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies/ IITs & IIMs/Reputed Educational Institutes in India.   | Affidavit on Non Judicial Stamp Paper as per format in Annexure-1 to be submitted                                 |
| 8. | <b>Support</b><br>The Vendor shall provide comprehensive Support for all the equipment's listed in the Scope with back-to-back-agreement from the OEM. Letter of Authorization from all seven OEMs as indicated in S.No. 2 above, specific to the tender should be enclosed. The Bidder should be Authorized Service Provider for the OEM. | Declaration in this regard to be submitted in company letterhead.   |
| 9. | The firm/company should be ISO 9001 certified (Maintenance & System Integration). A copy of the certificate must be attached with the bid.   | Please attach certificate   |

### 32. Instructions to Bidders-

- a. The bid is to be submitted in the manner prescribed below: -
- Applicant's Expression of Interest as per Format-1.
  - Contact Details as per Format-2.
  - Experience of the organization as per Format-3.
  - Financial strength of the company as per Format-4.
  - MAF Certificate from all 7 OEMs (Extreme, HP, Aruba, Dell, 24Online, Sophos, Cisco) listed in the scope.

- Company Profile.
- The BID document signed & stamped in each page.
- The filled up financial bid as provided in Format-6 duly signed and stamped.

The bidders are expected to examine all instructions, forms, terms& conditions, other details in the tender document carefully. Failure to furnish complete information as asked in the tender document or submission of a proposal not substantially responsive to the tender documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

**33. Force Majeure:**

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Institute shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

34. The bidder must examine the specifications; conditions etc., inspect the site of work and acquaint himself with all conditions and matters pertaining there to. The site can be inspected on all working days from Monday to Friday between 10:30 A.M. to 4:30 P.M. Please call 0124-4560281 / 0124-4560510 to fix an appointment prior to visiting the campus for inspection.

**35. Evaluation Procedure and Selection**

- Bidders will be technically qualified based on Information/documents provided by the Bidder and meeting the scope given in the Tender
- MDI decision will be final for the evaluation of Technical Bids and is binding on all bidders.

**Procedure for Evaluation of Responsive Technical Bids and awarding Technical Score:**

- Bidders will be technically qualified based on Information/documents provided and Technical presentation done by the Bidder.
- Only those Technical Bids that are found compliant/suitable after technical evaluation done by MDI will move to next stage of Financial Bid Opening.

**36. Parameters for Technical Evaluation:**

| S.No. | Description                                      |  |
|-------|--|--|
| 1.    | Profile of Company & number of years in Business | 2 marks for each year in operation for every year beyond minimum requirement of 7 years of operation |

|   |   |  |  |   |
|---|---|--|--|---|
|   | Max Score: 10   | in similar lines   |  |   |
| 2.  | No. of running AMC contracts with any Residential University/ Institute with at least 1000 students.<br>Max Score: 30 | 10 marks for each AMC with any Residential University/ Institute with at least 1000 students. (subject to maximum of 30 marks) |  |   |
| 3.  | Value in INR of AMC Contract supplied & Installed in any Institute/ University<br>Max Score: 20                       | Value of at least one AMC between 25 Lakhs & 50 Lakh<br><br>03 marks per work order  | Value of at least one AMC between 50 Lakh & 1 Crore<br><br>05 marks per work order | Value of at least one AMC greater than 1 Crore<br><br>07 marks per work order |
|   | Vendor Response   | Yes <input type="checkbox"/> / No <input type="checkbox"/>   | Yes <input type="checkbox"/> / No <input type="checkbox"/>                         | Yes <input type="checkbox"/> / No <input type="checkbox"/>                    |
| 4.  | Presentation<br>Total Score: 40   |  |  |   |
|   | Total Technical Score : 100   |  |  |   |
| Points in S.No. 1, 2 and 3 would be given only on the basis of documents submitted as part of technical bids. The Purchase Order and Completion certificate must be attached to score Points in these categories. |   |  |  |   |

- Minimum Technical Score required for opening of Financial Bid: **60 Points**.
- MDI decision will be final for the evaluation of Technical Bids and binding on all bidders.

**The Financial Bids of only the technically qualified Bidders scoring 60 points and above would be opened.**

#### **Procedure for Selecting the bidder**

The work shall be awarded to the L1 bidder from among the technically qualified bids.

The qualified bidder could be identified after considering both the bids Technical including product presentation.

#### **Declaration: -**

I/We do hereby confirm that I/We have the necessary authority and approval to submit this bid for Comprehensive AMC of Computer Hardware, Networking and UPS as per the terms & conditions mentioned above and also, hereby, agree and accepts the terms & conditions mentioned in clause 1 to 37 under General Information.



Date :-

(Signature)

Place:-

(Name of Authorised Signatory)

(Designation of Authorised Signatory)

(Name of Vendor)

**Checklist & Index for your bid**

To help you prepare the best application possible, all items below need to be considered and ticked off. This will also assist us with assessment of your application.

***During bid Submission, please keep this page after the cover page.***

Checklist and Index of the required documents in the Order indicated Below

S.No. 1 to 10 would be part of Technical bid (sealed in separate envelope earmarked 'Technical Bid')

S.No.11 would be part of Financial bid (sealed in separate envelope earmarked 'Financial Bid')

| <b>S. No.</b> | <b>Document to be Attached</b>   | <b>Whether submitted</b>                                   | <b>Mention Page Number</b> |
|---------------|--|--|----------------------------|
| 1.            | Applicant's expression of interest (Format-1)  | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 2.            | Organizational Details (Format-2)  | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 3.            | Experience in related fields (Format-3) annexed with Work Order/ Completion                      | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 4.            | Financial strength of the organization (Format-4). CA certificate attached.                      | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 5.            | The bid document signed & stamped in each page.  | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 6.            | Copy of GST / PAN No.  | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 7.            | Affidavit as per format in Annexure-1  | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 8.            | Whether agree to the scope of project including the specifications of items given in Annexure-2. | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 9.            | Warranty Declaration on company letter head  | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 10.           | Valid Authorization from OEM for at least six products under AMC (Mention OEMs)                  | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 11.           | Financial Bid (Format-6) (To be submitted in separate sealed envelope)                           | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 12.           | ISO 9001 certificate (Maintenance & System Integration) attached.                                | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 13.           | Copies of Work Order Attached  | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |
| 14.           | Details of manpower to be deployed for AMC   | Yes <input type="checkbox"/> / No <input type="checkbox"/> |                            |

**(PART-II)**

**FORMAT-1**

Comprehensive AMC of Computer Hardware, Networking and UPS at MDI Gurgaon  
**(Applicant's Expression of Interest)**

To,  
Senior Systems Analyst  
Computer Centre  
Management Development Institute  
Mehrauli Road, Sukhrali  
Gurgaon - 122 007, Haryana (INDIA)

**Sub:** Submission of bid for Comprehensive AMC of Computer Hardware, Networking and UPS at MDI Gurgaon.

Dear Madam,

In response to the NIT for Comprehensive AMC of Computer Hardware, Networking and UPS at MDI Gurgaon (published in <https://mdi.ac.in/infrastructure/tenders.html>) we would like to express our interest to supply the above proposed printer.

As instructed, we attach the following documents

1. Organizational Details (Format-2)
2. Experience in related fields (Format-3)
3. Financial strength of the organization (Format-4)
4. The BID document signed & stamped in each page.
5. Details of manpower (Format-5)
6. The filled up financial bid as provided in Format-6 duly signed and stamped
7. Affidavit as per Annexure-1
8. Technical Compliance as per Annexure-2

Sincerely Yours,  
Signature of the applicant  
[Full name of applicant]  
Stamp.....  
Date:

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

**FORMAT – 2**

| S. No | Organizational Contact Details  |  |
|-------|---|--|
| 1.    | Name of Organization  |  |
| 2.    | Year of establishment   |  |
| 3.    | Number of employees   |  |
| 4.    | Main areas of business  |  |
| 5.    | Type of Organization Firm/ Company/<br>registered under the Indian<br>Companies Act, 2013   |  |
| 6.    | Whether the firm has been blacklisted by<br>any Central Govt. / State Govt./PSU/ Govt.<br>Bodies / Autonomous bodies/ IITs &<br>IIMs/Reputed Educational Institutes in<br>India. <b>If yes, details thereof also please, If<br/>No, attach Undertaking in regards to not<br/>being blacklisted.</b> |  |
| 7.    | Address of registered office with telephone<br>no. & E-mail   |  |
| 8.    | Address of offices - in Delhi NCR   |  |
| 9.    | Authorized Contact Person with telephone<br>no. & E-mail ID   |  |

Enclose: -

1. Copy of Certificate of Incorporation or any other relevant document.
2. Copy of Article of Association in respect of 3 above or any other relevant document.
3. Undertaking in respect of 6 above.

Signature of the Applicant  
Full name of the applicant

Stamp & Date

Note: This is to be furnished on the letter head of the bidder.

**FORMAT – 3**

Experience of Comprehensive AMC of Computer Hardware, Networking and UPS at MDI Gurgaon  
Add a row for Each Client  
Minimum three required

| S .No. | Client Name<br>(Higher Education Institute / University/ Govt. / PSU) | Size of the AMC<br>(No. of Residential Students) | Value of the Project | Client Contact No. | Client Email ID | Completion Certificate Attached                            |
|--------|---|--|----------------------|--------------------|-----------------|--|
|        |   |  |                      |                    |                 | Yes <input type="checkbox"/> / No <input type="checkbox"/> |
|        |   |  |                      |                    |                 | Yes <input type="checkbox"/> / No <input type="checkbox"/> |
|        |   |  |                      |                    |                 | Yes <input type="checkbox"/> / No <input type="checkbox"/> |
|        |   |  |                      |                    |                 | Yes <input type="checkbox"/> / No <input type="checkbox"/> |
|        |   |  |                      |                    |                 | Yes <input type="checkbox"/> / No <input type="checkbox"/> |

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

Signature of the applicant's Full name of applicant  
Stamp & Date

**FORMAT – 4**

| <b>Financial Strength of the Organization</b>   |                |                                |  |   |
|---|----------------|--------------------------------|--|---|
| S. No   | Financial Year | Whether profitable<br>(Yes/NO) | Annual net<br>profit (in<br>Lakhs of<br>Rs.) | Overall annual<br>turnover (in Lakhs of<br>Rs.) |
| 1   | <b>2018-19</b> |                                |  |   |
| 2   | <b>2019-20</b> |                                |  |   |
| 3   | <b>2020-21</b> |                                |  |   |
| Note: Please enclose auditor's certificate or any other relevant document in support of your claim. |                |                                |  |   |

Signature of the applicant  
Full name of applicant

Stamp & Date

Encl: As above.

Note: This is to be furnished on the letter head of the bidder.

### Format-5

Details of technical and administrative personnel available with the vendor for AMC Services

| S. No. | Designation | No. of employees in this category | Qualification | Professional Exp. | List the Names |
|--------|-------------|-----------------------------------|---------------|-------------------|----------------|
|        |             |                                   |               |                   |                |
|        |             |                                   |               |                   |                |
|        |             |                                   |               |                   |                |
|        |             |                                   |               |                   |                |
|        |             |                                   |               |                   |                |
|        |             |                                   |               |                   |                |
|        |             |                                   |               |                   |                |
|        |             |                                   |               |                   |                |

(DECLARATION ON NON-JUDICIAL STAMP PAPER OF RS. 10/-)

I/we \_\_\_\_\_ Partner(s)/legal Attorney/ Proprietor(s)/  
Accredited Representative(s) of  
M/s \_\_\_\_\_ solemnly declare that:

2. I/we are submitting tender for ----- against Tender Notice  
No. \_\_\_\_\_ dated \_\_\_\_\_.

3. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, true and valid.

4. My/our bid shall remain valid for a period of 180 days from the last date fixed for the bid submission in accordance with the Bidding Documents and shall be binding upon us and maybe accepted at any time before the expiry of the period.

5. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".

6. If any information or document submitted is found to be false/incorrect, MDI may cancel my/our Tender and can take any action as deemed fit including termination of the contract, for forfeiture of all dues including blacklisting of my/our firm and all partners of the firm etc.

7. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

8. I/We understand that MDI decision will be final for the evaluation and rejection of Bids.

9. I/We have gone through all terms & conditions of the tender documents before submitting the same and accept the same along with the technical specification and all other conditions mentioned in the documents; including the condition that MDI is not bound to accept the lowest bid.

(Signature of the Tenderer with Seal)

Date:



## Scope of Work

### Section A

#### Brief of Scope of Work

The AMC work involves Comprehensive maintenance of Computer (including all categories of desktop/ laptops), Peripherals, UPS, Switches, Network (LAN & WiFi) covering hardware, software and replacement of defective parts / components. The contract shall cover all hardware and software under AMC. The charges of Comprehensive AMC shall be inclusive of the cost of spares parts along with services. The tenderers are required to supply and maintains all parts as and when required for maintenance purposes and regular up-keeping of the computers, peripherals, UPS, Networking and other equipment under AMC.

1. Computers means all desktops & laptops including all related hardware, software and Peripheral devices including scanner and printers
2. Switch means all network switches (L2, L3, SAN, NAS) and related hardware and software.
3. The work is required to be done to the satisfaction of the controlling officer. The items required during AMC to be replaced should be of OEM make.
4. Systems have to be maintained during the entire period of the contract in working condition with regular quarterly Preventive maintenance, servicing of the computer, network & UPS hardware and software; rack maintenance, AAA, SAN, NAS, NMS and Syslog etc.
5. Service provider will restore any system & bring back to its original state, if any system fails. In case of computer crash, the recovery of data and restoration (if possible) to be a part of the AMC.
6. Install/re-install hardware, all kinds of OS pertaining to Windows and Linux, all application software, all device drivers pertaining to network, printer, scanner, antivirus and rectification of network faults. including formatting devices, installing software, device drivers, patches, updates etc.
7. The computer maintenance firm/contractors shall maintain a logbook for each computer system, peripherals, UPS, networking & other equipment.
8. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with the User's name, designation, department and telephone number. Original call reports MIS shall be attached with the bills for payment.
9. If any part goes faulty it shall be replaced either by a similar part or higher version.
10. Keyboards, Mouse, LAN and Ethernet cards, pickup roller, fuser assembly, SFP, Ethernet & Fibre Patch Chord (Single mode & multimode) should have to be kept by the

contractor in sufficient numbers as standby for supply to the Institute free of cost as a replacement against faulty ones.

11. Do periodic preventive maintenance of all the systems once in a quarter (3months).
12. AMC Contractor will arrange complaint booking between 09:30 AM to 05:30 PM and shall maintain a register for complaints. Complaint logging through software is preferred.
13. Generate & provide daily & monthly reports of the service and all calls received, resolved, pending (due to what reason) in an Excel sheet to MDI-G.
14. Provide the full details of the escalation matrix in terms of official address, phone numbers (both fixed & mobile numbers) and working Email Ids.
15. Be ready to provide 24x7 support after the working hours or on holidays (both Institute and National declared), if required.
16. Repair and Maintenance of underground and overground OFC.
17. Repair & maintenance of network point including punching/re-punching the I/O and relaying channel/cable.
18. Repair, Maintenance and replacement/punching of LAN I/Os, WiFi Access Points, laying of ethernet cable.
19. The manpower required (Section-B), Service Level Agreement (Section-C), Performance Review (Section-D) and List of Hardware Items to be brought under Comprehensive AMC (Section-E) are all part of the scope.

## Section B

### Manpower Requirements

The following resources are required to effectively support MDI-G in operation and maintenance of all items, equipment, network and UPS as indicated in this tender document:

| S. No. | Profile                              | No. | Qualifications  | Experience   |
|--------|--------------------------------------|-----|---|--|
| 1.     | Lead engineer – One Shift            | 1   | Graduation/Diploma in Science/Technical Stream. CCNA / other certifications preferred | At least 07 years of relevant experience in setting up of IT Infrastructure domain |
| 2.     | Desktop/laptop Engineer – Two Shifts | 2   | Graduation/Diploma in Science/Technical Stream. CCNA / other certifications preferred | At least 3 years of relevant experience in setting up of IT Infrastructure domain  |
| 3.     | Network engineer – Two Shifts        | 2   | Graduation/Diploma in Science/Technical   | At least 3 years of relevant experience in   |

|    |                                    |         |   |   |
|----|------------------------------------|---------|---|---|
|    |                                    |         | Stream. CCNA / other certifications required. | IT Network (LAN & WiFi) Infrastructure domain. Experience in Extreme network devices preferred. |
| 4. | Helpdesk – (Female) – Office Shift | 1       | Graduation                                    | At least 2 years of relevant experience in Helpdesk Operations.                                 |
| 5. | UPS Engineer                       | On Call | Diploma in science/technical stream           | At least 5 years of relevant experience in UPS Maintenance.                                     |

The deployed manpower shall be finalized in consultation with MDI-G. MDI-G may request AMC provider to replace the manpower in case of any performance or any other issue.

#### Shift of manpower:

1. The Helpdesk (Female) – Single Shift (9:30 AM to 5:30 PM) Monday to Saturday
2. Lead Engineer - Single Shift (9:30 AM to 5:30 PM) Monday to Saturday
3. Desktop/laptop Engineers on rotation basis – Double Shift (8:00 AM to 4:00 PM and 2:00 PM to 10:00 PM. Roster may be made providing weekly off while ensuring Availability of Desktop/laptop engineer required on all seven days from 8:00 AM to 10:00 PM. Roster to be approved by MDI-G
4. Network Engineers on rotation basis – Double Shift (8:00 AM to 4:00 PM and 2:00 PM to 10:00 PM. Roster may be made providing weekly off while ensuring Availability of network engineer required on all seven days from 8:00 AM to 10:00 PM. Roster to be approved by MDI-G.

### Section C

#### Service Level Agreement

| S. No.         | Activity  | Target Service Level*                                     | Quarterly Penalty on breach % of quarterly installment |
|----------------|---|---|--|
| <b>Network</b> |   |   |  |
| 1.             | Availability of network services to the stakeholders – Faculty, Staff, Students, Guests etc | >99.5 %   | 99-99.5 – 0.1%<br>98-98.999 – 0.2%<br><98% - 0.4%      |
| 2.             | Network Switch  | Within an hour for Core, Distribution and Access Switches | 0.4% per hour  |
| 3.             | WAPs  | Within an hour  | 0.1% Per hour  |
| 4.             | Repair of cut in OFC  | Underground – within                                      | 0.4% per hour  |

|  |   |   |  |
|--|---|---|--|
|  |   | 24 hour<br>Overground – Within 6<br>hours   |  |
| 5.   | Replacement / Repair of<br>passive components | Within an hour  | 0.1% per hour  |
| 6.   | Upkeep of Switches                            | Free from dust, working<br>condition, mounted and<br>in presentable condition   | 0.1% per equipment<br>per day  |
| <b>Desktop/Laptops/Printer</b>                 |   |   |  |
| 1.   | Desktop/laptop                                | Keep uptime 99.9%   | <99.9% 0.01%   |
| 2.   | Printers                                      | Keep uptime 99.9%   | <99.9% 0.01%   |
| 3.   | Stock of Spares                               | Keep adequate stock of<br>motherboard, RAM,<br>HDD, SMPS, Monitor,<br>Keyboard, Mouse,<br>Power & VGA Cables                        | 0.01% per day of<br>deficiency if system<br>does not get repaired<br>due to non-availability<br>of stock |
| <b>UPS and related accessories</b>             |   |   |  |
| 1.   | UPS up-time and availability at<br>site       | 99.75%  | 99-99.75 – 0.1%<br>98-98.999 – 0.2%<br><98% - 0.4%   |
| 2.   | Repair Works                                  | All repairs with in one<br>calendar day of<br>reporting   | 0.1% per day if time<br>taken for repair is<br>More than one day.  |
| <b>Manpower</b>                                |   |   |  |
| 1.   | Availability of manpower at site              | Project Lead during the<br>work hours defined<br>(Except as per leave<br>policy with the approval<br>of MDI-G)                      | 0.1% per person per<br>day of absence  |
|  |   | Helpdesk /Desktop/<br>laptop/ network<br>engineer (Except as per<br>leave policy with the<br>approval of MDI-G)                     | 0.05% per person per<br>day pf absence   |
| <b>Ticket Resolution and Report submission</b> |   |   |  |
| 1.   | Response time                                 | Average time taken to<br>acknowledge, respond<br>once ticket is raised<br>95% incidents should be<br>responded within 15<br>minutes | 95-90 : 5%<br>90-85: 7%<br>Less than 85: 9%  |
| 2.   | Time Taken to resolve                         | 95% of Severity-1:  | 95-90 : 5%   |

|    |   |  |                               |
|----|---|--|-------------------------------|
|    |   | within 30 minutes<br>95% of Severity-2:<br>within 3 hours<br>95% of Severity-3:<br>within 12 hours | 90-85: 6%<br>Less than 85: 7% |
| 3. | Submission of root cause analysis report for severity-1 | Within 5 working days  | 5%                            |
| 4. | Availability if monthly report                          | Within one week of the next month  | 5% for non-compliance         |

\*excluding defined downtime.

### Definitions

**Severity-1:** Complete loss of service/ network connectivity impacting significant no. of users

**Severity-2:** Partial loss of service / network impacting few users(whole department/ section/ floor)

**Severity-3:** Minor loss of service/ network connectivity affecting less than four users

### Section D

#### Performance Review

The representatives of MDI-G Computer Centre and AMC Service provider will meet fortnightly to discuss the service performance, review of specific problems, review operations and determine corrective action to overcome deficiencies. The AMC service provider will submit monthly performance report.

### Section E

#### List of Hardware Items to be brought under Comprehensive AMC (Tentative\*)

\*The prospective bidders are advised to visit the MDI Campus to assess the items to be brought under AMC. They may visit campus on any working day between 11:00 AM to 4:00 PM by contacting Shri Pranav Kumar (Phone 0124-4560281)

| Desktop Details |                              |                 |          |                        |
|-----------------|------------------------------|-----------------|----------|------------------------|
| S. No.          | Model No.                    | Brief Details   | Quantity | Whether under Warranty |
| 1               | Dell Optiplex 3090 Tower     | I5              | 13       |                        |
| 2               | HP280 G1/G2                  | I5              | 101      |                        |
| 3               | HP 280 G3                    | I5              | 100      |                        |
| 4               | Dell Optiplex 3050           | I5              | 35       |                        |
| 5               | Dell Optiplex 5250           | I5 (ALL IN ONE) | 1        |                        |
| LAPTOP Details  |                              |                 |          |                        |
| S.No.           | Make                         |                 |          |                        |
| 1               | Dell Latitude3420            | I5              | 75       | Yes                    |
| 2               | Dell Latitude 3420 Non Touch | I5              | 16       |                        |

|  |                                       |       |    |     |     |
|--|---------------------------------------|-------|----|-----|-----|
| 3  | DELL-3410                             |       | 15 | 10  |     |
| 4  | Lenovo Thinkbook 14 IML U             |       | 15 | 20  |     |
| 5  | Dell 3480                             |       | 15 | 5   |     |
| 6  | HP 430                                |       | 15 | 8   |     |
| 7  | HP Spectra X-360                      |       | 17 | 5   |     |
| <b>Printers/ Scanners</b>                          |                                       |       |    |     |     |
| <b>S.No.</b>                                       | <b>Make</b>                           |       |    |     |     |
| 1  | HP M329DW                             |       |    | 10  |     |
| 2  | Sharp MX3560                          |       |    | 1   | Yes |
| 3  | HPLJ-M230SDN                          |       |    | 29  |     |
| 4  | Laserjet PRO MFP M128FN               |       |    | 78  |     |
| 5  | HP M501                               |       |    | 8   |     |
| 6  | 1536DNF                               |       |    | 5   |     |
| 7  | HP Leserjet M126                      |       |    | 1   |     |
| 8  | HP Laserjet 1020/1005                 |       |    | 19  |     |
| 9  | CP1025 Director                       |       |    | 1   |     |
| 10   | M252DW Accred                         |       |    | 1   |     |
| 11   | M154NW Secy                           |       |    | 1   |     |
| 12   | CP2025 CC                             |       |    | 1   |     |
| 13   | COLOR CP1515N Placement               |       |    | 1   |     |
| <b>Server Details</b>                              |                                       |       |    |     |     |
| 1  | Dell SERVER PowerEdge R 540           |       |    | 03  |     |
| 2  | Dell SERVER PowerEdge R 730           |       |    | 01  |     |
| 3  | Dell Power vault ME 4012              |       |    | 01  |     |
| 4  | HPE Proliant FL 380 Gen 9             |       |    | 01  |     |
| 5.   | IBM X-3650 M3                         |       |    | 05  |     |
| 6.   | IBM X-Series 320 M2                   |       |    | 01  |     |
| 7.   | ODA (Oracle Database Appliance) GRIEP |       |    | 01  |     |
| 8.   | IBM KVM for managing servers          |       |    | 01  |     |
| <b>Offline UPS Details</b>                         |                                       |       |    |     |     |
| <b>S.No.</b>                                       | <b>Model No.</b>                      |       |    |     |     |
| 1  | EMERSON/SENDON                        | 1KV   |    | 11  |     |
| 2  | EMERSON/SENDON/MICROTAC/FIGHTER       | 600   |    | 206 |     |
| 3  | EMERSON                               | 3KV   |    | 02  |     |
| <b>Online UPS Details</b>                          |                                       |       |    |     |     |
| <b>S.No.</b>                                       | <b>Model No.</b>                      |       |    |     |     |
| 1  | EMERSON                               | 1KVA  |    | 52  |     |
| 2  | EMERSON                               | 2KVA  |    | 09  |     |
| 3  | EMERSON                               | 3KVA  |    | 04  |     |
| 4  | EMERSON                               | 6KVA  |    | 07  |     |
| 5  | EMERSON/VERTIV                        | 10KVA |    | 08  |     |
| 6  | EMERSON/VERTIV                        | 20KVA |    | 04  |     |
| 7  | EMERSON/APC                           | 600VA |    | 150 |     |
| <b>Switch / Firewall / AAA/ Router etc Details</b> |                                       |       |    |     |     |

| S.No.               | Make                                     |  |   |     |
|---------------------|--|--|---|-----|
| 1                   | 24ONLINE AAA Device                      |  | 02  |     |
| 2                   | Sophos XG 450                            |  | 01  | Yes |
| 3                   | HP ARUBA PoE Switches                    |  | 04  |     |
| 4                   | Extreme 690 48 Port Core Switch          |  | 02  |     |
| 5                   | Extreme 440 G2 24 Port                   |  | 25  |     |
| 6                   | Extreme 440 G2 48 Port                   |  | 06  |     |
| 7                   | Extreme 460 G2 24 Port                   |  | 15  |     |
| 8                   | Extreme 465 G2 48 Port                   |  | 03  |     |
| 9                   | Extreme 465 G2 24 Port                   |  | 07  |     |
| 10                  | SAN Switch Brocade DS 6505               |  | 01  |     |
| 11                  | Extreme 5420 32P-XE Port                 |  | 17  | Yes |
| 12                  | Extreme 5420 48P                         |  | 04  | Yes |
| 13                  | Extreme X 465 24 Port                    |  | 02  | Yes |
| 14                  | Extreme X460-G2-24p-10GE4                |  | 09  | Yes |
| 15                  | Extreme X440-G2-48t-10GE4                |  | 10  | Yes |
| <b>WiFi Details</b> |  |  |   |     |
| 1.                  | HP/Aruba Controller                      |  | 03  |     |
| 2.                  | HP/Aruba Mobility Master                 |  | 01  |     |
| 3.                  | Aruba AP 515                             |  | 140   | Yes |
| 4.                  | Aruba AP-503H                            |  | 559   | Yes |
| 5.                  | Aruba 7210                               |  | 02  |     |
| 6.                  | Aruba WiFi Access Point 303              |  | 80  |     |
| 7.                  | Aruba WiFi Access Point 275 (outdoor)    |  | 04  |     |
| 8.                  | Aruba WiFi Access Point 515              |  | 101   |     |
| 9.                  | Aruba WiFi Access Point 555 (Dense Node) |  | 03  |     |
| <b>Passive</b>      |  |  |   |     |
| 1.                  | No. of LAN Points                        |  | 1000 approx.  |     |
| 2.                  | OFC                                      |  | Two rings (144 core) across campus (underground) and each building connectivity through 12 Core |     |

**Format-6**  
**Financial Bid**

***Quote for Comprehensive AMC of Computer Hardware, Networking and UPS at MDI Gurgaon***

| Description  | Amount | GST | Total Amount Inclusive of GST |
|--|--------|-----|-------------------------------|
| Part-I<br>Comprehensive Annual Maintenance Contract as per the scope given in Annexure-2 at MDI Gurgaon Campus |        |     |                               |
| Part-II<br>Any Other Charges   |        |     |                               |
| Grand Total (Part-I and Part-II)   |        |     |                               |
| Total Amount in Words  |        |     |                               |

| S. No. 1  | S. No. 2   | S. No. 3  | S. No. 4   |
|---|--|---|--|
| First Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees) | Second Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees) | Third Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees) | Total Amount (complete of S.No. 1+2+3) (in Rupees) |
|   |  |   |  |
| Total Amount (complete of Sr No. 1+2+3) (in words)                            |  |   |  |

**Note:**

- The Scope give in Annexure-2 must be agreed. The bid with deviations would be rejected.
- Quotation Validity Period: - 180 days from the last date of Submission of quotation/tender.
- In case of discrepancy in the amount quoted, the amount mentioned in word or which results in lowest payable by MDI will be taken into consideration.
- Price quoted should be inclusive of freight, cartage, delivery at MDI Gurgaon Campus. Nothing extra will be paid.
- MDI may place the order for the whole/ some of the items indicated above. Quantity of each item may vary (increase/ decrease) at the time of placing the order. Decision of competent authority of MDI in this regard shall be final and acceptable to the bidder.

Place:

Sign of bidder: -

Date:

Name of bidder: -

Firm's Name with stamp: -