

## Notice Inviting Tender



### Management Development Institute -Gurgaon

Ref. No.: MDI/CC/2022-23/AV-AMC/09

Date: Oct 04, 2022

Sub:Bids are invited for Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years.

#### **Tender Schedule**

Bid System	<b>Single Bid :</b> Bid with requisite documents to be submitted along with EMD to be in sealed envelope superscribing " <i>Bid for Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years.</i> "
Last Date of Bid Submission	October 11, 2022 3:00 PM
Bid should be addressed to	Sr. System Analyst Management Development Institute Mehrauli Road, Sukhrali Gurgaon - 122 007, Haryana (INDIA)
EMD	EMD of Rs. 20,000/- (Twenty Thousand Only) to be submitted in favour of Management Development Institute Gurgaon only.

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 Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps as per the following terms and conditions:***

1. The bidders are requested to read the tender document carefully and ensure compliance with all scope, specifications and instructions herein. Non-compliance with the scope, specifications and 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 scrap the tender process or reject the bidding process or any bid wholly or partly without assigning any reason.
4. Incomplete bid 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. 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.
8. If any equipment is removed from AMC during the AMC period, AMC value of that equipment will be deducted on pro rata basis for the prospective AMC period.
9. **Subcontract 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 180 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 Single-Bid system in sealed envelope duly marked as "*Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps*".
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. Implementation of the system should be commenced within One week from day of the Purchase Order.
20. The AMC Vendor will be responsible for any claim by his manpower under Workmen Compensation Act, new Wages Code 2019. The contractor will pay minimum wages along with P.F. subscription, ESI etc. as per statutory requirement and he will submit a list of employees working also on behalf of them in MDI (to the Administration in a prescribed format). He will also submit a proof for the deposit of PF and ESI deducted from the pay of the employees and submitted to the statutory Authority on monthly basis.

**21. Termination of contract:**

- a. If performance of the vendor is not satisfactory in executing the project, then same will be informed in writing by MDI as warning letter and if inspite of issue of warning letter the performance does not prove to the satisfactorily level as per expectation of MDI within a fortnight then second warning letter will be issued. If after issue of second warning letter also performance doesn't satisfy MDI expectation, then Institute reserves the right to terminate the AMC prematurely by giving 15 days' notice in writing without assigning any further reason whatsoever. After the AMC 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.
- b. Decision of competent authority of MDI regarding determining the performance will be final.
- c. Whenever during the period of the maintenance contract, the service of the company is found to be violating any of the conditions governing the AMC; this office has the right to terminate the contract immediately without any compensation.

**22. Format of Price Schedule and related terms:**

- a. Tenderer must quote 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.
- c. Any additional service required for successful completion of this project and not quoted in the financial bid by the tenderer then same shall have to be provided by contractor at no extra cost if the work is awarded to the tenderer.

**23. Payment Terms:**

- a. AMC amount will be paid post quarterly after receipt of Invoice and satisfactory services
- b. EMD would be retained during AMC as performance guarantee. EMD would be released at the end of one year without any interest.

**24. Bid Rejection Criteria:**

- a. Bids submitted on email as soft copy would be summarily rejected.

- b. Bids without EMD would be rejected at the tender opening stage itself.
- c. Financial bid not submitted in the format (as per Annexure V) would be rejected.
- d. The bid documents must be complete in all respects. Use the format given in this document for the preparation of bid response. The response should be brief and up to the point. Failure to comply with any of the instructions or conditions stated in this document or offering unsatisfactory explanations for non-compliance can lead to rejection of the bid.
- e. Bids without Profile and declaration on company's letterhead would be rejected.
- f. Bidder not having turnover of Rs. 02 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 2018-19, 2019-20 & 2020-21)
- g. Declaration On Non-Judicial Stamp Paper of Rs. 10/- as per format given in Annexure-1.
- h. The bidders should have GST & PAN registration and copy of the same to be provided.
- i. The bidder should quote for item as mentioned in the financial bid of the tender, failing which, their offer will be rejected.
- j. 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.
- k. The bidder should have adequate facilities, manpower and staff for carrying out the works as defined in the scope of work. An authorization from the OEMs is required regarding support for maintenance. The bidder will provide authorization letter from the respective OEMs specific to this tender for the AMC period.
- l. Further the Institute reserves the right to reject all the bids without assigning any reason
- m. Non-Submission of MAF from Epson and AHA appliances installed in MDI Gurgaon campus
- n. Other qualification criteria mentioned in clause-34.
- o. Non submission of accepted scope of work as per Annexure-2.

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

- a. 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.
- b. 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).

26. 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.
27. 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. 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)
  - 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)
28. Laws of the Republic of India are applicable to this tender.
29. Interested vendors may visit campus and contact Shri Pranav Kumar for any further clarification regarding specifications of items/ Scope of work etc at Computer Centre, Management Development Institute Gurgaon, Sukhrali, Sector-17, Gurugram during hours 10.30am to 4.30pm on Monday – Friday. Contact details: email id: [pranav.kumar@mdi.ac.in](mailto:pranav.kumar@mdi.ac.in), Phone no.: 0124-4560281
30. 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.
31. **Period of AMC:** For a period of three (3) years to be reviewed annually for satisfactory services.
32. **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/pandemic; 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.

**33. System of award of contract (L1 basis):**

The vendor who satisfies the qualification criteria as indicated in clause 28 and 35 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.

34. **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 services for at least 03 years as on 31.03.2020.	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 2018-19, 2019-20 & 2020-21)	Attach certificate from CA or any other relevant certificate.
4.	The Bidder should have an annual turnover of Rupees 02 Crore in each of the last 3 consecutive Financial Years (FY 2018-19, 2019-20 & 2020-21)	CA certified document with name of CA registration number, signature and stamp or any other relevant certificate.
5.	The bidder must have successfully executed 3 similar projects in the last 3 years. The documentary evidence in the form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation). Any experience as a consortium partner will not be considered.	Copy of Work Order/ Contract along with Completion Certificate.
6.	Names & addresses of 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. (*premier B-Schools/University like IIMs, IIT, XLRI, ISB)	1. 2. 3.
7.	The firm should not be blacklisted by any Central Govt.	Affidavit on Non Judicial Stamp Paper as per format in

	/ State Govt. / PSU/Govt. Bodies/ IITs & IIMs/Reputed Educational Institutes in India.	Annexure-1 to be submitted
8	The bidding agency shall ensure a single point of contact with the MDI and shall be solely responsible for the execution and delivery of the work.	Yes <input type="checkbox"/> / No <input type="checkbox"/>
9	The bidder should participate as a single entity; no consortium or group companies will be allowed.	Yes <input type="checkbox"/> / No <input type="checkbox"/>
10	The Bidder should be registered with appropriate tax authorities such as Income tax, GST etc., and should submit valid certificates of registration with these authorities.	Yes <input type="checkbox"/> / No <input type="checkbox"/>
11	The bidder should have all relevant facilities and logistics available to execute the work. Appropriate technology, hardware and software, dedicated connectivity and trained staff.	Yes <input type="checkbox"/> / No <input type="checkbox"/>
12	The agency should have an in-house team to undertake all works as specified in the Scope of Work in Annexure-II.	Yes <input type="checkbox"/> / No <input type="checkbox"/>
13	MAF Certificate from OEMs (AHA & EPSON) listed in the scope	Yes <input type="checkbox"/> / No <input type="checkbox"/>
14	<b>Support</b> 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 such OEMs should be enclosed. The Bidder should be Authorized Service Provider for the OEM.	Declaration in this regard to be submitted in company letterhead.

I/We do hereby confirm that I/We have the necessary authority and approval to submit this bid Digital Marketing including online campaign for admission to various programmes at MDI-Gurgaon as per the terms & conditions mentioned above and also, hereby, agree and accepts the terms & conditions mentioned in clause 1 to 32 under General Information.

Date :-

(Signature)

Place:-

(Name of Authorized Signatory)  
(Designation of Authorized Signatory)  
(Name of Vendor)

### **Checklist & Index for 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

<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 and technical compliance 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 the products quoted (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 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)**

Bid for Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years at MDI Gurgaon.

**(Applicant's Expression of Interest)**

To,  
Sr. System Analyst  
Management Development Institute  
Mehrauli Road, Sukhrali  
Gurgaon - 122 007, Haryana (INDIA)

**Sub:** Submission of bid for Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years at MDI Gurgaon.

Dear Sir/Madam,

As instructed, we attach the following documents

- 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.
- Company Profile.
- The BID document signed & stamped in each page.
- All Annexures-1, 2.
- Agree to the scope defined in Annexure – 2 by signing and stamping on each page
- The filled up financial bid as provided in Format-5 duly signed and stamped.

Sincerely Yours,  
Signature of the authorized signatory of the Bidder  
[Full name of authorized signatory of the Bidder]  
Stamp.....

Date:

**Encl:** As above.

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

**(PART-II)**

**(FORMAT-1)**

Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years at MDI Gurgaon

**(Applicant's Expression of Interest)**

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

Sub: Submission of bid for Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years at MDI Gurgaon

Dear Madam,

In response to the NIT for Annual Maintenance Contract(AMC) for Projectors, Audio Equipments, with accessories and Rate contract for projector lamps (published in <https://mdi.ac.in/infrastructure/tenders.html> ) for the above purpose stated in the subject line, we would like to express our interest to carry out the above proposed task.

As instructed, we attach the following documents

2. Organizational Details (Format-2)
3. Experience in related fields (Format-3)
4. Financial strength of the organization (Format-4)
5. Financial Bid (Format-5) duly signed and stamped
6. Declaration (Annexure-1)
7. Agreement to Scope (Annexure-2)
8. The BID document signed & stamped in each page.

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/ registered under the Indian Companies Act, 2013	
6.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous bodies/ IITs & IIMs/Reputed Educational Institutes in India. If yes, details thereof.	
7.	Address of registered office with telephone no. & E-mail	
8.	Address of offices - in National Capital Region of Delhi if any	
9.	Authorized Contact Person with telephone no. & E-mail ID	

Enclose:-

1. Copy of Certificate of Incorporation.
2. Copy of Article of Association in respect of 3 above.
3. Undertaking in respect of 6 above.
4. Copy of PAN & GST

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**

Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years at MDI Gurgaon

<b>S. No.</b>	<b>Client Name (Higher Education Institute / University/ Govt. / PSU)</b>	<b>Items Covered in AMC</b>	<b>Value of the AMC</b>	<b>Client Contact Details (including Phone &amp; Email).</b>	<b>Date (From, To)</b>	<b>Completion Certificate Attached</b>
						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.

**FORMAT – 4**

Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years at MDI Gurgaon

<b>Financial Strength of the Organization</b>				
S. No	Financial Year	Whether profitable (Yes/NO)	Annual net profit (in Lakhs of Rs.)	Overall annual turnover (in Lakhs of 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.

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

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 120 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, forfeiture of all dues including Earnest Money (EMD) and 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. Our firm has not been involved in any hacking incidents and is not having any pending case with cybercrime.

8. I/We understand that MDI decision will be final for the evaluation of Technical 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 applicant

Full name of applicant

Stamp & Date

Date:

### Scope of Work

Comprehensive Onsite Annual Maintenance Contract (AMC) for Projectors, Audio Equipment's, Podium, Interactive Board and display screens with accessories and Rate contract for projector lamps for a period of three (3) years at MDI Gurgaon.

1. **Type of AMC** – Comprehensive Onsite including spares parts and stand by.
2. **Period of AMC** – Three years to be reviewed at the end of each year for satisfactory performance.

AMC would cover the following equipment

1. Projectors
2. Motorized Screens
3. Digital Podium with all accessories and equipment
4. Audio Mixers
5. Amplifiers
6. DSPs
7. Switchers
8. Classroom speakers (Ceiling/ Wall)
9. Mikes (Collar Mike, Hand held mike, Lapel Mike, Goose Mike)
10. Interactive Boards
11. TV Displays
12. Logitech Rally
13. HD Video Conferencing System

### **Section-A**

#### **(Brief Scope of work)**

- 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.
- Systems have to be maintained during the entire period of the contract in working condition with regular quarterly Preventive maintenance, servicing of the equipment etc.
- Service provider will restore any system & bring back to its original state, if any system fails.
- The maintenance firm/contractors shall maintain a logbook for each device & equipment.
- Install/re-install hardware, all kinds of OS pertaining to AV devices including installing software, device drivers, patches, updates etc.

- 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.
- If any part goes faulty it shall be replaced either by a similar part or higher version.
- Do periodic preventive maintenance of all the systems once in a quarter (3months).
- 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.
- 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.
- Provide the full details of the escalation matrix in terms of official address, phone numbers (both fixed & mobile numbers) and working Email Ids.
- Be ready to provide 24x7 support after the working hours or on holidays (both Institute and National declared), if required.
- The manpower required (Section-B), Service Level Agreement (Section-C), Performance Review (Section-D) and List of Items to be brought under Comprehensive AMC (Section-E) are all part of the scope.
- During the period covered under AMC if any new equipment /accessory, is added or removed from AMC, then the AMC cost will be increased or decreased subsequently as per concerned equipment AMC cost under cover.
- Providing operation Support for all classes, conferences, meetings, events etc.
- The AMC is Comprehensive shall include services and repairs of defective parts like projectors , amplifiers , switchers, wires, cables, chords, Adopters, cards, connectors, circuit board, all hardware parts including all types of Power/VGA/HDMI cables and connectors VGA to HDMI & HDMI to VGA, Apple connector, adopter power cables etc.
- The service provider will replace necessary parts, with equivalent or updated / branded parts, free of cost, if found defective, provided by the office. In case of replacement, the defective spares covered under this contract shall remain the property of this office.
- The vendor shall provide all assistance in up-gradation of software/ replacement of hardware as and when required during the period of A.M.C.
- Software support with reference to installation of amplifiers (all versions) or any latest version of the same, support be provided in case of any problem is reported by the user.
- The Resident Engineers deployed by the vendor shall attend to all the calls on the same day of lodging a complaint failing which penalty as proposed in SLA will be levied and deducted from the bill submitted during the quarterly period.
- If systems / sub-systems are required to be taken out of office for repairing, then a standby system/ subsystem of similar configuration and quality acceptable to this office to be provided on returnable basis. Contractor will be responsible for



transportation and delivery of the system/ subsystem. Such items under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum one week.

- The Resident Engineer of the vendor shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which will be checked before the quarterly payment of the bill submitted by the vendor for payment.
- The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and complaint should be rectified to the user's satisfaction by the deployed Resident Engineer on the same day of booking of the complaint

## Section B

### Manpower Requirements

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

AV Operation manpower (02 Nos.) on rotation basis – Double Shift (7:30 AM to 4:00 PM and 1:30 PM to 10:00 PM. Roster may be made providing weekly off while ensuring Availability of AV/Studio Manpower required on all seven days from 7:30 AM to 10:00 PM. Roster to be approved by MDI-G.

Please attach details of the manpower to be deployed.

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

## Section C

### Service Level Agreement

S. No.	Activity	Target Service Level*	Quarterly Penalty on breach % of quarterly installment
<b>Network</b>			
1.	Availability of AV services to the stakeholders – Faculty, Staff, Students, Guests etc	>99.5 %	99-99.5 – 0.1% 98-98.999 – 0.2% <98% - 0.4%
2.	Repair of equipment	Podium – within 4 hours Projector – Within 4 hours	0.4% per hour
3.	Replacement / Repair of passive components	Within an hour	0.1% per hour

4.	Upkeep of Projectors	Free from dust, working condition, mounted and in presentable condition	0.1% per equipment per day
3.	Stock of Spares	Keep adequate stock of Projectors, Switchers, Amplifiers, mike etc	0.01% per day of deficiency if system does not get repaired due to non-availability of stock
<b>Manpower</b>			
1.	Availability of manpower at site	AV engineer during the work hours defined (Except as per leave policy with the approval of MDI-G)	0.05% per person per day of absence
<b>Ticket Resolution and Report submission</b>			
1.	Response time	Average time taken to acknowledge, respond once ticket is raised 95% incidents should be responded within 15 minutes	95-90 : 5% 90-85: 7% Less than 85: 9%
2.	Time Taken to resolve	95% of Severity-1: within 30 minutes 95% of Severity-2: within 3 hours 95% of Severity-3: within 12 hours	95-90 : 5% 90-85: 6% 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.

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

#### A) Projectors

<b><i>Details of Projectors to be put under AMC</i></b>		
<b><i>S/No</i></b>	<b><i>Description of projectors to be covered under AMC</i></b>	<b><i>Quantity to be covered under AMC</i></b>
1	Panasonic PT-LB80NT	05
2	Panasonic PTVX-500EA	01
3	Mitsubishi XD700U	01
4	Epson EB1945W	16
5	Epson EB-U32	08
6	Epson EB-L510U	05

#### B) Projector related equipment and other accessories

<b><i>Details of Projector related equipment and other accessories to be put under AMC</i></b>		
<b><i>S. No</i></b>	<b><i>Description of items to be covered under AMC</i></b>	<b><i>Quantity to be covered under AMC</i></b>
1	Motorized Screen with remote 5' X 7'	09
2	Motorized screen 6' x 8'	13
3	Motorized screen 4' x 6'	14
4	Remote,VGA switcher/splitter,VGA cable,Power cable,RCA cable,VGA & S-video connector,Gender changer	As required

#### C) Audio equipment and related accessories

<b><i>Audio equipment to be covered under AMC</i></b>		
<b><i>S/No</i></b>	<b><i>Description of projectors to be covered under AMC</i></b>	<b><i>Quantity to be covered under AMC</i></b>
1	Bosch ceiling speakers	114
2	Wall Speaker	36
3	Amplifier (Bosch/ Philips/ AHA/ Work)	40
4	DSP	08
5	Hand Mic	34
6	Collar Mic	37
7	Podium/Goose Neck Mic	12
8	Switcher	50
9.	All Cable and connector	As Required

#### D) Conference related Equipment with Accessories

1	<p><b>Logitech Rally Camera</b> - Zoom: 15x HD zoom (5x optical + 3x digital), Pan: 180° (±90°), Tilt: 140° (+50° / -90°), Field of View - Diagonal: 90°, Horizontal: 82°, Vertical: 52° Total Room Coverage: 262° wide x 192° tall (field of view + pan and tilt), Resolutions @ 30fps: 4K Ultra HD, 1440p, 1080p, 900p, 720p, and SD, Resolutions @ 60fps: 1080p, 720p, RightLight™ Technologies: Wide Dynamic Range (WDR), low-light compensation, video noise reduction, low-light saturation optimization, Privacy: Lens parks at -90° in sleep mode for assured privacy.</p>	02
2	<p><b>Logitech Rally speaker</b>- High-performance 76 mm driver with rare-earth magnet, Patent-pending suspension system eliminates vibration-induced camera shake and audio interference, Mini XLR cable connects to Rally Display Hub for both signal and power, Speaker volume 95dB SPL @1W, 100dB SPL @7.5W, both +/-2dB at ½ meter, Sensitivity: 95+/-2 dB SPL at ½ meter, Distortion: 200Hz–300Hz &lt;2.5%, 300Hz–10kHz &lt; 1%@7.5W, Sampling rate: 48 kHz.</p>	02
3	<p><b>Logitech Rally Mic Pod</b>-Pickup Range: 4.5 m diameter, Four omnidirectional microphones forming eight acoustic beams, AEC: Acoustic Echo Cancellation, VAD: Voice Activity Detector, Background noise suppression, Mute button with LED status indicator, Captive 2.95 m 12-pin cable, Daisy chain up to 7 Rally Mic Pods, Frequency response: 90Hz – 16kHz, Sensitivity: &gt;-27 dB +/-1dB @ 1Pa, Microphone data rate: 48 kHz, Recommended # of participants, Rally (one Mic Pod): 16, Rally Plus (two Mic Pods): 16, Additional participants per Mic Pod: 6, Recommended participants for Rally with 7 Mic Pods: 46.</p>	02
4	<p><b>Logitech Rally Table hub</b> -Single CAT6A cable connection to Rally Display Hub 5 m cable included, supports customer-supplied cables up to 50 m, Hub 5 m cable included, supports customer-supplied cables up to 50 m, Active speaker detection: analyzes audio from up to 7 Mic Pods and 56 beams every 8 ms, 12 Pin connector for Rally Mic Pod, HDMI Type A passthrough to Display Hub (x2), USB Type C, USB Type A (reserved for future capability), USB Type B (connects to meeting room computer)RJ45 (reserved for future capability), Power input,</p>	02
5	<p><b>Logitech Rally Display Hub</b>-HDMI Type A: (x2) (connects to displays), USB C (connects to Rally Camera), USB Type B (connects to meeting room computer), RJ45: connects to Table Hub, Mini XLR: x2, Powers one or two Rally Speakers, Power input</p>	02

**E) Smart Class**

1	New line Interactive Board 98-inch diagonal size with Wall mount	01
2	New Line Interactive Board 86-inch diagonal size with Wall mount	01
3	Digital Podium Digital Podium With Dual Display Technology ,Built-in 22" Interactive Panel with motorized tilting, Built-in 280 Watts Amplifier, 7" Touch Controller, Wireless Microphone, Handheld microphone, Built-in Gooseneck Microphone, RFID security system,3 HDMI In and 3 HDMI out USB Cable Extender	07
4	Wireless Audio Microphone System (Head Worn)	07

**F) Auditorium AV System**

1	Digital Podium With Dual Display Technology ,Built-in 22" Interactive Panel with motorized tilting, Built-in 280 Watts Amplifier, 7" Touch Controller, Wireless Microphone, Handheld microphone, Built-in Gooseneck Microphone, RFID security system,3 HDMI In and 3 HDMI out	01
2	HD Video Conferencing System with Mobile License (License can be use for Mobile, Laptop etc.)	01
3	FHD-1080p Recording & Streaming Hardware	01
4	Full HD 1080p PTZ Camera. With Standard Ceiling mount kit for Camera	02
5	8x4 Scaling Presentation HDMI Matrix Switcher	01
6	7" Wall Mount Touch Link Pro Touch panel with Wall Mount Kit	01
7	Microphone Controller	1
8	Table Top Main Unit	1
9	Table Top Secondary Unit	03
10	All Cables, Connectors and Accessories	

**G) Display screens**

<b>S.No</b>	<b>Description</b>	<b>Qty.</b>
1	55" Samsung LED TV	06
2	86" LED TV Display with stand	01
3	Samsung 46" 3 x 3 Video Wall	09
4	55" LG TV	01
5	49" Sony TV	01
6	43" LG TV	02
7	49" Samsung TV	01
8	55" Panasonic TV	03
9	65" Panasonic TV	01
10	All Cables, Connectors and Accessories	

#### H) Manpower Required

S. No.	Profile	No.	Compliance	Deviation (if any)
1.	Manpower to operate the AV Equipment for meetings, classes and events for a period of three years	02	Yes <input type="checkbox"/> / No <input type="checkbox"/>	

#### G) Items to be covered under Rate contract for projector Lamps

<i>S.No</i>	<i>Description of projectors Lamps for which RC to be executed</i>	<i>Make of projector lamp</i>
1	Epson EB1945W	Osram/Matsushita/Philips/ Iwasaki/ Ushio/Phoenix
2	Epson EB-U32	

~~~~~

**Format-5**  
**Financial Bid**

**(To be submitted on Letterhead in a separate sealed envelope)**

**Quote for Comprehensive Onsite AMC for Projectors, Audio Equipment with accessories and Rate contract for projector lamps etc at MDI Gurgaon**

(In Indian Rupees)

| S.No. | Description                                              | Amount | GST | Total Amount Inclusive of GST |
|-------|----------------------------------------------------------|--------|-----|-------------------------------|
| A     | AMC of Projectors                                        |        |     |                               |
| B     | AMC of Projector related equipment and other accessories |        |     |                               |
| C     | AMC Audio equipment and related accessories              |        |     |                               |
| D     | AMC of Conference related Equipment with Accessories     |        |     |                               |
| E     | AMC of Smart Class                                       |        |     |                               |
| F     | AMC of Auditorium AV System                              |        |     |                               |
| G     | AMC of Display screens                                   |        |     |                               |
| H     | Operations – Manpower (02 Nos)                           |        |     |                               |
|       | Grand Total                                              |        |     |                               |
|       | Total Amount in Words                                    |        |     |                               |

**Total Amount in Figure:** \_\_\_\_\_

**Total Amount in Words:** \_\_\_\_\_

**Note:**

- The Financial Bid should strictly conform to the formats to enable evaluation of bids and special care may be taken that the bids having any hidden costs or conditional costs will be liable for rejection.

**Payment Terms:**

- a. AMC amount will be paid post quarterly after receipt of Invoice and satisfactory services
- b. EMD would be retained for one year as performance guarantee. EMD would be

released after one year with any interest

**(A) For Rate Contract (RC) of projector lamps**

| <b>S/No</b> | <b>Description of projector Lamps for which RC to be executed</b> | <b>Make of projector lamp for which RC to be executed</b> | <b>Unit</b> | <b>Unit Cost Exclusive of GST</b> | <b>GST (%)</b> | <b>Total unit Cost Inclusive of GST</b> |
|-------------|-------------------------------------------------------------------|-----------------------------------------------------------|-------------|-----------------------------------|----------------|-----------------------------------------|
| 1           | Epson EB1945W                                                     | Osram/<br>Matsushita/                                     | 1           |                                   |                |                                         |
| 2           | Epson EB-U32                                                      | Philips/<br>Iwasaki/<br>Ushio/<br>Phoenix                 | 1           |                                   |                |                                         |

**Note: In case of discrepancy in the amount quoted, the amount mentioned in word or figure which results in lowest payable by MDI will be taken into consideration.**

- Quotation Validity Period: - 120 days from the last date of Submission of bids.

Place:

Sign of bidder: - \_

Date:

Name of bidder: -

Firm's Name with stamp: - \_