



No. AUD/Printers AMC/ 2014/

17 Sept 2014

## NOTICE INVITING QUOTATION

To,

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### **Sub.: Notice Inviting Tender for Printers AMC.**

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

The quotation should reach the Office of the Registrar, Ambedkar University Delhi, Lothian Road, Kashmere Gate, Delhi- 110 006 on or before 3.00 pm on 09-10-2014. The same will be opened at 3.30 pm in presence of the tenderers. The Earnest Money should be deposited in the form of Demand Draft/ Pay Order payable in favour of **“Registrar, Ambedkar University Delhi”** valid for minimum three months from date of publishing of tender on AUD website. The PAN No. & copy of PAN card of the firm shall be enclosed with the tender. Tenderers should read the tender document carefully as enclosed and comply strictly with the conditions, while sending their bids.

**Deputy Registrar(Admin)**

#### **Copy to:-**

- 1- **Office of the Controller of Finance**
- 2- **Webmaster- For Uploading on AUD Website for public domain.**

# **ANNUAL MAINTENANCE CONTRACT OF PRINTERS AT AMBEDKAR UNIVERSITY DELHI**

List of Documents:

1. Tender Document : Doc-I
2. Technical Bid: Doc-II
3. List of equipment and Financial Bid: Doc-III
4. Declaration : Doc IV

**AMBEDKAR UNIVERSITY DELHI  
Lothian Road, Kashmere Gate  
Delhi – 110 0006**

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

**Invitation of bids**

1. Ambedkar University Delhi (AUD) invites sealed quotations for providing comprehensive maintenance services for Printers at AUD, Kashmere Gate Campus, Delhi.

AUD currently has about 54 Printers of different make.

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

**Notes:**

Any of the above Printers may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be payable at pro-rata basis. Similarly, Printers can be added during the period of comprehensive AMC and maintenance charges will be paid pro-rata basis.

2. The maintenance support agency (hereafter referred to as “agency” in this document) is required to submit the technical and financial bid in **two separate sealed covers** clearly super scribed “**Technical Bid for comprehensive AMC of Printers**” and “**Financial Bid for comprehensive AMC of Printers**”. The quotations in a sealed cover super scribed "Quotations for the Comprehensive Annual Maintenance of Printers " should reach the Registrar, AUD, Lothian Road, Kashmere Gate, Delhi-110 006 **before 1500 hrs on 09-10-2014**
3. Quotations will be opened on the same day at 15:30 hrs in the presence of such bidders or their duly authorized representatives as may be present. As a token of acceptance of all the terms and condition mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. Tenders containing unsigned documents will be rejected. Financial bid of only those bidders will be opened, who fulfill all the requirements of the technical bid.

## Description of the Work

1. The maintenance services will consist of
  - a) Attending to complaints raised by various departments/individuals of AUD (details provided by AUD IT Services staff) on daily basis.
  - b) Onsite preventive and corrective maintenance of Printers at AUD, New Delhi where the above equipment is installed as indicated from time to time. Records for preventive and corrective maintenance should be provided to the IT Services staff in hardcopy and soft copy.
  - c) The maintenance contract will include necessary repairing, replacement of defective/damaged parts and other accessories free of cost.
  - d) The contractor will arrange all other parts/components/sub-assemblies including User Assembly, Pressure Roller, Forfeiter Card (PCA Assembly) of laser/ Desktop/ Network Color/ Black Printers free of cost are part of the AMC.
2. The contract will initially be for one year. The contract may be renewed for a further one year at a time, at the discretion of AUD and based on satisfactory services provided by the agency.
3. AUD reserves the right to increase or decrease quantities any time. Accordingly, the charges will be increased/ decreased on pro-rata basis.
4. The maintenance service agency shall provide maintenance services through qualified staff.
5. The maintenance services will be provided on all working days from 0900 hrs to 1730 hrs (Monday to Saturday). The availability of services on Sundays or other public holidays must be made in case of exigency, when communicated to the vendor.
6. The Agency is required to set defective/ damaged Printers functioning in order within 24Hrs from the time the complaint login. The complaint will be communicated by AUD either through phone or mail.

7. A penalty will be levied @ Rs 500 per day per Printer, in-case Printers are not set in order within 24 hrs.
8. In exceptional circumstances, where the equipment/component is to be taken to Agency's premises/service centre for repairs, the standby arrangement from the Agency side will be mandatory. The equipment being taken to the workshop for repair would be at Agency's own risk and expenses.
9. Agency is required to provide all defective/damage components to the IT Services staff after the replacement.
10. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and version and functional capability as originally available in the Printers.
11. The contractor will arrange all other parts/components/sub-assemblies free of cost and are the part of the comprehensive AMC.
12. The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. Each equipment has to be cleaned once in 3 months regularly. A register shall be maintained showing the cleaning of each equipment and shall be produced to the Director (IT Services) for verification, after the job.
13. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of AUD regarding non-availability and obsolescence of technology will be final. Withdrawal of such printers shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.
14. The contractor is also obliged to provide maintenance services for all major and popular brands of Printers like HP, Xerox, Cannon, Samsung, Hewlett Packard others.
15. The Contractor is also obliged for the provision of stand-by Printers and other accessories to the users.
16. The Contractor is also obliged to provide mobile phones to the Engineers with Agency provided number.

## General Conditions

1. The University reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful tenderer shall perform the same at the rate quoted.
2. The University takes no responsibility for delay, loss or non-receipt of a quotation after dispatch.
3. Conditional tender will not be entertained. Similarly, quotations received after stipulated date and time will also not be considered under any circumstances.
4. The firm will intimate their registration number, sales tax number, PAN, TIN number, Service Tax registration number with the tender papers.
5. A representative of the firm may inspect all the printers on any working day by obtaining appointment from Junior System Administrator (IT Services) of AUD on 011-23865083 before submitting rates for AMC.
6. The rates may be quoted as per Doc III. Taxes (VAT, Service Tax) if any, may be specifically and separately indicated in the quotation.
7. The existing numbers of Printers mentioned in the Doc III may change during the currency of the contract. For any such alterations, intimation shall be given to the contractor. If any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.
8. Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees ten thousand only) in form of crossed demand draft/pay order in favour of **Ambedkar University Delhi**, shall be deposited at the time of submission of tender, as a part of the Technical Bid. Tender received without EMD shall be summarily rejected.
9. The agency must be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax. Copies of necessary supporting documents must be attached.

10. The agency must be currently maintaining more than 50 Printers at a minimum of three locations in Delhi/NCR. Copies of three such work order should be attached.
11. The agency must have satisfactorily executed in last financial year 2013-14, minimum 3 AMCs of more than 50 printers. Necessary supporting documents on satisfactory completion of work must be attached.
12. The successful bidder should maintain Log Registers / Service Reports of all calls attended / Pending issues, preventive maintenance records and details of all replacement of spares. A separate log shall be maintained for Preventive Maintenance.
13. The contract can be terminated summarily and security deposit by this University at any time, if the work of the contractor is found unsatisfactory during the currency of the contract. In this connection the decision of the University shall be final and binding on the firm.
14. All disputes arising out of this contract shall be referred to the sole arbitration of the Ambedkar University Delhi, Lothian Road, Kashmere Gate, Delhi-110 006; the venue of the arbitration shall be NEW DELHI (INDIA) only.

### **Security Deposit**

The contractor shall be required to deposit a sum equivalent to 10 percent of the total work order at the time of signing the contract as security deposit in the form of demand draft or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of Ambedkar University Delhi.

No interest shall accrue on this amount. The security amount shall be re-payable after one month of the expiry/termination of the contract after deduction of penalty/other dues, if any. The EMD of the successful bidder will be refunded after signing of the agreement and after deposit of security amount.

### **Payment Terms and conditions**

The payment to the contractor will be made on quarterly basis at the end of each three months against invoice with PAN number, raised by the contractor and based on past

performance with successful Preventive Maintenance and satisfactory feedback from the users. TDS, as applicable, will be deducted before making the payment.

The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.

The bills should be submitted with the work completion report/user certificate. No advance payment will be made.

### **Penalty**

In case the maintenance agency fails to make the equipment operational within 24 hours, than it may be got serviced from open market at the risk and cost of the maintenance agency. A standby Printer should be provided to the users, failing which an amount of Rs. 500/- per day shall be made as penalty.

2

### **Jurisdiction**

Without prejudice, jurisdiction to deal with or to decide any legal issue or dispute whatsoever arising out of this tender will be a Civil court in Delhi only.



**Technical Bid**

The technical bid shall contain following information in a sealed cover super scribed “Technical Bid”:

1. Name, address, setup and status of the organization. Contact person with telephone number.
2. The bidder shall be a company registered with the Registrar of Companies and registered with Delhi Sales tax for Works contract Tax. Document in support of registration with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.
3. EMD of Rs. 10,000/- (Rupees ten thousand only) in form of crossed demand draft/pay order in favour of **Ambedkar University Delhi**.
4. Details of testing and repair facility available with the company.
5. List of at least 5 qualified service engineers with details of qualification and having more than 3 years of experience in the relevant field.
6. List of clients with name, complete address and contact person with telephone number where the Agency is currently maintaining Printer AMC contracts of minimum 50 Printers in Delhi.
7. A general undertaking that all terms and conditions of this Tender Document are acceptable in the format given in Doc-IV to this document.
8. Tender document (Doc-I) **duly signed in each page**.

S.No	Company	Specification	Qty
1		<b>HP L J p3005dn</b> Laser Printer: Resolution in dpi: Mono 600×600, Paper Size: A4, Print speed in PPM, Duplex.	02
		<b>HP L J M1319F</b> MFP Digital Copier & Multifunctional office machine, Printer Type: Laser, Mono/Colour: Mono; Minimum Printing Speed (Ppm):18; Category: Simplex ADF, DADF, ADF	05

<b>S.No</b>	<b>Company</b>	<b>Specification</b>	<b>Qty</b>
	HP	<b>HP LJ P1505</b> Printer: LP resolution in dpi: Mono 600×600, Paper Size: A4, Print Speed in PPM	06
		<b>HP CP1515N</b> Colour Laserjet	01
		<b>HP P2055DN</b> Laser Jet Printer	04
		<b>HP M 1522</b> nf MFP Laser Jet Printer	01
		<b>HP M 1120</b> MFP Laser Jet Printer	02
		<b>HP L 7590</b> All in One Office Jet Printer	02
		<b>HP 500</b> Colour Laser Jet Printer	01
		<b>HP Deskjet 1050</b> all in one Printer	01
2	Xerox	<b>Xerox Work Centre 3220</b>	17
		<b>Xerox Work Centre 3210</b>	10
3	Canon	<b>LBP 3500 (Without Network)</b>	01
4	Epson	<b>LQ-300 II</b>	01
		<b>Total</b>	54

## Financial Bid

The financial/price bid should contain the quotation for maintenance charges per item in terms of yearly basis only, as listed below. Price quoted by the tenderer shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. The financial bid should be enclosed in a separate sealed cover super scribed “Financial Bid”.

### Equipments to be brought under AMC on start of the contract\_

S.No	Company	Specification	Qty	Rate Per Year Per Equipment	Total Cost
1	HP	<b>HP L J p3005dn</b> Laser Printer: Resolution in dpi: Mono 600×600, Paper Size: A4, Print speed in PPM, Duplex.	02		
		<b>HP L J M1319F</b> MFP Digital Copier & Multifunctional office machine, Printer Type: Laser, Mono/Colour: Mono; Minimum Printing Speed (Ppm):18; Category: Simplex ADF, DADF, ADF	05		
		<b>HP LJ P1505</b> Printer: LP resolution in dpi: Mono 600×600, Paper Size: A4, Print Speed in PPM	06		
		<b>HP CP1515N</b> Colour Laserjet	01		
		<b>HP P2055DN</b> Laser Jet Printer	04		
		<b>HP M 1522</b> nf MFP Laser Jet Printer	01		
		<b>HP M 1120</b> MFP Laser Jet Printer	02		
		<b>HP L 7590</b> All in One Office Jet Printer	02		
		<b>HP 500</b> Colour Laser Jet Printer	01		
		<b>HP Deskjet 1050</b> all in one Printer	01		
2	Xerox	<b>Xerox Work Centre 3220</b>	17		
		<b>Xerox Work Centre 3210</b>	10		
3	Canon	<b>LBP 3500 (Without Network)</b>	01		
4	Epson	<b>LQ-300 II</b>	01		
		<b>Total</b>	54		

**Grand Total: 54 Printers**

**Total:** \_\_\_\_\_

**Taxes (if any):** \_\_\_\_\_

**Net Total:** \_\_\_\_\_

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

**Doc – IV**

**DECLARATION REGARDING ACCEPTANCE OF TERMS &  
CONDITIONS CONTAINED IN THE TENDER DOCUMENT**

To,  
The Registrar,  
Ambedkar University Delhi  
Lothian Road, Kashmere Gate  
Delhi- 110 006

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document (No. AUD/Printers AMC/ 2014/ dt. \_\_\_\_\_) regarding on site comprehensive Annual Maintenance Contract (AMC) of printers for Ambedkar University Delhi. I declare that all the provisions of this Tender Document are acceptable to my Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours sincerely,

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Company with seal: \_\_\_\_\_  
Address: \_\_\_\_\_