



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL CENTRE, BHUBANESWAR**

Tender Document for AMC of Computers, Printers, and other IT infrastructure at
IGNOU Regional Centres BHUBANESWAR

Last Date & Time for submission of Bids : **10.01.2017 11:00 AM**

**Venue : IGNOU REGIONAL CENTRE
C-1, INSTITUTIONAL AREA
BHUBANESWAR-751013**

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**Indira Gandhi national Open University
Regional Centre, C-1, Institutional Area, Bhubaneswar-751013**

NOTICE INVITING TENDER

Sealed tenders (Technical and Financial Bids) are invited in separate sealed envelopes for AMC of Computers, Printers, Scanners, Laptops and Active, passive networking components at IGNOU Regional center, Bhubaneswar as per the details given in the Tender document.

The Tender Document may be downloaded from the University website: www.ignoubbsr.org . The completed Tender documents with a Crossed Demand Draft of Rs.1500/- in favor of IGNOU ,payable at Bhubaneswar, may be submitted in the Office of Regional Director, IGNOU Regional Centre, C-1, Institutional Area, Bhubaneswar-751013 **latest by 10.01.2017 before 11:00 a.m.**

TENDER DOCUMENT

TENDER NO: IG/RC-21/AMC/2016-17

Subject: Annual Maintenance Contract for PCs, Peripherals, Active and Passive Network Equipments at Indira Gandhi National Open University, Regional Centre, Bhubaneswar

On behalf of Indira Gandhi National Open University (IGNOU), Regional Centre, Bhubaneswar, the Regional Director invites tenders from established, reliable and reputed IT Service Provider/ organizations to maintain IT hardware resources including the networking equipment (active, passive components, information outlets splicing and connectorisation) to have the network setup at campus operational round the clock in IGNOU Regional Center, Bhubaneswar, **for two years on annual basis, extendable further for one year.** Entire maintenance will be given to one such organization and no intermediary will be entertained. The firm should have a track record of maintaining, at least network of minimum 100 machines at the same location with at least 5 years of quality experience in maintaining the machines and network setup.

- a) The tender form containing the details of terms and conditions duly filled in along with the demand draft for Earnest money in favor of IGNOU should reach to the Regional Director, IGNOU Regional Centre, C-1, Institutional Area, Bhubaneswar-751013 by 11.00 a.m. on **10.01.2017** and shall be opened on same day at 12.00 p.m.. One representative of the firm may be present at the time of opening of the Technical Bid.

All interested eligible bidders are requested to submit their bids duly filled in as per the criteria given in this document:

1. Technical Bid and EMD should be sealed in a separate envelope subscribing “Technical Bid for Tender No: IG/RC-21/AMC/2016-17”
2. Financial Bid should be sealed in a separate envelope subscribing “Financial Bid for Tender No: IG/RC-21/AMC/2016-17”
3. Demand Draft for Earnest money in favor of IGNOU must be put with the Technical Bid and terms and conditions

Both Technical and Financial Bid envelopes should be enclosed and sealed in a separate envelope subscribing the “Tender for AMC of PCs, Peripherals and Network Equipments and setup”. The sealed envelope should be addressed to:

Regional Director, IGNOU Regional Centre, C-1, Institutional Area, Bhubaneswar-751013

Last Date of Submission: 10.01.2017 up to 11:00 a.m.

The completed Tender documents are to be submitted with Tender Fee Amount of Rs. 100/- in cash or DD in favour of IGNOU, payable at Bhubaneswar Tender fee Demand draft must be kept in the Technical Bid. As such the Technical Bid envelope must have (i) duly filled in Technical Bid (ii) Demand Draft for EMD and (iii) Demand draft for Tender Fee.

CHAPTER 1:

Eligibility Criteria of Tenderer/ Bidder

1. Eligibility Criteria

The bidder should be

- (a) Have at least 5-years experience in providing Annual Maintenance support for PCs, printers, peripheral and IT network setup with consistent good record in reputed organizations.
- (b) The bidders must have successfully carried out the job of Comprehensive Annual Maintenance of computers, peripherals, printers, Laptops and Active, Passive network equipments **of at least two reputed organizations** out of which one should be preferably a reputed educational institute of higher learning/University.
- (c) The bidder should have **maintained at least network of minimum 100 PCs** in single/multiple location/s under single contract.
- (d) The bidder should have the **experience of providing satisfactory services** for any or all of the following makes of PCs/Printers:
 - ❖ HCL/WIPRO/HP/Compaq/IBM range of PCs and laptops,
 - ❖ HP/Samsung/TVS/ EPSON/CANON range of printers and
 - ❖ Cisco/Dlink/Intrasys range of networking equipments
- (e) The bidder should have **at least one of its service centre located in Bhubaneswar**
- (f) **Letter from the Principal/OEM (in case of third party critical items like Cisco, Dlink switches, HP servers)** supporting the tenderer for the entire AMC period including the extended period as per clause for supply of spares parts and necessary support to the bidder, if required by them, to upkeep the systems and network setup up in AMC.
- (g) The bidder should not have been blacklisted on any account by any government organization.
- (h) The bidder should submit all documentary evidences in support of the eligibility criteria.
- (i) Adequate infrastructures to satisfactorily execute the AMC Contract.
- (j) **Failure of submission of any of the documents in Technical Bid will make the bid rejected as non-responsive. IGNOU will have the option to treat some documents as mandatory/optional in the benefit of the university i.e. IGNOU.**

2. Schedule of Invitation to Tender

- | | | |
|-----|---|---|
| (a) | Name & Address of the Purchaser | Regional Director, IGNOU Regional Centre
C-1, Institutional Area,
Bhubaneswar - 751013. |
| (b) | Locations where the AMC Services
are to be performed | IGNOU Regional Centre at C-1,
Institutional Area, Bhubaneswar-751013 |
| (c) | Place of submitting Tender | IGNOU Regional Centre at C-1,

Institutional Area, Bhubaneswar-751013 |
| (d) | Last Date & Time for Submission
of Tender is on or before | 10.01.2017 up to 11.00 a.m. |
| (e) | Date & Time of Opening of tender | 10.01.2017 at 12.00 p.m. |
| (e) | Date till which the Tender is valid | 90 days from the date of opening of
Financial bid |

Note: **IGNOU shall not be responsible for non-receipt/non-delivery of the tender documents due to any reasons whatsoever.**

Scope of Work

The successful bidder shall maintain all the equipment as listed in Chapter 5 ‘**List of Hardware**’ of the Tender document under a “**On site Comprehensive**” Annual Maintenance Agreement initially for a period of 2 (two) years. However order from IGNOU Regional Centre will be placed on annual basis based on the satisfactory performance of the services. It may further be extendable for third year on mutual agreement without increase in AMC Cost. A formal letter from the University to this effect & acceptance from the vendor will suffice.

The **comprehensive maintenance** shall cover:

1. Maintaining of all items under AMC in good working condition.
2. Functioning of entire network setup in the campus along with all Active, Passive networking equipment in good working condition.
3. **Corrective maintenance:-**
The company has to provide the repairs/replacement of defective parts of various machines within the maintenance charges including plastic parts, printer belt, Teflon paper of printer, socket of printer, lamp of scanner, printer band, logic card, printer head, Tray, Daisy wheels, Printer roller, Tray & Door, Plastic parts, Printer belt, Transparency film, Sealed Magnetic media Plastic covers, Knobs, Tractors rods, Hard Disk, Fuser Assembly, Printer knobs, online buttons, gear, CPU along with mother board, FDD,DVD, HDD, RAM, SMPS, Monitor, Picture Tube etc. whichever applicable including consumable parts except batteries, printer cartridges, ink, ribbons and other parts which are bound to go bad due to what so ever reason including technical, electrical, burn out, wear and tear etc.
4. **Maintenance of entire Network and Passive equipment** which also include all such items for the RF link such as RAD Modem Router and other items like switches, information outlet, jack panels, cable termination and fiber splicing as and when required in case of break down for what so ever reason. This shall include the following:
 - (a) Maintaining of all racks and networking equipment in good, and clean conditions.
 - (b) Shifting or addition of network nodes in a network currently comprising of more than 100 nodes.
 - (c) Fixing of conduits for cable laying as per **ISO** standard for addition of approx. 50 networking nodes.
 - (d) Laying/Removal of UTP cable, cable terminations, I/Os, patch panel, & cable testing etc.
 - (e) Splicing of fiber cable using suitable connectors and proper shielding of spliced cables in jointer box in case of breakdown in any part of the campus.
 - (f) Any other work assigned by the IGNOU to keep the passive network in good and clean conditions.
- 5 **Maintenance of Active Network.** This shall include the following
 - (a) Functioning of entire network at multiple locations at Regional Center Bhubaneswar.
 - (b) **Two hours maximum down time for any active networking equipment.**
 - (c) **Replacement of active networking equipment with equivalent or higher within 3 days.**

Note: For carrying out above listed actions, prior approval from the IGNOU is required with plan of work.

- 6 Periodic quarterly **preventive maintenance**.
- 7 Removal/ cleaning of virus thorough antivirus software.
- 8 Installation of general purpose software such as Open Office, windows operating systems, MS Office etc on PCs/laptops.
- 9 Correcting Software faults as and when reported.
- (a) Configuring the devices to access Internet/E-Mail. Procedures will be provided by the IGNOU.
- 10 **At any point computers, peripherals and network equipment of equivalent / higher configuration may be added/removed from the AMC at already agreed to tender rate.**
- 11 The vendor shall station at least one qualified resident Engineer with at least 2 years of experience and necessary infrastructural facilities for a pool of each 100 computers located at one/ multiple place(s). The vendor shall provide maintenance services on all working days i.e. Monday to Friday from 9.30 a.m. to 6.00 p.m. However, if needed by IGNOU, such services shall be provided by the vendor even on Saturdays/ Sundays and other holidays.
- 12 **A stand by machine of similar or higher capacity must be provided if the machine is down continuously for duration as given in Annexure 4.**
- 13 The Hardware Engineers should have mobile facility so that they can be contacted at site when in movement.
- 14 For each quarter of the annual contract period, on annual basis, performance certificate from Maintenance cell, Computer Division shall be obtained by the vendor. The bills along with the weekly reports and performance certificate on prescribed performance shall be submitted to the office of Head, Computer Division immediately after expiry of the each quarter for the release of the payment. Payment will be released subject to deducting penalty, if any. The vendor will maintain complaint details in respect of all user requests/ complaints. Complaint register shall also be maintained by the vendor at all such places where their resident engineer will be located. Data/ information management shall be computer based and weekly reports must be submitted to the **Regional Director, IGNOU Regional Centre, C-1, Institutional Area, Bhubaneswar-751013**. This will be a precondition for processing of Bills. One senior engineer must visit every fortnight to review/repair the complex problems. Also monthly review meeting on the activity will be a must to attend and sort out issues with mutual discussion.
- 15 Maintenance of Recommended spare parts at **Regional Director, IGNOU Regional Centre ,C-1, Institutional Area, Bhubaneswar-751013** It must cover all such vital components required for the entire jobs as above
- 16 The firm will guarantee minimum uptime of 95% in respect of PC, printers and passive equipment. If the uptime of any system falls below this for any given month, IGNOU shall have the right to extend the contract period for that system by one month on compensatory ground in addition to the penalty clause mentioned.
- 17 Safeguarding the Users' data before performing any operation on the Computer.
- 18 Maintaining item wise record of replacement/repair activities carried out on each equipment. The IGNOU may seek these details as and when required.
- 19 Providing comprehensive IT support to the top executives in the Regional Centre through

The activities shall include the following:

- (a) Ensuring availability of the IT resources to the executive (irrespective of the coverage of such resource under AMC).
- (b) Providing all support in accomplishment of IT based work.
- (c) Carrying out preventive maintenance activities on regular basis and ensuring readiness of an up to date backup resource in case of any hardware/software failure.

Other requirements of the Top Executive are:

- Extended working for the deputed resource
- Good communication skills
- Good knowledge of hardware as well as commonly used software including Windows OS, MS-Office, Antivirus, etc..

22 Any other action required for keeping the equipment under good working conditions.

1. General instructions

The offers complete in all respect, in prescribed formats, should be submitted on or before the time and date fixed for the receipt of offers as set forth herewith in the tender documents. Offers received after stipulated time and date shall be summarily rejected.

2. Deposit of Earnest Money

- (a) Tenders submitted without Earnest Money deposit shall be rejected.
- (b) The bidder shall be required to deposit earnest money of Rs. 1500/- through fixed deposit receipt/Bank guarantee /Bank Draft/Pay Order drawn in favor of the **IGNOU, payable at Bhubaneswar from any Financial banks in an acceptable form. The EMD must accompany the “Technical bid and Terms and conditions.”** hereafter referred as ‘Technical Bid’, otherwise the offer shall not be considered.
- (c) The EMD shall remain deposited with IGNOU till the period of validity of offer.
- (d) No interest shall be payable by IGNOU on EMD.
- (e) The EMD deposit is liable to be forfeited, if the tenderer withdraws, amends, impair or derogates from the tender in any respect, within the period of validity of his offer.
- (f) The EMD of the successful tenderer shall be returned after the Contract Performance Guarantee is furnished by him.
- (g) If the successful tenderer fail to furnish Contract Performance Guarantee then the EMD shall be liable to be forfeited by IGNOU and IGNOU will have the choice to award the contract to second lowest bidder.

3. Last date for Submission of Tender Document:

Sealed Technical and Financial Bids placed separately in a single sealed envelope complete in all respect, along with the earnest money and tender document fee, should reach the office of **Regional Director, IGNOU Regional Centre ,C-1, Institutional Area, Bhubaneswar-751013 on or before 10.01.2017 up to 11:00 AM.**

4. Submission of Bid

- (a) The bidder should submit bids in two parts viz. ‘Technical Bid’ and ‘Financial Bid’. The Technical Bid should be sealed in a separate sealed envelope along with DDs for EMD and Tender Fee, subscribing ‘**Technical Bid for AMC of Computer, Peripherals, Active and Passive networking equipments**’ and ‘Financial Bid’ should be sealed in a separate sealed envelope subscribing ‘**Financial Bid for AMC of Computer, Peripherals, Active and Passive networking equipments**’. Both Technical and Financial Bid envelopes should be enclosed and sealed in a separate envelope marked as ‘Bid for Maintenance (AMC) of Computer, Peripheral, Active, and Passive networking Equipments’. The bid should be addressed to:

**Regional Director,
IGNOU Regional Centre ,**

**C-1, Institutional Area,
Bhubaneswar-751013**

- (b) All prices and other such information like discounts etc. having a bearing the price shall be written both in figures and words in the prescribed form. All the papers submitted with the bids as above for Technical and Financial Terms and Conditions must be signed by the tenderer. Where there is a difference between amount quoted in words and figures, the amount quoted in words shall prevail. The Excise Duty, Sales Tax, WCT, service tax or any other Govt. duties etc. as applicable should be quoted separately, failing which, IGNOU shall have no liability to pay these charges, and the liability shall be that of the tenderer.
- (c) Each page of the bids shall be numbered. It must bear the signature and seal of the tenderer at the bottom. All offers shall be either typewritten or written neatly in indelible ink. Any correction should be properly authenticated.

5. Technical Bid

The Technical bid must be submitted in a spiral bounded report format containing the documents arranged and labeled as per the following index:

- (a) Covering letter duly signed by the authorized person (Annexure –I).
 - (b) DD/Pay Order towards Earnest money.
 - (c) DD/Pay Order/Cash Receipt towards tender document fees.
 - (d) Company Profile as per format in Annexure – II.
 - (e) Documentary evidences in respect of eligibility criteria. Each document should be labeled on the top right so as to indicate the eligibility criteria serial number.
 - (f) Letter from the Principal/OEM (in case of third party item) supporting the tenderer for entire AMC period including.
 - (g) Compliance to all terms and conditions laid down in this Tender Document.
 - (h) Compliance to the Scope of work laid down in this Tender Document.
 - (i) Quality of Service Offered (Annexure –III).
 - (j) Any deviation to the scope of work or terms and conditions
- Failure of submission of any of the document in Technical bid will make the bid rejected as non responsive. IGNOU will have the option to treat some documents as mandatory /optional in the benefit of the university i.e IGNOU.

Note: Technical Bid with loose or unlabelled papers will be summarily rejected.

6. Financial Bid

The Financial bid should be according to the format given in the Tender Document. It should be ensured that no required value against an item is missed. If the bidder does not want to charge for an item the value must be filled as ZERO. All totals should be correct. The financial bid should contain followings:

- (a) Covering Letter from the Bidder duly signed.
- (b) Unit rate of Maintenance charges on yearly basis against the machines as indicated in Chapter -5.
- (c) Taxes, if any must be indicated.
- (d) Total bid amount in terms of INR for a year covering all the machinery as indicated in the chapter -5.
- (e) The Financial Bid shall be opened only for the technically short-listed vendors on specified date and time at the Office Regional Director, IGNOU Regional Centre, Bhubaneswar One representative from the company may be present, if they desire so, at the opening of the Financial Bid.
- (f) **IGNOU will select the vendor on the basis of overall lowest bid quoted by technically short-listed bidder.** The decision of the IGNOU arrived at as above, shall be final and representation of any kind shall not be entertained on the above. Any attempt by any vendor to bring pressure of any kind may disqualify the vendor for the present tender and the vendor may be liable to be debarred from bidding for the IGNOU tenders in future for a period of three years.
- (g) IGNOU shall have no obligation to convey reason for rejection of any bid. It shall be opened for IGNOU to reject even the lowest bidder, in the interest of the University and no reason need to be given thereof.

7. Clarification of Bids

To assist in the examination, evaluation and comparison of bids the IGNOU may, at its discretion, ask the Bidder(s) for clarification(s) of the bid. The request for clarification and the response shall be in writing.

8. Effect and Validity of Offer

- (a) The submission of any offer connected with these specifications and documents shall constitute an agreement that the tenderer shall have no cause of action or claim, against IGNOU for rejection of his offer. IGNOU reserves the right to reject or accept any offer or offers at its sole discretion and any such action will not be called into question and the tenderer shall have no claim in that regard against the maintenance service.
- (b) The offer shall be kept valid for acceptance for a minimum period of **90** (ninety) calendar days from the date of opening of Financial Bid.
- (c) The offer shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of contract is made by IGNOU to the tenderer. While the offer is under consideration, if necessary, IGNOU may obtain

clarification on the offer by requesting for such information from any or all the tenderers either in writing or through personal contacts as may be considered necessary. Tenderer shall not be permitted to change the substance of their offer, after the offer has been opened.

- (d) IGNOU shall not be responsible for any delay in submission of the tender bids. The offer submitted by the bidder through *telex/telegram/fax or e-mail would not be considered* as a valid offer. No further correspondence will be entertained in this matter
- (e) In the event, the vendor's company or concerned division of the company is taken over by another company, all the obligation under the agreement with IGNOU shall be passed on to the new company/division for compliance by the new company on the negotiations. The Registration number of the firm along with CST/WCT/TIN/PAN number allotted by the Sales Tax authorities shall invariably be given in the tender.
- (f) In the case of tenderers whose tenders are not considered for placing order, the earnest money deposit shall be refunded without any interest within one month of the decision. In the case of tenderers whose tender are accepted for placing the order, tenderers shall give Security Deposit equivalent to 10%(ten percent)) of the value of the annual contract as security deposit/performance guarantee, which will be valid for the entire period of the contract plus two months.
- (g) In case IGNOU notice that the market rates have come down from the time when rates were finalized in the rate contract/order or there is a need for re-asking the offer based on market trends, IGNOU, may ask the technically short-listed vendors to re-quote the maintenance cost and the vendor shall be selected on the basis of procedure given earlier. The time difference between such re-quotes shall be minimum 3 month except in case of the Union Government budget.

IGNOU RC , Bhubaneswar reserves the right to award the contract to any of the bidders irrespective of not being lowest, taking into consideration the interest of IGNOU and in this respect, decision of IGNOU shall be final.

9. Tender Opening and Selection of Service Provider

Only the 'Technical Bids' part will be opened at the notified location on 10.01.2017 at 12:00 p.m. in the presence of bidders or their representatives, who wish to be present. Technical bids will be evaluated and after technical evaluation of the offer received, the financial bids of only those vendors who are found technically suitable, shall be opened. Only technically qualified bidder will be informed by post/fax/phone/email about the opening of the Financial Bid at appropriate time.

Bidders will be selected by the following steps given as under:

- (a) Short-listing of eligible vendors satisfying the technical qualification requirements laid in this Tender document.
- (b) Selection of bidder as the Service Provider who offers the lowest price and meets the Financial qualification requirements from the technically qualified short listed vendors.

Vendors will be short listed by a duly constituted Tender Evaluations Committee (TEC). If considered necessary, TEC will visit and inspect the infrastructure for service-providing-facilities of the vendor. The TEC may examine strength of the service support in terms of qualified engineers, spare parts stock, repair facilities, quality data and MIS at vendor's place. The short-listed vendors may be called for detailed discussion at a specified date, time and venue if needed, by the TEC.

- (c) If IGNOU considers necessary, revised financial bids may be asked from the short listed vendors. Such bids should be submitted **within two days of the intimation to this effect in sealed envelopes on specified date and time**. The revised bids shall not be for amount more than the one quoted earlier for an item. **Any vendor quoting higher rates for the same item quoted earlier in their revised bid shall be disqualified for further consideration and EMD submitted may be forfeited.**

10. Acceptance of offer

The tender shall be processed as per standard procedure. IGNOU, however, reserves the right to reject any tender without disclosing any reason. IGNOU would not be under obligation to give any clarifications to those vendors whose tenders have been rejected.

11. Signing of Agreement

The successful bidder(s) shall execute an AMC Agreement as per the format prescribed by IGNOU based on this Tender Document and agreed Terms and Conditions. After the expiry of agreement, IGNOU, **based on the performance of the services offered and on its sole discretion, may offer the successful bidder to extend the AMC contract for another one-year period.**

1. Performance Guarantee Bond & Security Deposit

- (a) After an 'Acceptance of tender' is issued by IGNOU, the successful bidder shall be required to submit a Performance Guarantee Bond & Security Deposit of 10% of annual contract value (BG) from a nationalized/Financial bank. This will be done within 15 days from the receipt of the acceptance of the award of contract. Performance Security shall remain with IGNOU for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligation. No interest shall be paid on the Security Deposit amount.
- (b) If the vendor, having been called upon by IGNOU to furnish Performance Guarantee Bond, fails to furnish the same, it shall be lawful for IGNOU:-

to recover the amount of the bond from the vendor by deducting the amount from EMD or any pending bill of the vendor under any contract with IGNOU or the Government or any person contracting through IGNOU or otherwise howsoever and cancel the contract and award the contract to another vendor at the risk and cost of the vendor.
- (c) On performance and completion of the contract in all respects, the Performance Guarantee Bond will be returned to the vendor without any interest.

2. Deployment of Engineers and Other Personnel

- (a) The bidder on an average shall depute adequate number of qualified, cultured resident-engineers and other personnel (minimum one engineer for every 100 desktops or part thereof) . In case of absence of an engineer, substitute shall be provided by the successful bidder on call basis. The successful bidder shall furnish names, designations, qualifications experience and mobile numbers of all deputed engineers. Deputed Engineers should be well experienced in maintenance of all types of PCs, peripherals, network cabling, Software such as Windows, Linux and Anti Virus, and TCP/IP networking.
- (b) One of the deputed engineers may also be engaged in providing software support services on all PCs of the University including those in warranty. The services will however remain limited to formatting of PCs, installation of commonly used software including AV, OS and configuring network, Email, Software and related procedures however will be provided by IGNOU.

3. Delivery of Services

- (a)** The vendor shall, as may be required by IGNOU, deliver/provide the services at the Regional Centers in Bhubaneswar.
- (b)** The vendor will ensure maintaining services by deputing adequate engineers in IGNOU (preferably one engineer-expert in LAN/Printers/Computer hardware each) with sufficient spare parts of Computers/LAN/Printers etc. The maintenance call should be attended along with solution/standby on the same day at IGNOU RC , Bhubaneswar . The calls may be registered through phone/fax/email/manual entry in call register or through any other means of communication like online registration paging, SMS etc. If the calls are received in the morning, it must be attended on the same day and only next day if the calls are received in afternoon/evening.
- (c)** The vendor will have to do preventive maintenance of Computer/Printers/Network Switches etc at least once in each quarter. Reports to this effect will be submitted by the vendor to the In charge, Maintenance Cell, Computer Division in each quarter.
- (d)** The hardware engineer provided by the vendor should be well qualified and expert in the area of Networking, Computer, Printers repairing/replacement. They will also be required to provide such services for events like conferences, presentation etc organized by IGNOU.
- (e)** The vendor will collect faulty equipment from the site and deliver/install the rectified equipments on site.
- (f)** The engineers will submit weekly report on their activities towards AMC to their office with a copy to office of Regional Director , Bhubaneswar. This will be mandatory for processing of bills.
- (g)** During the contract period vendor will maintain recommended spare part for all the components like motherboard, HDD, CDD, FDD, RAMs, Interface cards, monitors, switches, hubs modems, other network equipments if applicable, so as to provide spares on demand for keeping machines and network service up.

1. HDD
2. RAM
3. CDR and CDRW
4. FDD
5. Key Board (Min.One each for every 100 computers)
6. Mouse
7. Mother Board
8. SMPS
9. Monitor
10. Printers (Min.One each for every 50 printers)
11. Switches (Min. One each for every 15 Switches/Hub)
(D-Link or equivalent)
12. Laptop (Min.One each for every 100 Laptop)
13. Networking cable 300 meter ((UTP)
14. I/O Port 5 nos CAT 5e/6
15. RJ45 connector 50 no
16. USB printer cable 5 nos
17. LPT printer cable 5 nos
18. SC and ST connector 5 nos
19. OFC patch chords 5 nos (1 of SM SC-SC,
2 of SM SC- ST
2 of MM SC-ST)
20. Servers One standby machine.

Apart from above, the maintenance engineer must be well equipped with Maintenance Kit comprising of screw driver set, crimping tool, LAN tester, power cable, CPU, Laser light, LAN and CMOS battery, Recovery CDs(whenever possible) and Brushes etc.

- (h) In case the equipment is down continuously for duration more then as given in annexure III because of faulty parts in a system, vendor shall have to replace the faulty system by another working system having similar or higher configuration without any further cost to IGNOU. If however, replacement is not done by the vendor then the penalty will levied as per Chapter 4, Clause 4 unless genuine and convincing reason is submitted to the Regional Director, Bhubaneswar. In case hardware engineers do not attend complaints at site for more than 7 (seven) days continuously, the contract between IGNOU and the vendor may be considered as breached and the AMC may be considered by IGNOU to be awarded to next lowest bidder.

4. Call attendance and Penalty

The company has to rectify the call within 24 hours of call placement and provide the service/solution to keep the machine up.

The company will provide replacement of machine of same or higher configuration when machine is not working after the period mention in annexure III User of the machines will have

the sole authority to certify such cases whenever applicable. Penalty charges will be as follows

(a) Period & Penalty Charges for Computer, printer, laptop and peripherals after the expiry of maximum time as per Annexure III

upto 7 Days	25% of the AMC cost of the equipment for the quarter
8-15 days	50% of the AMC cost of the equipment for the quarter
16-30 days	80% of the AMC cost of the equipment for the quarter
Above One month	100% of the AMC cost of the equipment for the quarter

(b) Period & Penalty Charges for Server and Active networking Equipment

9 Hours to 24 hours	25% of the AMC cost of the equipment for the quarter
24 Hours to 3 days	80% of the AMC cost of the equipment for the quarter
Above 3 Days	100% of the AMC cost of the equipment for the quarter

(c) Penalty for absence of Engineers @Rs. 500/- Per day per engineer will be deducted from the quarterly bill submitted by the vendor.

(d) Penalty @ of Rs. 500/- per day will be deducted for non-maintenance of proper spare parts as given in clause 3(g) 'Delivery of Services' in Chapter 4 of the Tender Document.

5. Payment of AMC Charges

No part of the contract price shall become due or payable until the vendor has delivered and provided service to the complete satisfaction of IGNOU. Payment for the contract will be processed on quarterly basis only after receiving bill from the service provider attached with performance report for the quarter from In-charge, Maintenance Cell, Computer Division, IGNOU. Processing will be effective after the expiry of said period as per the rates quoted in Financial terms and (agreed mutually) on the basis of **actual working machines**. Review of such cases of addition/deletion of items/equipments listed in the tender documents will be on the basis of mutual agreement and **decision of IGNOU will be final**. The payment is subject to necessary deduction towards penalty for downtime of machines as Clause 4 for 'Call attendance and Penalty' in Chapter 4 in the Tender Document. A pre-receipted bill shall be submitted in duplicate to the office of **Regional Director, IGNOU Regional Centre ,C-1, Institutional Area, Bhubaneswar-751013**. The Bill must accompany the 'Performance Report', as above.

6. Freight and Taxes

The prices should be inclusive of all taxes, freight etc if applicable. Octroi Duty/WCT if any, shall be borne by the vendor.

7. Extension of AMC Period

The AMC can be further extended on mutual agreement for another year or part thereof on pro-rata charges basis on satisfactory performance. No supplementary agreement is necessary for

this. A formal letter from the University to this effect & acceptance from agency shall suffice.

8. Termination of Agreement

The IGNOU may terminate the agreement by giving a written one-month advance notice to the Service Provider, without compensation to the Service Provider and/or other suitable action, if :

- (a) The Service Provider becomes bankrupt or is otherwise declared insolvent;
- (b) The Service Provider being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture holders or circumstances occur entitling the court or debenture holders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the Purchaser.
- (c) The quality of services rendered to IGNOU gets degraded and/or not up to satisfaction of IGNOU.
- (d) If at any stage, it is found that the parts supplied by the maintaining agency are duplicate or of inferior quality, the AMC may be summarily terminated and the Bank Guarantee may be revoked and IGNOU may take any other suitable action.
- (e) The Service Provider may request for termination of agreement by giving three-month Advance notice to IGNOU.

9. Travel Expense

No travel expense will be borne by IGNOU. The company is bound to provide these services at all locations of IGNOU Regional Center, Bhubaneswar

10. Other Terms and Conditions

- Over-writing in the bid, if any, should be supported by signatures. Illegible writing may lead to rejection of bids
- The tenderer must ensure that the conditions laid down for submission of offers detailed in the bid document are completely and correctly fulfilled. Tenders, which are not complete in all respect as stipulated above, may be summarily rejected.
- **It will be imperative on each tenderer to fully acquaint him of the entire local conditions and factors which would have effect on the performance of the contract and cost. IGNOU shall not entertain any request for clarification from the tenderer regarding local conditions. No request for the enhancement in price shall be entertained after the bidder has accepted the offer**
- In the evaluation and comparison of bids, IGNOU reserves the right to reject any or all tenders.
- **IGNOU reserves the right to increase/decrease the quantity of items as mentioned in this tender document at the time of award of work or at a later stage.**
- IGNOU shall not be responsible for any delay, loss or non-receipt of tender documents or

any other related document sent by post.

- All disputes, if arise during the contract period shall be shall at once instance be mutually discussed in order to resolve the same, failing which regular Courts at Delhi/New Delhi only will be have jurisdiction to adjudicate upon the matter.
- **Items presently under maintenance/warranty with other agencies may also be included at the same unit rate on pro rata charges basis for the remaining AMC period when the Warranty/AMC is over with the existing agency. For this the selected bidder may need to depute additional engineer as agreed to.**
- The maintenance shall be done in the University premises. However, if it becomes necessary to take out the faulty equipment to the workshop a Gate pass for shifting of equipment should be obtained by the IT Help Desk from In charge, Maintenance Cell, Computer Division.
- In case the repair of equipment takes more than 24-hours standby equipment should be made available to the user concerned.
- **In case, replacement of part become necessary, the part of the same make and at least the same configuration as in the original hardware shall be used. A document containing details of all such replacements is to be maintained separately.**
- The maintaining agency shall provide, at its cost, complete required tool kit and accessories for maintaining hardware, software and passive network to deputed engineers.
- The IGNOU reserves the right to depute a third party to audit the replacements made in the equipment under AMC or take any other such action as it may deem fit necessary to evaluate and control the quality of services rendered by the selected bidder.
- No transportation charges will be payable to the maintenance agency for site visits carried out by agency personnel in the course of carrying out maintenance work.
- The consumable items may be procured by IGNOU independently and will be issued to the identified bidder for carrying out various work under AMC.
- The IGNOU, if deems necessary, may evaluate the infrastructure availability and suitability of the bidder through inspections to be carried out by a team to be deputed by IGNOU

11. Safety Measures

(a) The Vendor shall take all precautionary measures in order to ensure the safety of their personnel (his representative, agent, workmen) working in the office while executing the work.

(b) The Vendor shall ensure that unauthorized careless or inadvertent operation of installed equipment, which may result in accident to their staff and /or damage to the equipment does not occur.

(c) The vendor shall assume all liability for and give to IGNOU the complete indemnity against all actions, suits, claims, demands cost charges or expenses arising out of and in connection with any accident, death or injury, sustained by any of their person or persons within the office premises and any loss or damage to IGNOU' property sustained due to the act or omissions of the vendor irrespective of whether such liability arises under the workmen compensation act or any other statute in force from time to time.

12. Settlement of Dispute and Jurisdiction.

If the dispute cannot be settled by mutual within 30 days as provided herein the courts at Delhi/New Delhi, India only will have the jurisdiction to adjudicate upon the matter.

CHAPTER:-5**List of Hardware****Items to be maintained under AMC**

S.No.	Item		RC
1	HCL PC		26
2	HP LAPTOP		14
	Networking	D-LINK	-
3	16 port Hub 10/100		4
4	8 port Hub 10/100		3
5	24 Port Patch Panel		1
6	06 Port Patch Panel		2
7	Information Outlet scanner		69
8	Patch Cord		80
9	Wall mount Rack		3
10	Laser Printer ALL in One	HP	1
11	Laser Printer	Samsung	2
12	Laser Printer	Brother	8
13	Dot Matrix Printer	EPSON	2

AGREEMENT BETWEEN INDIRA GANDHI NATIONAL OPEN UNIVERSITY

AND M/s----- PVT LTD.

This agreement made on this day----- between the IGNOU Regional Centre part of Indira Gandhi National Open University (IGNOU) established under the act of parliament (no. 50 of 1985) and having Regional Centre at C-1, Institutional Area, Bhubaneswar-751013 (hereinafter referred to as the “ University”) and represented by the Regional Director of one part and -----of the other parts.

Whereas the M/s----- engaged in the business of repair and maintenance of computers, printers, network equipments etc.

And Whereas the University is desirous of availing the service of M/s ----- for comprehensive maintenance of Computers, Printer, Peripherals and Network Equipments and n/w setup at Regional Center, Bhubaneswar.

Now it is hereby agreed by and between the parties here to as follows.

M/s ----- shall maintain the equipment as specified in **Chapter 5 ‘List of Hardware’** of Tender Document which are part of this Agreement on terms and conditions hereafter mentioned.

1. PERFORMANCE GUARANTEE BOND

(a) After an acceptance of tender is issued by IGNOU, the vendor shall furnish a Performance Guarantee Bond & Security Deposit of 10% of the annual contract value. This will be done within 15 days from the receipt of the acceptance of the Tender by IGNOU by way of Bank Draft. This will be submitted along with the acceptance of the award of contract. Performance Security shall remain with IGNOU for period of sixty day beyond the date of completion of all contractual obligations of the supplier including warranty obligation. No interest shall be paid on the Security Deposit amount.

(b) If the vendor having been called upon by IGNOU to furnish Performance Guarantee Bond fails to furnish the same it shall be lawful for IGNOU to recover the amount of the bond from the vendor by deducting the amount from EMD or any pending bill of the vendor under any contract with IGNOU or the Government of any person contracting through IGNOU or otherwise howsoever and cancel the contract and award the contract to another vendor at the risk and cost of the vendor.

(c) On performance and completion of the contract in all respects, the Performance Guarantee Bond will be returned to the vendor without any interest.

2. TERMS OF AGREEMENT

The agreement shall remain in force initially for two years on annual basis starting from----- Bhubaneswar Regional Center. It may be renewed for further period of one year on mutual consent. It shall be open to either of the party to terminate this agreement at any time by giving three months notice to the other party, in writing except in the event of failure of the contractor to comply with the other terms and conditions in which event the agreement shall be terminated without giving any notice and the decision to the University in this regard shall final and binding upon M/S ----- . At any time computer peripherals and network equipments may be added in / deleted from the AMC, as already agreed to in tender-rate. For those not covered under AMC, such additions any take place with mutual agreement between University and Service provider (The vendor).

3. MAINTENANCE HOURS

The vendor awarded the contract for AMC, will have to provide maintenance service from 9:30 a.m. to 6:00 p.m. (Monday to Friday) and also on Saturday, Sunday and other holidays if required, to keep the machines in good working order. If required the vendor shall give support beyond the office hours i.e. beyond 9:30 a.m. to 6:00 p.m. without any additional cost to IGNOU. The service consists of preventive and corrective maintenance of computers, peripherals and functioning of 100 networking nodes and associated and other equipments by carrying out of the necessary repairs, replacement and fitting of such parts.

4. PAYMENT FOR AMC

Payment for the contract will be made on quarterly basis and after the expiry of said period. The performance certificate from Computer In-charge, **IGNOU Regional Centre ,C-1, Institutional Area, Bhubaneswar-751013**, IGNOU must be attached with the bill at the time of submission of the said bill.

5. TERMINATION OF AGREEMENT

The IGNOU may terminate the agreement by giving a written one-month advance notice to the Service Provider, without compensation to the Service Provider and/or other suitable action, if :

- (a) The Service Provider becomes bankrupt or is otherwise declared insolvent.
- (b) The Service Provider being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture holders or circumstances occur entitling the court or debenture holders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the Purchaser.
- (c) The quality of services rendered to IGNOU gets degraded.
- (d) If at any stage, it is found that the parts supplied by the maintaining agency are duplicate or of inferior quality, the AMC may be summarily terminated and the Bank Guarantee may be revoked and IGNOU may take any other suitable action.
- (e) The Service Provider may request for termination of agreement by giving three-month Advance notice to IGNOU.

6. TRAVEL EXPENSES

No travel expenses will be borne by IGNOU. The company is bound to provide these services at all locations of IGNOU.

7. COMPREHENSIVE MAINTENANCE

Comprehensive Maintenance Service will cover:-

Corrective Maintenance

Any System failure shall be attended to promptly by the company's specialists within 02 hrs depending upon the nature and complexity of the faulty machine. Failure shall be rectified with least possible delay offered by vendor as per annexure IV (Quality of Service offered)

Replacement of parts

The company has to provide for repairs/ replacement of defective parts of various machines within the maintenance charge including plastic parts, Printer belt, Teflon Paper of Printer, Socket of Printer, Logic card, Lamp of Scanner, Printer Band, Printer head, Tray, Daisy Wheels, Printer roller, Tray & door, Plastic parts, printer belt, Transparency film, Scaled Magnetic media, Plastic covers, knobs, Tractors rods, Hard disk, Fuser Assembly, printer knobs, online buttons, gears, CPU along with Mother Board, FDD, HDD, RAM, DVD, SMPS, Monitor Picture Tube, entire network equipments etc. whichever applicable including consumable (other than parts except batteries, printer cartridges, ink ribbon) and other parts which are bound to go bad due to what so ever mechanical, technical electrical reason.. Also replacement of defective parts at short notice irrespective of any cost. **This is a comprehensive maintenance contract including all parts except stationery, ribbons and cartridges.**

- The firm would maintain sufficient spares for proper upkeep of machines and functioning of entire network at IGNOU. It must cover all such vital components required for entire job.
- Removal of Viruses cleaning, and dusting will be responsibility of the company.
- The Company shall ensure the functioning of entire network at IGNOU Regional Centre, Bhubaneswar, which has about 60 nodes with internet and entire intranet facilities. It will ensure network functioning as specified earlier with similar setup having about 50 to 60 machines on Network.
- The Company shall ensure providing software support service on all PCs. of the university including those is warranty. The service will however remain limited to formatting of PCs, installation of OS and commonly used software including antivirus, loading of Windows Operating Systems, MS- office, configuration of network connectivity , e-mail etc.
- Maintenance of Entire network and Active, Passive equipments:- the company has to maintain the functioning of entire campus network comprising of 60 nodes at Regional Centre ,Bhubaneswar. Splicing of fiber cable using suitable connectors and proper shielding of spliced cables in jointer box will be done by the company in case of breakdown of fiber cable, in any part of the campus.

8. CALL ATTENDANCE AND PENALTY

The company has to rectify the call within 24 hours of the call placement and provide the service solution to keep the systems up.

Machine will be considered as satisfactory operational if all parts of the machine are in working condition.

The company will provide replacement of machine of same or higher configuration when machine is not working for duration as given in annexure IV. If the machine has not been made functional for more than 1(one) continuous month then 100% of the AMC charges for the machine for the quality would be deducted as penalty. User of the machines will have the sole authority to certify such cases wherever applicable. Penalty charges will be as follows:-

(a) Period & Penalty Charges for Computer, printer, laptop and peripherals after the expiry of maximum time as per Annexure IV

upto 7 Days	25% of the AMC cost of the equipment for the quarter
8-15 days	50% of the AMC cost of the equipment for the quarter
16-30 days	80% of the AMC cost of the equipment for the quarter
Above One month	100% of the AMC cost of the equipment for the quarter

(b) Period & Penalty Charges for Server and Active networking Equipment

9 Hours to 24 hours	25% of the AMC cost of the equipment for the quarter
24 Hours to 3 days	80% of the AMC cost of the equipment for the quarter
Above 3 Days	100% of the AMC cost of the equipment for the quarter

(c) Penalty for absence of Engineers @Rs. 500/- Per day per engineer will be deducted from the quarterly bill submitted by the vendor.

(d) Penalty @ of Rs. 500/- per day will be deducted for **non-maintenance of proper spare parts** as given in clause 3(g) 'Delivery of Services' in Chapter 4 of the Tender Document.

9. ADDITIONAL CLAUSES

A) An event of default shall mean and include service provider's failure to discharge any obligations undertaken in this agreement or a short-coming in the quality and or standard of the services in the opinion of University officials.

B) That whenever an event of default occurs, university shall serve a written notice on service provider or communicate through the Complaint register bringing to his notice the event of default discontinuance failure or shortcoming and service provider shall restore the services and in case services are not restored and /or the shortcoming is not removed within 30 days the University apart from recovering the penalties shall also have a right to immediately terminate this agreement and forfeit the Bank Guarantee without prior written consent of the other parties. The obligations undertaken hereto shall not apply to any information obtained which is or becomes published or is otherwise generally available to the public other than in consequence of any willful or negligent act or omission of either of the parties hereto or any of their or its employees and such obligations shall survive the termination of this agreement.

10. INDEMNITIES

M/s ----- Pvt. Ltd/ contractor has agreed to bear the responsibility for any claims, demands, persecution, or actions against the university arising out of this agreement and as a result of any action or omission by M/s -----Pvt Ltd. or any of its employees or in case of any legal action by any person employed by M/s----- Pvt. Ltd. under this agreement and has undertaken to keep the university indemnified against all losses and damages suffered, including expenses incurred by the University defending the claim(inclusive of legal expenses)as a result of any such claim, demands, proceedings, prosecutions or actions. The parties have agreed that this provision shall survive termination of this agreement and M/s ----- Pvt. Ltd has agreed to clear the amounts claimed by the University under this clause within 15(fifteen) days the date when the demand is made.

11. REPRESENTATIONS AND WARRANTIES

The parties hereby present and warrant to each other that;

- (i) It has the power and authority to sign this agreement, perform and comply with its duties and obligation this agreement.
- (ii) This agreement constitutes legal, valid and binding obligations enforceable against it in accordance with the terms hereof.
- (iii) That the execution, delivery and performance of this agreement have been duly authorized by all requisite action and will not constitute avocation of
 - (a) any statute, judgment, order, decree or regulation of any court, government instrumentality or arbitral tribunal applicable or relating to itself, its assets or its functions or
 - (b) any other documents or the best of its knowledge any indenture, contract or agreement to which is a party or by which it may be bound
- (iv) There are no actions, suite or proceeding pending against it before any court governmental instrumentality or arbitral tribunal that restrain it from performing its duties and obligations under this agreement and
- (v) No representation or warranty made herein contain any untrue statement.

12. CONFIDENTIALITY

Parties undertake to treat this Agreement and each of terms as confidential. Neither party shall disclose to any third party the existence or the terms of this agreement without the prior written consent of the other parties. The obligations undertaken hereto shall not apply to any information obtained which is or becomes published or is otherwise generally available to the public other than in consequence of their or its employees and such obligations survive the termination of this Agreement.

13. SEVERABILITY

Any law restraining the validity and enforceability of any provision of this agreement shall not affect the validity or enforceability of the remaining provisions hereof and this Agreement shall be deemed as not containing the invalid provisions. The remaining provisions of this Agreement shall remain in full force and effect, unless the valid or unenforceable provision comprises an integral part of or otherwise is inseparable from the remaining Agreement. In such a case, the parties to this Agreement shall attempt to agree on a provision which is valid and enforceable and similar to the original provision.

14. NOTICES

If any notice, approval, consent and or other notification required or permitted to be given hereunder shall be in writing in English and shall be personally delivered, or transmitted by registered mail with postage full paid, or transmitted by facsimile (with postage prepaid) to the address specified below or to such other address as may, from time to time, be given by each party to the party in writing and in the manner herein before provided;

i) **Regional Director ,
IGNOU Regional Centre ,
C-1, Institutional Area,
Bhubaneswar-751013.**

ii) M/s-----

If any notice, approval, consent and or other notification required or permitted to be given hereunder shall be deemed to have been given on the date of receipt when personally delivered, on the date seven (7) days after having been posted when transmitted by registered mail or on the date of transmission with confirmed answer back when transmitted by facsimile.

15. DISPUTE RESOLUTION and JURISDICTION

If any dispute difference of any kind whatsoever shall arise between the parties in connection with or arising out of this Agreement or out of the breach, termination or invalidity of the Agreement hereof, the parties shall resolve them by resort to the following in the order so mentioned.

Parties shall attempt for a period of 30 days after receipt of notice by the other party of the existence of a dispute to settle such dispute in the first instance by mutual discussions between the parties.

If the dispute cannot be settled by mutual discussions within 30 days as provided herein, the dispute shall be referred to the sole arbitration of an arbitrator appointed by the vice- chancellor of University or his nominee. The party having a grievance shall serve a written notice by registered acknowledgement due post, on the order party intimating its intention of invoking the arbitration clause and shall simultaneously serve a notice in the similar mode on the Vice Chancellor, University requesting him to appoint an arbitrator.

The arbitrator proceedings shall be held in accordance with the provisions of Arbitration and conciliation Act, 1996 or any statutory modifications or re-enactment thereof venue of arbitration shall be New Delhi and both the parties to this agreement shall bear the cost of arbitration equally.

Parties agree that neither party shall have a right to commence or maintain any suit or Legal proceeding concerning any dispute arising out of this Agreement or out of the breach, termination or in validity or the Agreement until the dispute has been determined in accordance with the arbitration procedure agreed herein. The parties further agree that the award shall be final and binding on the parties to this Agreement.

16. MATTERS NOT PROVIDED IN THE AGREEMENT

If any doubt arises as to the interpretation of the provisions of this Agreement or as to matters not provided therein, the parties to this Agreement shall consult with each other for each instance and resolve such doubts in good faith.

17. ASSIGNMENT/ AMENDMENT

M/s----- shall have no right to assign its obligations under this Agreement without a written approval and permission from the University to any other firm or company. Further no amendment or change hereof or addition hereto shall be effective or binding on either of the Parties hereto unless set forth in writing and executed by the respective dully authorized representatives of each of the parties hereto.

18. HEADINGS

The headings used in this Agreement are inserted for convenience reference only and shall not effect the interpretation of the respective clauses and paragraphs of this Agreement.

19. SURVIVAL OF RIGHT AND OBLIGATION

Termination of this Agreement for any cause shall not release the Parties from any liabilities which at the time of termination already accrued to such party of which thereafter may accrue of any act or omission prior such termination.

20. NO PARTNERSHIP

Nothing in this Agreement shall be deemed to constitute a partnership between the parties nor constitute any party an agent of any other party for any purpose .

21. THE AGREEMENT

This document together with Chapter-5 ‘list of Hardware’ attached hereto signed by both parties shall constitute the entire binding agreement between ----- and the University.

Signed on behalf of IGNOU

Signed on behalf M/s-----

Name.....

Name.....

Title

Title

Place

Place

Date

Date

Authorized Signature

Authorized Signature

BID PROPOSAL SHEET/FORWARDING LETTER

Tenderer's Proposal Reference No. & Date:

Tenderer's Name & Address:

Person to be contacted:

Designation:

Telephone No.:

Fax No.:

E-Mail Id:

Regional Director

IGNOU Regional Centre
C-1, Institutional Area
Bhubaneswar-751013

Subject: AMC of PCs, Peripherals and Active, Passive Network Equipments at IGNOU Regional Centre, Bhubaneswar

Dear Sir,

We, the undersigned Tenderers, having read and examined in detail the specifications and scope of the work as specified in the tender document and all other bidding documents in respect of AMC of PCs, Printers, Peripherals, Laptops and Active, Passive Network Equipments at Indira Gandhi National Open University do hereby propose to provide the maintenance services as in the bidding document.

PRICE AND VALIDITY

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the date of opening of financial bids.

EARNEST MONEY

We have enclosed the required earnest money in the form of Bank Draft/Pay Order/ ----- Bank Guarantee in the Technical Bid. The details are as under:

Earnest Money Amount: Rs-----

DD/Pay Order No.

DateBank and Branch

DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Technical specifications and terms mentioned in the Tender document. No Technical deviation will be acceptable and any technical deviation is liable to the rejection of tender.

BID PRICING

We further declare that the prices stated in our proposal are in accordance with your Terms & Conditions in the bidding document. We further understand that the quantities as specified in this Tender may increase or decrease at the time of Award of Purchase Order or at a later stage as per the requirements of IGNOU.

ALTERATION IN NUMBER OF ENGINEERS

We understand that IGNOU may require additional engineer or if situation warrants may reduce the number of engineers as and when required at a later stage.

QUALIFYING DATA

We confirm that we satisfy the qualifying criteria and have attached the requisite documents as documentary proofs. In case you require any further information/documentary proof in this regard during evaluation of our bid, we agree to furnish the same in time to your satisfaction.

CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Guarantee Bond in the form of Bank Guarantee for the amount of 10% of the total order value.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

We understand that the IGNOU is not bound to accept the lowest or any bid that it may receive.

Thanking you,

Yours faithfully,

(Authorized Signatory)

Date:
Place:
Business Address:

Seal

Name:
Designation:

COMPANY'S PROFILE

1. Name of the Registered Firm

2.	Address	
3.	Telephone No.	
	Mobile	
	Fax:	
	E-Mail	
4.	Type of Organization (whether sole proprietorship/ partnership/private limited or Cooperative body etc.) <i>Attached Documentary Proofs</i>	
5.	Name of the Proprietor/ Partners/Directors of the Organization/Firm	
6.	Service Tax No. :	
7.	TAN No:	
8.	Work Experience For providing AMC services as described in this document	
9.	Total no. of Engineers working in the Organization	
10.	Details of Engineers: <u>Type</u> <u>Total No.</u> - <u>Graduates Dip. Holders</u> - <u>Exp. In years</u> a. Hardware b. Software c. Networking	
11	Annual turn over of the Company in the last two years 2014-15 2015-16	

**Quality of Service Offered, Based on the Manpower suggested in this
Tender Document**

Item	Service Time in which machine functionality restored		Time after which standby will be provided (in Hours)	
	Expected	Offered	Expected	Offered
PCs	24 hours.		24 hours	
For Printers	48 hours.		24 hours	
For Active Networking equipments	8 hours		2 hours	
Addition of Network Node	2 days		NA	
Rectifying Network switch	3 days		2 hours	

Escalation Matrix

Level-2

Contact Name Contact Phone Contact E-Mail When to contact

Level-3

Contact Name Contact Phone Contact E-Mail When to contact

After expiry of hours at the first level

After expiry of hours at the second level

Financial Bid

(AMC OF COMPUTERS, PRINTERS, ACTIVE AND PASSIVE NETWORK)

A. Computer Maintenance Cost (Excluding Manpower):

S.No.	Item	App. Qty.	Unit Rates Per Annum (Rs.)	Taxes , if any (Rs.)	Total Amount (Rs.) (Per Annum)
1	HCL PC		26		
2	HP LAPTOP		14		
	Networking	D-LINK	-		
3	16 port Hub 10/100		4		
4	8 port Hub 10/100		3		
5	24 Port Patch Panel		1		
6	06 Port Patch Panel		2		
7	Information Outlet scaner		69		
8	Patch Cord		80		
9	Wall mount Rack		3		
10	Laser Printer ALL in	HP	1		
11	Laser Printer	Samsung	2		
12	Laser Printer	Brother	8		
13	Dot Matrix Printer	EPSON	2		

(Authorized Signatory)

