

TENDER FORM: AMC SMART LEARNING CLASS (HARDWARE) IT EQUIPMENTS
ARMY PUBLIC SCHOOL, MEERUT CANTT

Email- apsmeerut559@gmail.com

Tel No. 0121 – 2970133

1. Name of the Firm : _____

2. Name of the Contractor/Prop : _____

3. Address of the firm : _____

: _____

: _____

4. Residential address of proprietor : _____

Tel No. Office _____ Residence _____ Mobile _____

5. Business experience : _____

for which tenders have been called (attach copy)

6. Name and contact No. of organization/institution where service is being provided currently.

(i) : _____

(ii) : _____

(iii) : _____

7. Whether firm is registered and paying GST. If yes, give registration No. and GST No. : _____

8. Photocopy of Pan Card (a) Firm _____

(b) Proprietor _____

9. Payment details (a) Amount : _____

(a) DD No. : _____

(b) Bank Name & Br : _____

10. I understand that no interest will be paid on earnest money

11. I understand the earnest money will be adjusted against security deposit, if I am awarded the contract

Date :

(Signature of Contractor)

Last date for submission of Tender Form: **09 Apr 2025 (1200 hrs)**

Tender will be opened on **09 Apr 2025 (1300 hrs)**

TERMS & CONDITIONS

ANNUAL MAINTENANCE CONTRACT (AMC) SMART LEARNING CLASS (HARDWARE) EQUIPMENTS

1. The firm should have not been black listed by any department. The relevant documents should be attached in the Technical Bid.

You are requested to give your **TECHNICAL BIDS** and **COMMERCIAL BIDS** separately in two different sealed envelopes. The format for **Technical bid** is attached as **Appendix 'A'** and for **Commercial Bid** is attached as **Appendix 'B'** to this letter. The duly compiled Technical Bid and Commercial Bid for your firm/agency, in sealed Envelops dropped in respective Tender Box at School main Gate. No other mode is accepted.

Opening of Tenders: Date and Time for opening of technical and financial Bids shall be communicated separately. It is advised that one of your representatives is present accordingly. Commercial bid will be opened after opening of valid Technical Bids.

After opening of tenders will take minimum 15 days and Maximum 25 days in finalization of bidder.

2. **Earnest Money deposit (EMD):** All technical Bids must be accompanied with a Demand Draft (No Cheque/ Cash) of Rs. 50,000/- (Rupees Twenty Thousand only) in favour of the "ARMY PUBLIC SCHOOL MEERUT CANTT" which is refundable on non-acceptance of the tender. Earnest money of selected vendor will be refunded after completion of project.
3. The contract period would be for one year. Extension beyond one year will be at the discretion of the Management.
4. The list of items for which AMC is required is attached, as Appx 'C'.
5. Two visits per week (in normal cases) is mandatory and a good quality service should be provided by the contracting firm.
6. If a contractor is unable to provide quality service, the school reserves the right to terminate the contract at any point of time and forfeit appropriate amount of security deposit to make good losses/damages, if any.
7. The AMC will start for all items from the date of finalization of contract with "as is and where is condition".
8. All services will be provided on site and within school timings.
9. If any part/accessory required to be carried out from school for repairs, the cost of carrying will be borne by the contractor.
10. All parts of machines and accessories (even printer heads, UPS batteries, projector bulb etc) except printer cartridge/ paper will be covered under AMC. In case of UPS only new Exide batteries of same/higher AH will be accepted.

Date:

(Signature of Contractor)

Contd....3/-

11. All parts will be repaired/replaced by the contractor at his own cost. The repairing should not affect the performance of the machine. If a part to be replaced is not available then a compatible part may be used for repair. Faults caused due to high voltage will be considered under AMC.

12. Arguments from the contractor's side like mishandling of machines will not be accepted as machines are to be used by children.

13. All types of extra support like network support, software support will be provided by the contractor.

14. Preventive maintenance will be carried out quarterly, which should include dusting and cleaning of PCs/peripherals with appropriate chemicals/cleaning agents

15. **Response Time.** The contractors shall maintain all computer hardware, software and infrastructure in proper working condition throughout the AMC period as per following parameters:

15.1 **HARDWARE.**

(a) **Response Time.**

- (i) For critical issues, response time should be within 2 to 4 hours.
- (ii) For non-critical issues, response time should be within 4 to 8 hours.

(b) **Resolution Time.**

- (i) For critical equipment/items - resolution time should be within 4 to 8 hours.
- (ii) For non-critical issues, resolution time should be within 8 to 12 hours.

(c) **Mean Time to Repair.** For critical and non-critical issue/equipment/items – Repair time should be within 2 to 4 hours.

(d) **Mean Time Between Failure.** Mean time between failure should be more than 1000 hours.

15.2 **SOFTWARE.**

(a) **Response Time.**

- (i) For critical issues, response time should be within 1 to 2 hours.
- (ii) For non-critical issues, response time should be within 2 to 4 hours.

(b) **Resolution Time.**

- (i) For critical equipment/items - resolution time should be within 2 to 4 hours.
- (ii) For non-critical issues, resolution time should be within 4 to 8 hours.

(c) **Mean Time to Repair.** For critical and non-critical issue – Repair time should be within 1 to 2 hours.

Date:

(Signature of Contractor)

Contd....4/-

16. **WORKING HOURS**. AMC services should be available during school working hours. On-site support should be provided within the specified response time.
17. **REMOTE SUPPORT**. Remote support should be provide/available 24/7 for critical issues.
18. **ESCALATION AND REPORTING PROCEDURE**. This procedure outlines the escalation and reporting steps to be followed during the annual maintenance of computer hardware to ensure smooth operations, timely resolution of issues, and proper communication.
- (a) **Initial Acknowledgment**. The vendor's support team acknowledges the critical issue within **2 to 4 hours** of reporting and attempts to resolve it.
 - (b) **Escalation to Senior Technician**. If unresolved, the issue is escalated to a senior technician or specialist who works to fix the problem within **4 to 8 hours**.
 - (c) **Management Involvement**. If the issue persists, vendor management allocates additional resources, prioritizing the situation and ensuring updates are communicated to the client.
 - (d) **External Support/Parts**. If necessary, external support or replacement parts are sought, aiming for resolution within **12 to 24 hours**.
 - (e) **Regular Communication**. Clear communication is maintained throughout, with regular updates provided to the client on progress.
 - (f) **Resolution & Root Cause Analysis**. Once the issue is resolved, the vendor conducts a root cause analysis and shares findings with the client to prevent future issues.
19. The machines/accessories to be covered under the contract can be inspected by the contracting firm.
20. PCs and peripherals might be upgraded or replaced during the period of AMC will also be covered under AMC at no extra cost.
21. You should assist in relocation of any device within **ARMY PUBLIC SCHOOL MEERUT** whenever required.
22. You should maintain a call log sheet giving details of calls attended/repair carried out. Regular reports should be provided on downtime, response times, and resolution times.
23. Response time for maintenance call should not exceed three hours.
24. The contractors shall maintain the computer, hardware, software and other infrastructure in proper working condition throughout the AMC period. The maintenance cost of hardware/software supplied will be borne by contractor.

Date:

(Signature of Contractor)

Contd....5/-

25. The communication of complaints may be done on e-mail/telephone and complaint number will be awarded for each complaint made by the school.

26. If any system or component is not repaired within 72 hours, the contracting firm will provide alternate system on temporary basis.

27. **Dispute Resolution: In the event of any dispute or difference between the parties hereto, such dispute or difference shall be resolved amicably by mutual consultation. Final deciding authority will be Chairman APS Meerut Cantt**

(I agree to abide by the above instructions in case I am awarded the contract of AMC for SMART Learning Class (Hardware) Equipments.)

Date:

(Signature of Contractor)

TECHNICAL BID

The following documents and specification will also be submitted with Technical Bid: -

S. No	Documents	Document Produced by Vendor Yes/ No	Document/ Certificate No.	Ser No. of Pages attached
(a)	Registration of GST of Firm/ Agency			
(b)	Certificate/ Affidavit stating firm should have not been black listed by any department			
(c)	Nos of years of experience in supply of similar type of services (attach copy of different years)			
(d)	Aadhar Card of Proprietor (both side) optional			
(e)	PAN Card of Firm/Agency /Proprietor			
(f)	Last Two-Year Income Tax Return			
(g)	Previous month Electricity bill/ Telephone bill			
(h)	DD of Rs 50,000/- (refundable)			
(i)	Terms and conditions accepted or not (Should be on company/firm letter pad duly stamped and signed)			

Note: Please refer to Terms and conditions attached to this letter as Appx 'A' The same are required to be duly signed by authorized and competent representative of the firm/ agency/ company and attached with other relevant documents for the Technical Bid.

Date:

(Signature of Contractor)

COMMERCIAL BID**AMC SMART LEARNING CLASS (HARDWARE) IT EQUIPMENTS IN
APS MEERUT CANTT**

I agree to providing AMC of Smart Learning Class (Hardware) IT Equipments which will include cost of all spares and parts as per **Appx- 'C'**. Details of AMC charges for Smart Learning Class (Hardware) IT Equipments agreed to be charged by us is as under: -

Ser No.	Location of Smart Classes	No. of Smart learning Class	Rate of AMC per Smart Classroom	Amount	Remarks
(a)	Primary Wing	46 SLCs			
(b)	Senior Wing	77 SLCs			
	Total	123 SLCs			

- a. Price quoted is inclusive of all taxes, duties and levies.
- b. The list of items for which AMC is required is attached, as Appx 'C'.
- c. Two visits per week (in normal cases) is mandatory and a good quality service should be provided by the contracting firm.
- d. The AMC will start for all items from the date of finalization of contract with "as is and where is condition".
- e. All services will be provided on site and within school timings. If any part/accessory required to be carried out of school for repairs, the cost of carrying will be borne by the contractor.
- f. All parts of machines and accessories (even printer heads, UPS batteries, projector bulb etc.) except printer cartridge/ paper will be covered under AMC. In case of UPS only new Exide batteries of same/higher AH will be accepted.
- g. All parts will be repaired/replaced by the contractor at his own cost. The repairing should not affect the performance of the machine. If a part to be replaced is not available then a compatible part may be used for repair.
- h. You should maintain a call log sheet giving details of calls attended/repair carried out. Response time for maintenance call should not exceed three hours.
- i. The contractors shall maintain the computer, hardware, software and other infrastructure in proper working condition throughout the AMC period. The maintenance cost of hardware/software supplied will be borne by contractor.
- j. The communication of complaints may be done on e-mail/telephone and complaint number will be awarded for each complaint made by the school.
- k. If any system or component is not repaired within 72 hours, the contracting firm will provide alternate system on temporary basis.

Date:

(Signature & Stamp of Contractor)

