

TENDER DOCUMENT

**TENDER No. CDACM/PS/CA12-040/PUB
DUE Date: 6th February 2012**

**Supply, Installation and Commissioning of
Desktop Computers
at
C-DAC, Electronics City, Bengaluru**



Centre for Development of Advanced Computing
68, Electronics City, Hosur Road, Bengaluru 560100
Tel : 080-28523300, Fax 080-28522590
Web-site www.cdacmumbai.in/tenders (tender section)

Cost of the Tender : Rs. 1000/-

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INVITATION FOR OFFERS

1. C-DAC, Electronics City, Bengaluru, invites sealed two part tender offers (both technical and commercial offers) from eligible, reputed manufacturers and/or their authorized dealers for supply, installation and commissioning of Desktop Computers as specified in Schedule of Requirement in Annexure A.
2. The tender document can be obtained from the office of C-DAC, Electronics City, Bengaluru from 10:00 hrs to 17:00 hrs on all working days in person. The details are given below:

Tender Reference	CDACM/PS/CA12-040/PUB
Cost of the Tender	Rs.1000/-
Validity of the Tender	90 days from the date of opening
Last Date and Time for receipts of tender offers	6 th February 2012 by 14:30 hrs
Time and Date of Opening of Technical Bids	6 th February 2012 at 15:00 hrs
Place of Opening Tender offers	Centre for Development of Advanced Computing 68, Electronics City, Hosur Road, Bengaluru 560100
Address of Communication	As Above
Contact Telephone Numbers	080 – 2852 3300
Fax	080 – 2852 2590
Earnest Money Deposit	Rs. 40,000/- to be submitted along with the Tender, by a Demand Draft, in favour of C-DAC, Electronics City, Bengaluru.

3. The bid documents can also be downloaded from C-DAC website: [http:// www.cdacmumbai.in](http://www.cdacmumbai.in) (**tender section**). In such a case, the bidder must deposit a non-refundable fee of Rs.1000/- in the form of demand draft of any Nationalized/ Scheduled Bank payable at Bengaluru in favour of “**C-DAC, Electronic City**” before the submission of the bids.
4. Technical offers will be opened in the presence of attending tenderers on the specified date and time. The tenderers attending the opening of the tenders will sign a register of attendance. Commercial offers will be opened only if the vendor concerned is short-listed technically, based on their technical bids. Those short-listed will be invited to be present for opening of the Commercial offers.
5. **The representatives attending the tender opening should bring an authorization letter from the respective tenderer.**
6. Technical Specifications, Terms and Conditions and format for submitting the tender offer are described in the tender document and its Annexure A to I.
7. It is mandatory to offer **ALL** items asked in this tender.

**Administrative Officer
(Purchases)**

CONDITIONS OF TENDER

TENDER NO. CDACM/PS/CA12-040/PUB

Supply, Installation and Commissioning of Desktop Computers

1. This being a two-part tender, the offers should be submitted separately for Technical and Commercial parts. Both the offers must be submitted in duplicate giving full particulars 6th February 2012. Technical offers will be opened in the presence of attending tenderers at 15:00 Hrs. on the same day.
2. **The Tender submission by Fax or E-mail is not permitted.**
3. The offer should hold good for a period of 90 days from the date of opening the tender.
4. Tenders should be submitted in sealed envelopes and should be addressed to

The Administrative Officer
Centre for Development of Advanced Computing
68, Electronics City, Hosur Road,
Bengaluru – 560100

- duly super-scribed with the tender number and specifying the Technical & Commercial offers in separate envelopes.
5. This tender document is not transferable. Only the vendor who has collected this tender shall be entitled to quote.
 6. Tenders containing erasures or alterations will not be considered.
 7. The Centre shall be under no obligation to accept the lowest or any other tender received in response to this tender notice and shall be entitled to reject any or all tenders without assigning any reason whatsoever.

Administrative Officer
(Purchases)

Instructions to Vendors

1. Two Bid System Offer

1.1 Offers (Technical & Commercial), in duplicate, each must be submitted at the same time, giving full particulars. The envelopes of technical and commercial offers should be separately sealed and stamped and both the covers should be put in one envelope and this envelope should be again securely sealed and stamped. The envelope should be super scribed with the following information:

- Tender number
- Due date
- The name of the vendor submitting the offer etc.

1.2 Both the envelopes (technical and commercial offers) must be super-scribed with the following information:

1.2.1 ENVELOPE-I (Technical Offer):

The Technical offer (T.O) should be complete in all respects and contain all information asked for, **EXCEPT THE PRICES AND COMMERCIAL INFORMATIONS**. The technical offer should cover all items asked for in Annexure A. **It should not contain any price information. Any disclosure of price information in the technical offer shall disqualify the tender.**

The technical offer should ensure that all products and services asked for are quoted. For example, the technical offer should mention that AMC charges are included in the commercial offer, without showing the actual amounts.

1.2.2 **The Earnest Money Deposit (EMD) to be enclosed with the Technical Offer.**

1.2.3 ENVELOPE-II (Commercial Offer):

The Commercial Offer (C.O) should contain all relevant price information and should not, in any manner, contradict the technical offer. It should also contain the AMC charges if applicable.

3. Earnest Money Deposit and Security Deposit

- (a) The Vendor shall deposit along with the Tender Rs. 40,000/- by way of Demand Draft (DD), which would be retained by the Centre as Security Deposit for the due and faithful fulfillment of the contract by the Vendor. The Security Deposit shall be refunded to the Vendor, after submission of the Performance Bank Guarantee, on complete execution of the order. The EMD/Security Deposit will not bear any interest.
- (b) The EMD paid by the unsuccessful Vendor will be refunded to them without bearing any interest.

4. Non-transferable Tender

This tender document is not transferable. Only the party who has purchased this tender form shall be entitled to quote.

5. Offer Validity Period

The offer should hold good for a period of 90 days from the date of the opening of tender.

6. **Address of Communication**

The tenders should be sent to the following address and should reach the addressee before the specified date and time:-

The Administrative Officer (Purchases)

Centre for Development of Advanced Computing (C-DAC)
68, Electronics City,
Hosur Road,
Bengaluru 560100
Tel : 080-28523300

7. **Support capability in Bengaluru:**

Vendor should provide information regarding his after sales support infrastructure in Bengaluru: such as office address, number of engineers, number of other technical staff, call handling procedure, call turn-around time, availability of maintenance staff on mobile, working hours of the Company etc. Adequate support infrastructure in Bengaluru is essential.

The Local Support details to be provided as per the format provided in [Annexure – H](#)

8. **Opening of Offers by C-DAC**

All the Technical offers received within the prescribed closing date and time will be opened in the presence of attending tenderers on the specified date and time as mentioned earlier in the tender document. The vendor's representatives present shall sign a register of attendance to mark their presence. The offers of technically qualifying tenderers will ONLY be opened at a later date. The Commercial Offers of non-qualifying tenderers shall be returned to the vendors in sealed condition once the extreme formalities with respect to the tender are completed.

9. **Preliminary Scrutiny**

C-DAC will scrutinize the offers to determine whether :

- They are complete
- Any errors exist in the offer
- Required technical documentation have been furnished
- The documents have been properly signed and
- The offers are commercially in order

C-DAC may, at its discretion, waive any minor informality or non-conformity in an offer. This shall be binding on all vendors and C-DAC reserves right for such waivers.

10. **Clarification of Offers**

To assist the scrutiny, evaluation and comparison of offers, C-DAC may, at its discretion, ask some or all vendors for clarification of their offers. The request for such clarifications and the response shall be in writing only. Vendors are required to respond to all such queries.

11. **No Commitment to Accept Lowest or Any Tender**

C-DAC shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete without assigning any reason, whatsoever. C-DAC reserves the right to make any changes in the terms and conditions of purchase.

12. Short-listing of Vendors

C-DAC will short-list technically qualifying vendors and commercial offers of only those vendors will be opened.

13. Documentation and Software

The vendor will supply along with each item ordered, all the related documentation and associated software. These will include but are not restricted to user manual, operation manual, drivers, other software etc.

14. Proforma for Technical Details

It is mandatory to provide the technical details in the [Annexure A](#) given in this document, along with the offer. The offer may be disqualified technically by C-DAC in case of non-submission or partial submission of technical details. C-DAC will not allow/permit changes in the technical specifications once it is submitted. The relevant product information for the brand and model number offered should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification.

15. Format for Technical Offer

The Technical offer must be submitted in an organized, structured and neat manner. No brochures/leaflets etc should be submitted in loose form.

The required format for submission of technical offer is as follows:

- (a) Index
- (b) Covering letter as per [Annexure B](#) : The covering letter should indicate that the AMC related information is included in the commercial offer.
- (c) Technical Offer with Specifications as given in [Annexure A](#), complete with all the columns filled in.
- (d) Terms and Condition Compliance Table in the following format. This table must cover vendor's response to all the terms and conditions specified in the tender document.

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
First			
To			
Last			

- (e) Manufacturer's Authorisation Form as given in [Annexure D](#) (if applicable).
- (f) Details of past installations (Enclose details of recent most 10 installations of similar equipment).
- (g) Warranty Offer details.
- (h) Checklist for product documentation (Product Brochures, leaflets, manuals etc.) as per [Annexure – I](#)
- (i) Local Support details as given in [Annexure H](#).
- (j) Delivery and Implementation schedule (**Please refer section 24 of Instruction to vendors**).
- (k) The Earnest Money Deposit (EMD) to be enclosed with the Technical Offer.
- (l) Details of the vendor as per [Annexure C](#).
- (m) AMC Charges Statement (Technical Version) as per [Annexure F](#)

16. Format for Commercial Offer

The commercial offer should include the following:

- Index
- Covering letter.
- Detailed Pricing Information, covering the following:

16.1 Part I – Cost of Desktop Computers as per the technical specification given in [Annexure A](#)

Cost of Desktop Computers, including all applicable taxes and misc. charges, if any

16.2 Part II – Bill of Material and Price Schedule as per [Annexure E](#) AMC charges as per the Commercial Version as given in [Annexure - G](#) (3 yrs Post warranty period – Please refer section 22 of Instructions to the Vendors)

17. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the Technical Details & Specification Form using terms such as **“OK”, “accepted”, “noted”, “as given in brochure/manual”** is not acceptable. C-DAC may treat offers not adhering to these guidelines as unacceptable.

18. Eligibility of the Vendor

- a) The vendor must have experience of at least five years in manufacturing/supply, installation, commissioning and maintenance of Desktop Computers as mentioned in Annexure A.
- c) The vendor should provide proof that they have executed similar orders for installation and support of these equipment in at least 10 locations in the past. Copies of relevant Purchase Orders in support to be enclosed.

19. Location of Hardware Installation

The Desktop Computers being procured through this tender shall be installed, commissioned and maintained by the vendor at C-DAC's offices in Electronics City, Bengaluru.

Centre for Development of Advanced Computing (C-DAC)
68, Electronics City,
Hosur Road,
Bengaluru – 560 100

20. Fixed Price

The commercial offer shall be on a fixed price basis, inclusive of all taxes and levies. The taxes and octroi as applicable should be separately mentioned. No price variation will be permitted related to increases in customs duty, excise duty, dollar price variation etc.

21. Warranty

- (a) The offer must include a minimum Comprehensive on-site Warranty of **three years** from the date of installation and acceptance of the system by C-DAC. The warranty must cover the entire system including desktop and all its associated components.
- (b) Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender. Vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the systems and repair/replace at the installed site, at no charge to C-DAC, all defective components.
- (c) The defects, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours.
- (d) Warranty should not become void if C-DAC buys any other add-on hardware from a third party and installs it in Desktop Computers in the presence of the representative of the vendor.

22. Annual Maintenance Charges

1. The vendor should also quote separately for Annual Comprehensive Maintenance at site for three years from the date of expiry of the warranty period (post-warranty). This rate should be quoted as:
 - 1st year Post Warranty comprehensive on-site AMC charges (in % of the hardware cost)
 - 2nd year Post Warranty comprehensive on-site AMC charges (in % of the hardware cost))
 - 3rd year Post Warranty comprehensive on-site AMC charges (in % of the hardware cost))
2. The offer must give commitment to provide maintenance at the price quoted as above for three years from the date of expiry of warranty. Vendors are expected to maintain the equipment supplied for at least six years from the date of acceptance by C-DAC.
3. **It is mandatory to quote for comprehensive AMC for the all the hardware procured through this tender as per Annexure A, for a period of three years from the date of expiry of warranty period.**

C-DAC reserves its right to ask for a performance bank guarantee for a value not exceeding 16% of the cost of the order, for three year duration, if AMC charges quoted by the vendor are abnormally low (**below 4% of the total cost of hardware procured through this tender as per Annexure A**). C-DAC also reserves the right to decide on this matter and C-DAC's decision on the subject will be binding on the vendor without any further explanation. This bank guarantee will be linked to the AMC obligations of the vendor.

AMC Charges will be paid by C-DAC in Indian Rupees on yearly basis.

23. Price Comparison

C-DAC will consider the entire cost of the equipment and the rates quoted for maintaining the system for 6 years from installation for the purpose of **Price** comparison i.e.,

Six Year TCO = Cost of the items with 3 years comprehensive warranty + three year post-warranty AMC charges

24. Delivery, Installation and Commissioning

The Vendor shall be responsible for delivery and installation of the all the hardware components ordered at the site and for making them fully operational at no additional charges within 8 weeks of receiving the purchase order.

If the vendor fails to deliver and/or install the ordered hardware components within the stipulated time schedule, it will be a breach of contract. In such case, the advance received by the vendor will become returnable and C-DAC may foreclose the bank guarantee without any notice. In the event of C-DAC agreeing to extend the date of delivery at the request of vendor, it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by C-DAC before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event the advance paid to vendor will become returnable to C-DAC forthwith and C-DAC reserves its right to foreclose the bank guarantee.

Appropriate insurance to cover the equipment while in transit and till the time of its acceptance by C-DAC at the site is to be ensured by the vendor.

26. Payment Terms

C-DAC will make payment as follows:

- 50% of the order value will be paid as advance by C-DAC against an unconditional Bank guarantee (as per the format prescribed by C-DAC) if requested by the vendor. The Bank guarantee should be valid for the period covering complete commissioning of equipment and 30 days thereafter, or 6 months from the date of purchase order whichever is more. The bank guarantee should be for 50% of the order value plus interest on the amount advanced for the period of the bank guarantee calculated at 2% per month. C-DAC will not pay any advance against delivery of items or progress of work, other than the 50% advance mentioned against bank guarantee.
- 40% of the order value will be paid on completion of installation and commissioning and acceptance of all equipment ordered. C-DAC will make this payment against acceptance of the installation. At this stage, the bank guarantee given to C-DAC against advance will be returned.
- The balance of 10% will be paid against a Performance Bank Guarantee (as per the format prescribed by C-DAC) for the equivalent amount valid for the warranty period.

27. Penalty

For any delay in installation and commissioning of the hardware components, C-DAC may charge penalty @ 1% of the order value per week or part thereof, subject to a maximum of 8% of the order value.

28. Order Cancellation

C-DAC reserves its right to cancel the order in the event of one or more of the following conditions:

1. Delay in delivery beyond the specified period for delivery.
2. Delay in installation beyond the specified period for completing the installation (8 weeks from Purchase Order).
3. Serious discrepancy in hardware components noticed during the inspection before installation and commissioning of the hardware.
4. In addition to the cancellation of the Purchase Order, C-DAC reserves the right to appropriate the damages from the vendor and/or foreclosure of the bank guarantee given by the supplier against advance payment, apart from forfeiture of the Security Deposit.

29. **Force Majeure:**

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of C-DAC either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify C-DAC in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by C-DAC in writing, the Vendor shall continue to perform his obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, C-DAC and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding the above, the decision of C-DAC shall be final and binding on the vendor.

30. **Resolution of Disputes**

Centre for Development of Advanced Computing (C-DAC) and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, C-DAC and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by C-DAC and the Other to be nominated by the Vendor. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Bengaluru.

31. **Indemnity**

Vendor shall indemnify, protect and save C-DAC against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of any or all the equipments supplied by him.

32. **Instructions for Agents**

Tenderers other than sole agents in India of the manufacturers must submit a letter of authority from their manufacturers that they have been authorised to quote on their behalf.

33. **Guarantees**

Vendor should guarantee that all the equipments delivered to C-DAC are brand new, including all components.

Technical Details & Specifications Form

Technical Specifications for Desktop Computers: Quantity 50 Nos.

Sl. No	Item	Required Specifications	Description of Your Offer	Make and Model (including OEM make)	Part Number
1.	Make	Must be specified			
2.	Model	Must be specified			
3.	Processor	Intel® Core™ i5-2 nd Generation Processor (Min. 6M Cache, Min. 3.0 Ghz) OR Equivalent Processor			
4.	Mother Board	<ul style="list-style-type: none"> • Number of PCI/PCI-E/PCI-X Slots: Please specify • Number of Memory Slots: 4 minimum 			
5.	Memory	4 GB DDR3 1333 MHz FSB or higher; Expandable up to 8 GB			
6.	HDD	500 GB or higher SATA HDD with 7200 or more RPM			
7.	Monitor	LCD/TFT 17 Inch wide screen with integrated speakers			
8.	Optical Drive	DVD-ROM/RW			
9.	Network	10/100/1000 Ethernet interface			
10.	Graphics	Onboard Display Controller with Intel® HD Graphics			
11.	OS	Free Dos/Linux			
12.	Ports	<ul style="list-style-type: none"> • Serial Port- 1 or more • VGA port • USB ports: 6 or more. • Integrated Sound ports, • RJ-45 			
13.	Miscellaneous	USB keyboard, USB Optical Scroll Mouse With mouse pad, Driver CD/DVD, manuals etc			
14.	OS Support	Windows 7, Linux, Winsows XP			
15.	Bundled Software	Standard bundled software pertaining to the model offered should be included in the offer. (Must be clearly specified)			

Covering letter format (To be submitted on Letterhead by the Vendor)

Date: _____ 2012

Offer Reference No.: _____

To:
The Administrative Officer (Purchases)
Centre for Development of Advanced Computing
68, Electronics City,
Hosur Road,
Bengaluru 560100

Dear Sir,

Tender Ref No: CDACM/PS/CA12-040/PUB
Supply, Installation and Commissioning of Desktop Computers

Having examined the tender document including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver and commission Desktop Computers, in conformity with the said tender in accordance with the Schedule of Prices indicated in the commercial offer and made part of this offer. We also confirm that we have quoted for three years post warranty AMC rates in our Commercial Offer.

We undertake, if our Bid is accepted, to deliver within 8 weeks from the date of issue of your Purchase Order.

We agree to abide by this offer till 90 days from the date of opening of the technical offer by C-DAC, Electronics City, Bengaluru and our offer shall remain binding upon us and may be accepted by C-DAC, Electronics City, Bengaluru any time before the expiration of that period.

Until a formal Purchase Order is issued, this offer, together with C-DAC, Electronics City, Bengaluru's written acceptance thereof shall constitute a binding contract between us.

We hereby indemnify that the offer is in conformity with the terms and conditions of the tender and is being prepared and submitted with the knowledge and the authority of the company

We understand that C-DAC, Electronics City, Bengaluru is not bound to accept the lowest or any offer that C-DAC, Electronics City may receive, without assigning any reason, whatsoever.

Dated this _____ day of _____ 2012

Signature: _____

(in the Capacity of) _____

Duly authorized to sign the offer for and on behalf of

Details of the Vendor

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate C-DAC, Electronics City, Bengaluru to verify the correctness of the information.

Sl. No	Item	Details
1	Name of Company	
2	Postal Address	
3	Telephone, mobile and Fax numbers	
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to C-DAC, Electronics City, Bengaluru	
6	Email Address	
7	Year of commencement of Business	
8	Sales Tax Number	
9	Income Tax Number	
10	Whether direct manufacturer or authorized dealer/agent	
11	Name and Address of manufacturer	
12	Location of Manufacturing facility	
13	Brief description of facilities for manufacture, production, inspection, testing and quality assurance	
14	Brief description of after sales service facilities available with the vendor (Please refer section 7 of Instructions to Vendors)	

Manufacturer's Authorization Form (MAF)

No. _____ dated _____

To,

The Administrative Officer (Purchases)
Centre for Development of Advanced Computing
68, Electronics City,
Hosur Road,
Bengaluru 560100

Dear Sir,

Tender Reference No. : CDACM/PS/CA12-040/PUB

We _____ who are established and reputed manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above tender.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this tender by the above firm.

Yours faithfully,

(Name)

for and on behalf of

M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturer(s) and should be signed by a competent person representing the manufacturer.

Bill of Material and Price Schedule

Important Note:

1. This bill of material must be attached in Technical Offer as well as commercial offer. The format will be identical for both technical and commercial offers, except that the **technical offer should not contain any price information**. Technical offers without the bill of material will be liable for rejection.
2. Vendor must take care in filling price information in the commercial offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

Desktop Computers :

Sl. No.	Item Description	Unit Price	Quantity	Total Price
1.	Desktop Computers		50 Nos.	<i>Do not use this table in Technical Offer</i>

Technical Version : AMC charges (only Statement)

We confirm that we have quoted for three years post-warranty AMC rates (as per terms and conditions of the tender), giving the rates/price in our commercial offer.

Signature
(name)

On behalf of _____
(Name of the vendor)

Date: _____
Place: _____

Commercial Version : Post-Warranty AMC charges calculation table

(Do not use this table in Technical Offer)

Sl. No.	Item Description	Unit Price	Post Warranty First Year AMC		Post Warranty Second Year AMC		Post Warranty Third Year AMC	
			%	Rs	%	Rs	%	Rs
				(a)		(c)		(b)
1.	Desktop Computers							

Format for Local Support Details

Sl. No.	Item	Description
1.	Name of Service Centre	
2.	Own or Franchise	
3.	Postal Address	
4.	Contact numbers	
5.	Service Facilities available (describe)	
6.	Number of service engineers	
7.	Time to report to a call	
8.	Call Escalation Hierarchy	
9.	Call Turn-around time	
10.	Availability of service engineers	
11.	Working hours of the company	
12.	Total number of other Technical Staff available	

Checklist for Product Documentation

Mark the column “Documentation Provided” with Tick mark (☑) or Cross (☒), as appropriate.

Sl. No.	Description	Documentation Provided
1.	Brochure	
2.	User Manual	
3.	Mother board manual	
4.	Hard disk	
5.	Colour Monitor (LCD)	
6.	Ethernet Interface	
7.	SVGA Display controller	
8.	Optical Drive	
9.	Keyboard	

Note:

1. Vendors are required to provide printed technical documentation for the items listed in Table.
2. Availability of adequate, correct and relevant technical documentation is essential for evaluation of any offer.
3. Vendors are requested to provide original copies of the documentation. In case the original copies are not available, vendors can provide clear readable photocopies.
4. Vendor may add any other documentation, which will support their offer.