

Notice Inviting Tender



Management Development Institute -Gurgaon

Tender Ref. No.: MDI/CC/2025-26/AMC-AV/03

Date: 30.08.2025

Sub: Invitation of sealed quotations for Comprehensive AMC of AV Systems for a period of three years.

Tender Schedule: -

Bid System	Two Bid System Financial Bid to be submitted in separate sealed envelope. Rest of the documents along with EMD to be submitted in separate sealed envelope as Technical Bid
Last Date of Bid Submission	19.09.2025 3:00 PM
Online Pre-bid meeting	03.09.2025 3:30 PM (Tentative) Register for the Online Pre-Bid meeting by expressing intent to join online meeting by sending email to ittender@mdi.ac.in latest by 02.09.2025 3:00 PM. Online Meet link will be shared with all those who register.
For any correction after Pre-bid meeting, the Addendum will be communicated on or after	On or after 03.09.2025
Bid should be addressed to	Senior Systems Analyst Computer Centre Management Development Institute Mehrauli Road, Sukhrali Gurgaon - 122 007, Haryana (INDIA)
EMD	EMD of Rs. 2,00,000/- (Two Lakh) through Demand Draft from any scheduled bank in favor of Management Development Institute payable at Gurugram, Haryana.

The Complete Tender details and any updates on the Tender will be available on the MDI Website at the link: <https://mdi.ac.in/infrastructure/tenders.html>

For any clarifications, write to Email- ittender@mdi.ac.in

The notice inviting bid along with instructions to vendor, Scope of Work, eligibility criteria, system of award of contract, etc. form part of the bid document containing 31 pages in all.

Sd/- For MDI-Gurgaon
(Senior Systems Analyst)

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Section-A

General Information and Terms and Conditions

1. The bid shall be submitted under Two-Bid system; Financial Bid to be submitted in separate sealed envelope; Rest of the documents along with EMD to be submitted in separate sealed envelope as Technical Bid duly marked as "Tender for comprehensive AMC of AV Systems".
2. The vendors are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the vendor from the bid process.
3. All documentation is required to be in English.
4. Corrections/overwriting is not allowed.
5. Please ensure that Tender document must be signed and stamped on all pages as a token of acceptance of all the terms and conditions.
6. This tender document is not an offer and is issued with no commitment. Institute reserves the right to withdraw this notice inviting tender and or vary any part thereof at any stage.
7. Institute further reserves the right to disqualify any vendor, should it be so necessary at any stage. Institute shall not be bound to accept the lowest tender.
8. Institute reserves the right for distributing the work among several vendors. The Institute reserves the right to accept or reject any bid or to select the item or to reject the bidding process or any bid wholly or partly without assigning any reason.
9. Incomplete bids or receiving the bid after closing date and time are liable to be ignored and rejected.
10. The Institute will not be responsible for non-receipt of bids within the specified date and time due to any reason including postal delay or holidays. Bid received after the closing date/time will not be considered.
11. No quotations would be accepted by E-mail and only sealed hard copies will be accepted.
12. The tender documents are non-transferable and should be submitted in the exclusive name of the party to whom we will actually provide the Purchase order.
13. Sub-contract is not allowed.
14. The bid should be submitted on company letter head and should be submitted duly signed by the authorized person.
15. Tender once submitted shall not be returned to the tenderer in future.
16. The Institute reserves the right not to disclose names and rates of successful vendor (s).
17. The financial bid shall be valid for at least 180 Days. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
18. For any other query relating to the tender, the vendors may write to- ittender@mdi.ac.in .
19. Institute may, at its discretion, extend the date for submission and/or opening of the bid.
20. Only those vendors should quote who can satisfy the scope of work and other requirements of Institute as stated in Section D.
21. **Place of Service:** Place of maintenance shall be Management Development Institute Mehrauli Road, Sukhrali, Gurugram - 122007, INDIA. No additional freight or any other charges would be payable towards transportation etc.

22. Tenderers should note that the work is to be executed under the existing site conditions while quoting their rates, terms and conditions. The tenderers may visit the site to get fully acquainted with the site conditions. No compensation/claims in regard to site conditions /constraints /rules and regulations etc shall be entertained.

23. The vendor must examine the specifications; conditions etc., inspect the site of work and acquaint himself with all conditions and matters pertaining there to. The site can be inspected on all working days from Monday to Friday between 10:30 A.M. to 4:30 P.M. Please call 0124-4560281 / 0124-4560510 to fix an appointment prior to visiting the campus for inspection.

24. The bidder will be responsible for the payment of statutory liabilities such as EPF/ESI in respect of the manpower deputed by him and applicable tax as per the prescribed schedule, every month, irrespective of the date of payment by the MDI Gurgaon. The bidder should furnish attested copies of ESIC Registration certificate and EPF Registration certificate.

25. Termination of contract-

- If the supplier fails to deliver services as per SLA (Service Level Agreement) defined in Scope of work in Section D, Institute shall without prejudice to its other remedies, deduct penalty as defined in the SLA. The amount towards penalty would be recovered while making the quarterly payments.
- In case of continued non-performance and inability to meet requirements, Institute shall reserve the right to terminate the contract after giving 15 days' notice in writing.
- After the contract comes null and void the amount deemed payable to the vendor (if any) will sine die without any further payment. No further claim from the vendor will be entertained.
- After the contract comes to an end the vendor will withdraw their service/equipment from Institute premise within a month.
- The contractor will return the documents, assets etc in working condition.
- Decision of competent authority of Institute regarding determining the performance will be final.

26. Format of Price Schedule and related terms:

- Price must be quoted in Indian Rupees. Prices should be quoted as per the enclosed format both in figures and words. The rates offered should be inclusive of all proposed work and comprehensive in nature.
- The charges quoted shall be kept firm throughout the pendency of contract of this work and no price escalation shall be entertained.

27. Payment Terms:

- 100% quarterly payment shall be released within 30 days on satisfactory receipt of the service(s) and submission of quarterly reports.
- Advance payment will not be made under any circumstances.
- EMD would be released without interest at the end of one year period of AMC.

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

Matters regarding any dispute shall be referred for arbitration to any officer appointed by the Director of Management Development Institute Gurgaon, whose decision shall be binding and final. Even after arbitration if any questions, disputes and/or differences arises under and out of, or in connection with the contract, if concluded, shall be referred to the High Court of Haryana or any other court in the district of Gurugram (Haryana).

29. Responses to Pre-Submission queries & issue of Addendum-

- After publication of NIT in tender page of Institute website, Institute will begin accepting written questions from the applicants for pre-bid meeting. Institute will endeavor to provide timely response to all queries. However, Institute makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Institute undertake to answer all the queries that have been posed by the applicants. For any clarifications, write to Email- ittender@mdi.ac.in . No queries will be entertained after the pre-bid meeting.
- At any time prior to the last date for receipt of tender, Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the NIT document by an addendum. The addendum (if any) shall be posted online at <https://mdi.ac.in/infrastructure/tenders.html>.
- Any such addendum shall be deemed to be incorporated into this NIT.
- In order to provide prospective applicants reasonable time for taking the addendum into account, Institute may, at its discretion, extend the last date for the receipt of bids which shall again be notified online through Institute portal www.mdi.ac.in

30. Laws of the Republic of India are applicable to this tender.

31. The vendors are expected to examine all instructions, forms, terms& conditions, other details in the tender document carefully. Failure to furnish complete information as asked in the tender document or submission of a proposal not substantially responsive to the tender documents in every respect will be at the vendor's risk and may result in rejection of the proposal.

32. Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected vendor or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The vendor or the Institute shall not be liable for delay in performing his/her obligations resulting from any Force Majeure

cause as referred to and/or defined above.

Declaration:

I/We do hereby confirm that I/We have the necessary authority and approval to submit this bid for Comprehensive AMC of AV Systems as per the terms & conditions mentioned above and also, hereby, agree and accepts the terms & conditions mentioned in clause 1 to 31 under General Information and Terms and conditions.

(Signature)

(Name of Authorised Signatory)

(Designation of Authorised Signatory)

Company Stamp

Date:

Place:

Section B

33. Bid Rejection Criteria:

- a. Bids without EMD would be rejected.
- b. Non-Submission of MAF from OEMs for the items (hardware/software) as specified in Section D to be covered under the product/service tendered
- c. Bids without Profile and declaration on company's letterhead would be rejected.
- d. Bidder not having average turnover of Rs. 03 Crore during last three financial years.
- e. The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years. Bidders required to submit CA Certificate or any other relevant certificate indicating the turnover for the last 3 consecutive Financial Years (FY 2021-22, 2022-23, 2023-24)
- f. Declaration On Non-Judicial Stamp Paper of Rs. 10/- as per format given in Section C.
- g. Not submitting copy of GST & PAN registration certificate.
- h. If financial bid is submitted along with technical bid and not submitted separately in sealed envelope.
- i. The bidder should have adequate facilities, manpower and staff for installation, testing, commissioning and for providing services.
- j. An undertaking from the OEMs is required in this regard stating that they would facilitate the bidder on a regular basis with technology/product updates and extend support for the AMC. The bidder will provide backend support commitment letter from the respective OEMs specific to this tender for the AMC period
- k. Not having minimum qualification criteria mentioned in clause below.

34. Minimum Required Qualification Criteria:

Following will be the minimum pre-qualification criteria. Each eligible vendor should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

S. No.	Pre-qualification Criteria	Supporting Compliance document
1.	The applicant shall be a firm/ company registered under the Indian Companies Act, 2013 and who have their registered offices in India and (office in National Capital Region of Delhi will be preferred)	Copy of Certificate of incorporation or any other relevant documents, brief company profile with copy of GST & PAN.
2.	The firm should be in the business of providing similar services since 05 (Five) years as on 31.03.2025 for OEMs mentioned in the scope of work and item details	Certificate by Company Secretary of the Bidder's Organization or any other relevant documents.
3.	The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (FY 2021-22, 2022-23, 2023-24)	Attach certificate from CA or any other relevant certificate.
4.	The Bidder should have an average turnover of Rupees 05 Crore during the last 3 consecutive Financial Years (FY 2021-22, 2022-23, 2023-24).	CA certified document with name of CA registration number, signature and stamp or any other relevant certificate.

5.	The bidder should have at least One running contracts preferably with Residential University/ Institute with at least 1000 residential students. AMC Contracts should preferably be in Central Govt. University/ State Govt. University/ IITs / IIMs/Reputed Educational Institute in India within last 3 years.	Copy of Work Order / Contract along with Completion Certificate.
6.	Names & addresses of prestigious clients (at least three) along with their contact details (telephone number/E-mail) of the contact persons of the clients of recent past if available.	1. 2. 3.
7.	The firm should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies/ IITs & IIMs/Reputed Educational Institutes in India.	Affidavit on Non Judicial Stamp Paper as per format in Affidavit-1 to be submitted
8.	Support The Vendor shall provide comprehensive Support for all the equipment's/ services listed in the Scope with back-to-back-agreement from the OEM. Letter of Authorization from all mentioned OEMs as indicated in scope and item list , specific to the tender should be enclosed. The Bidder should be Authorized Service Provider for the OEM.	Declaration in this regard to be submitted in company letterhead.
9.	The firm/company should preferably be ISO 9001 certified (Maintenance & System Integration). A copy of the certificate must be attached with the bid.	Please attach certificate
10.	Agree to the Scope of work given in Section D. Deviations would be rejected.	Submit declaration on letterhead. Also submit signed and stamped copy of scope mentioning "I Agree" on each page

35. Evaluation Procedure and Selection

- Bidders will be technically qualified based on Information/documents provided by the Bidder and meeting the scope given in the Tender
- MDI decision will be final for the evaluation of Technical Bids and is binding on all bidders.

Procedure for Evaluation of Responsive Technical Bids and awarding Technical Score:

- Bidders will be technically qualified based on Information/documents provided and Technical presentation done by the Bidder.
- Only those Technical Bids that are found compliant/suitable after technical evaluation done by MDI will move to next stage of Financial Bid Opening.

Parameters for Technical Evaluation (Documentary proof to be submitted for claiming marks) :

S.No.	Description	
1.	Profile of Company & number of years in Business	2 marks for each year in operation for every year beyond minimum requirement of 5 years

	Max Score: 10	of operation in similar lines		
2.	The bidder should preferably have an office/response centre in Delhi NCR manned with their own qualified support staff/Engineer with their Customer Care Number.	5 marks for office in Delhi NCR		
3.	ISO 9001 Certification	5 Marks for ISO Certification		
4.	No. of running AMC contracts Institute with at least 1000 students. Max Score: 40	10 marks for each AMC with any Residential University/ Institute with at least 1000 students. (subject to maximum of 40 marks) 05 marks for each AMC with Govt Organization/ Company		
5.	Value in INR of AMC Contract supplied & Installed in any Institute/ University Max Score: 40	Value of at least one AMC between 10 Lakhs & 30 Lakh 05 marks per work order	Value of at least one AMC between 30 Lakh & 50 Lakh 07 marks per work order	Value of at least one AMC greater than 50 Lakh 10 marks per work order
	Total Technical Score: 100			
Points would be given only on the basis of documents submitted as part of technical bids. The Purchase Order and Completion certificate must be attached to score Points in these categories.				

- Minimum Technical Score required for opening of Financial Bid: **60 Points**.
- Presentation is compulsory. Not making a presentation
- MDI decision will be final for the evaluation of Technical Bids and binding on all bidders.

The Financial Bids of only the technically qualified Bidders scoring 60 points and above would be opened.

Procedure for Selecting the bidder

The work shall be awarded to the L1 bidder from among the technically qualified bids.

System of award of contract (L1 basis):

The vendor who satisfies the qualification criteria as indicated and offering lowest rate (L1) (As per Financial bid format provided in Section E) would be selected.

In exceptional situation, the committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

Section C

Checklist

Please prepare and submit your bid as per the details given below. The documents to S.No. 1 to 13 would be part of Technical bid (sealed in separate envelope earmarked 'Technical Bid') S.No.14 would be part of Financial bid (sealed in separate envelope earmarked 'Financial Bid')

S. No.	Document to be Attached	Whether submitted	Mention Page Number
1.	Applicant's expression of interest (Format-1)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
2.	Organizational Details (Format-2)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
3.	Experience in related fields (Format-3) annexed with Work Order/ Completion	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
4.	Financial strength of the organization (Format-4). CA certificate attached.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
5.	The tender document signed & stamped in each page.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
6.	Copy of GST / PAN No./ TAN No./ EPF registration/ ESIC Registration Certificate	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
7.	Affidavit as per format in Section C	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
8.	Whether agree to the scope of project including the specifications of items given in Annexure-2.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
9.	Warranty Declaration on company letter head	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
10.	Valid Authorization from OEM as specified in Section D under AMC (Mention OEMs)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
11.	ISO 9001 certificate (Maintenance & System Integration) attached.	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
12.	Copies of Work Order Attached	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
13.	Details of manpower to be deployed for AMC	Yes <input type="checkbox"/> / No <input type="checkbox"/>	
14.	Financial Bid (Section E) (To be submitted in separate sealed envelope)	Yes <input type="checkbox"/> / No <input type="checkbox"/>	

FORMAT-1

Comprehensive AMC of AV Systems at MDI Gurgaon
(Applicant's Expression of Interest)

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

Sub: Submission of bid for Comprehensive AMC of AV Systems at MDI Gurgaon.

Dear Madam,

In response to the NIT for Comprehensive AMC of AV Systems at MDI Gurgaon (published in <https://mdi.ac.in/infrastructure/tenders.html>) we would like to express our interest to supply the above proposed printer.

As instructed, we are attaching all the documents as per the checklist given in Section C.

Sincerely Yours,

Signature of the applicant
[Full name of applicant]

Stamp.....

Date:

Encl: As above.

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

FORMAT – 2

S. No	Organizational Contact Details	
1.	Name of Organization	
2.	Year of establishment (Attach Registration certificate)	
3.	Whether MSME? If MSME provide Udyam number and also attach the MSME registration certificate	
4.	Number of employees	
5.	Main areas of business	
6.	Type of Organization Firm/ Company/ registered under the Indian Companies Act, 2013 (Attach	
7.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous bodies/ IITs & IIMs/Reputed Educational Institutes in India. If yes, details thereof also please, If No, attach Undertaking in regards to not being blacklisted.	
8.	Address of registered office with telephone no. & E-mail	
9.	Address of office - in Delhi NCR	
10.	ISO 9001 Certification (Attach copy of valid Certificate)	
11.	The bidder should furnish attested copies of ESIC Registration certificate , EPF Registration certificate, PAN, TAN and GST Registration Certificate	
12.	Authorized Contact Person Name: Telephone no. E-mail ID	

Enclose all supporting documents

Signature of the Applicant
Full name of the applicant

Stamp & Date

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

FORMAT – 3

Experience of Comprehensive AMC as per scope in Section D at MDI Gurgaon
Add a row for Each Client
Minimum three required

S .No.	Client Name (Higher Education Institute / University/ Govt. / PSU)	Size of the AMC (No. of Residential Students)	Value of the Project	Client Contact No.	Client Email ID	Completion Certificate Attached
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>
						Yes <input type="checkbox"/> / No <input type="checkbox"/>

Encl: As above.

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

Signature of the applicant's Full name of applicant
Stamp & Date

FORMAT – 4

Financial Strength of the Organization					
S. No	Financial Year	Whether profitable (Yes/NO)	Annual profit (in Lakhs of Rs.)	net (in of Rs.)	Overall annual turnover (in Lakhs of Rs.)
1	2021-22				
2	2022-23				
3	2023-24				
Note: Please enclose auditor's certificate or any other relevant document in support of your claim.					

Signature of the applicant
Full name of applicant

Stamp & Date

Encl: As above.

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

Format-5

Details of technical and administrative personnel available with the vendor for AMC Services

S. No.	Designation	No. of employees in this category	Qualification	Professional Exp.	List the Names

Details of technical personnel available proposed to be deployed at MDI Gurgaon Site for AMC Services
(Please attach CV of Personnel)

S. No.	Name	Designation	Qualification	Years of Experience	Experience Details

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

I/we _____ Partner(s)/legal Attorney/ Proprietor(s)/ Accredited Representative(s) of M/s _____ solemnly declare that:

2. I/we are submitting tender for ----- against Tender Notice No. _____ dated _____.

3. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, true and valid.

4. My/our bid shall remain valid for a period of 180 days from the last date fixed for the bid submission in accordance with the Bidding Documents and shall be binding upon us and maybe accepted at any time before the expiry of the period.

5. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".

6. If any information or document submitted is found to be false/incorrect, MDI may cancel my/our Tender and can take any action as deemed fit including termination of the contract, for forfeiture of all dues including blacklisting of my/our firm and all partners of the firm etc.

7. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

8. I/We understand that MDI decision will be final for the evaluation and rejection of Bids.

9. I/We have gone through all terms & conditions of the tender documents before submitting the same and accept the same along with the technical specification and all other conditions mentioned in the documents; including the condition that MDI is not bound to accept the lowest bid.

(Signature of the Tenderer with Seal)

Date:

Section D Scope of Work

Background

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

1. **Type of AMC** – Comprehensive Onsite including spares parts and stand by.
2. **Period of AMC** – Three years to be reviewed at the end of each year for satisfactory performance.
3. The prospective bidders are advised to visit the MDI Campus to assess the items to be brought under AMC. They may visit campus on any working day between 11:00 AM to 4:00 PM by contacting Shri Pranav Kumar (Phone 0124-4560281)

AMC would cover the following equipment

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

Brief Scope of work

The work involves Comprehensive maintenance of AV System (including all categories of Projection Systems/ Displays, Audio-Visual, Conferencing Systems, Digital Podiums, Peripherals, etc covering hardware, software installation, configuration, operations, upkeep and replacement of defective parts / components. The contract shall cover all hardware and software under AMC. The charges of Comprehensive AMC shall be inclusive of the cost of spares parts along with services. The tenderers are required to supply and maintains all parts as and when required for maintenance purposes and regular up-keeping of the devices under AMC. Under Warranty items means, the operations, configuration, software installation & updation and coordinating with OEM for warranty services etc needs to be managed by Service Provider. Post warranty period the item would be covered under comprehensive AMC as stated above.

1. The work is required to be done to the satisfaction of the controlling officer from MDIG.

The items required during AMC to be replaced should be of OEM make.

2. Systems have to be maintained during the entire period of the contract in working condition with regular quarterly Preventive maintenance, servicing of the equipment etc.
3. Service provider will restore any system & bring back to its original state, if any system fails.
4. The maintenance firm/contractors shall maintain a logbook for each device & equipment.
5. Install/re-install hardware, all kinds of OS pertaining to AV devices including installing software, device drivers, patches, updates etc.
6. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with the User's name, designation, department and telephone number. Original call reports MIS shall be attached with the bills for payment.
7. If any part goes faulty it shall be replaced either by a similar part or higher version.
8. Do periodic preventive maintenance of all the systems once in a quarter (3months).
9. Spare parts should have to be kept by the contractor in sufficient numbers as standby for supply to the Institute free of cost as a replacement against faulty ones.
10. AMC Contractor will arrange complaint booking between 09:30 AM to 05:30 PM and shall maintain a register for complaints. Complaint logging through software is preferred (at no cost to MDI).
11. Generate & provide daily & monthly reports of the service and all calls received, resolved, pending (due to what reason) in an Excel sheet to MDI-G.
12. Provide the full details of the escalation matrix in terms of official address, phone numbers (both fixed & mobile numbers) and working Email Ids.
13. Be ready to provide 24x7 support after the working hours or on holidays (both Institute and National declared), if required.
14. The manpower required, Service Level Agreement, Performance Review and List of Items to be brought under Comprehensive AMC are all part of the scope.
15. The deployed manpower shall be finalized in consultation with MDI-G. MDI-G may request AMC provider to replace the manpower in case of any performance or any other issue.
16. During the period covered under AMC if any new equipment /accessory, is added or removed from AMC, then the AMC cost will be increased or decreased subsequently as per concerned equipment AMC cost under cover.
17. The Onsite Engineers should have capability of installing, configuring and troubleshooting desktop/ laptop/ printer and basic knowledge of network including switch and passive works.
18. Providing operation Support for all classes, conferences, meetings, events etc.
19. The AMC is Comprehensive shall include services and repairs of defective parts like projectors, amplifiers, switchers, DSP, wires, cables, chords, Adopters, cards, connectors,

- circuit board, all hardware parts including all types of Power/VGA/HDMI cables and connectors VGA to HDMI & HDMI to VGA, Apple connector, adopter power cables etc.
20. The service provider will replace necessary parts, with equivalent or updated / branded parts, free of cost, if found defective, provided by the office. In case of replacement, the defective spares covered under this contract shall remain the property of this office.
 21. The vendor shall provide all assistance in up-gradation of software/ replacement of hardware as and when required during the period of AMC.
 22. Software support with reference to installation of all devices (all versions) or any latest version of the same, support be provided in case of any problem is reported by the user.
 23. The Resident Engineers deployed by the vendor shall attend to all the calls on the same day of lodging a complaint failing which penalty as proposed in SLA will be levied and deducted from the bill submitted during the quarterly period.
 24. If systems / sub-systems are required to be taken out of office for repairing, then a standby system/ subsystem of similar configuration and quality acceptable to this office to be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such items under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum one week.
 25. The Resident Engineer of the vendor shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which will be checked before the quarterly payment of the bill submitted by the vendor for payment.
 26. The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and complaint should be rectified to the user's satisfaction by the deployed Resident Engineer on the same day of booking of the complaint.

Manpower Requirements

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

S. No.	Profile	Location	No.	Qualifications	Experience
2.	AV Engineer – Three Shifts 7:30 AM to 4:00 PM 10:30 AM to 7:00 PM 1:30 PM to 10:00 PM	Onsite	3	Graduation/Diploma in Technical Stream.	At least 3 years of relevant experience in setting and operating AV Infrastructure
4.	Sound and AV Engineer	Offsite / On Call	On Call	Diploma in science/technical stream	At least 5 years of relevant experience in setting up, configuring and managing AV infrastructure

Roster may be made providing weekly off while ensuring Availability of AV/Studio Manpower required on all seven days from 7:30 AM to 10:00 PM. Roster to be approved by MDI-G.

Please attach details of the manpower to be deployed.

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

List of items to be brought under Comprehensive AMC (Tentative*)

S. No.	Device	Model No.	Make	DOP	Warranty / AMC	Qty
1	Amplifier	TZA-2000	Ahuja	2016	AMC	1
2	Amplifier	LBD 1912/00	Bosch	2016	AMC	4
3	Amplifier	LBD-1916/00	Bosch	2016	AMC	4
4	Amplifier	PLE-1ME060-IN	Bosch	2016	AMC	1
5	Amplifier	PLE-1ME120-IN	Bosch	2016	AMC	1
6	Amplifier	BR-120B	Bronx	2016	AMC	1
7	Amplifier	LBD-1912/00	Philips	2016	AMC	1
8	Amplifier	PLE-1ME060-IN	Bosch	2016	AMC	1
9	Amplifier	PLE-1ME120-IN	Bosch	2016	AMC	1
10	Amplifier	CA2402	LABGRUPPE N	21-Sep-23	Warranty till Sep 2026	5
11	Amplifier	CA2402	LABGRUPPE N	02-Mar-23	Warranty till Mar 2026	12
12	Audio Mixer	FX16ii	Soundcraft	12-Jul-24	AMC	1
13	AV controller	UFO-6312-212	Extron	01-Nov-19	AMC	1
14	Camera PTZ	VC-A50P	Lumens	01-Nov-19	AMC	2
15	Camera PTZ	VC-A53	Lumens	15-Mar-25	Warranty till 2030	8
16	Camera Switcher	LC200	Lumens	15-Mar-25	Warranty till 2030	2
17	Camera VC	LFZ019	Lifesize	08-07-2019	AMC	3
18	Ceiling Tile Microphone	TeamConnect- Ceiling2	Sennheiser	15-Mar-25	Warranty till 2030	7
19	Central Control Processor	IPCP Pro 360QXIW/LL	Extron	15-Mar-25	Warranty till 2030	2
20	Collar Mic	WE1100AF	AHA	01-Nov-19	AMC	8
21	Collar Mic	AWM-U92P	AHA	02-Mar-23	AMC	12
22	Collar Mic	AWM-U92P	AHA	21-Sep-23	AMC	5
23	Collar Mic	AWM-U92P	AHA	21-Nov-23	AMC	1
24	Collar Mic	AWM-U92P	AHA	12-Jul-24	AMC	1
25	Collar Mic	BLX1	Shure	2016	AMC	2
26	Collar Mic	SVX1	Shure	2016	AMC	4

27	Collar Mic	BLX1	Shure	2016	AMC	2
28	Digital Amplifier	CA2402	Labgruppen	15-Jul-25	Warranty till 2030	1
29	Digital Amplifier	Work	Work	01-Nov-19	AMC	7
30	Digital Audio Processor	SR6464DSP-P	Serenix	15-Mar-25	Warranty till 2030	2
31	Digital Podium	ELF-72DG	AHA	01-Nov-19	AMC	8
32	Digital Podium	ELF-72DG	AHA	02-Mar-23	Warranty till Mar 2026	12
33	Digital Podium	ELF-72DG	AHA	21-Sep-23	Warranty till Sep 2026	5
34	Digital Podium	ELF-72DG	AHA	21-Nov-23	Warranty till Nov 2026	1
35	Digital Podium	ELF-72DG	AHA	12-Jul-24	Warranty till Jul 2027	1
36	Digital Podium	ELF-72DG	AHA	15-Sep-25	Warranty till 2030	33
37	Digital Signage	IPB216D	Bronx	28-03-2024	AMC	4
38	Hand held Mic with receiver	AWM-192H	AHA	01-Nov-19	AMC	8
39	Hand held Mic with receiver	AWM-U92H	AHA	02-Mar-23	AMC	12
40	Hand held Mic with receiver	AWM-192H	AHA	21-Sep-23	AMC	5
41	Hand held Mic with receiver	AWM-U92H	AHA	21-Nov-23	AMC	1
42	Hand held Mic with receiver	AWM-192H	AHA	12-Jul-24	AMC	1
43	Hand held Mic with receiver	Pro 600	NX- Audio	12-Jul-24	AMC	8
44	Hand held Mic with receiver	PG58	Shure	2016	AMC	1
45	Hand held Mic with receiver	PGX2	Shure	2016	AMC	1
46	HDMI Extender Kit	HDMI-PPS-TF96	Lightware	15-Mar-25	Warranty till 2030	64
47	HDMI Splitter (1:6)	DA6HD4K Plus	Extron	15-Mar-25	Warranty till 2030	32
48	HDMI Splitter	Milestone	Milestone	2015	AMC	2
49	HDMI to Cat6 & Cat-6 to HDMI Transmitter & Reciver set	TLK-EX605HPro-RX	Linetek	30-06-2023	AMC	2
50	HDMI to USB Capture	Linetek	Linetek	30-06-2023	AMC	1
51	HDMI to USB Capture Card	Cyprus	Cyprus	15-Mar-25	Warranty till 2030	2
52	Interactive Board	TT-8618VN	New Line	01-Nov-19	AMC	1
53	Interactive Board	TT-9818RS	New Line	01-Nov-19	AMC	1
54	Motorized Screen	180 inch	Bronx	09-07-2025	Warranty till Mar 2030	1
55	Motorized Screen	120 inch	Bronx	02-03-2023	Warranty till Mar 2026	5
56	Motorized Screen	120 inch	Librety-Lite	2016	AMC	1
57	Motorized Screen	120 inch	Telcon	28-02-2020	AMC	2
58	Motorized Screen	100 inch	Bronx	02-03-2023	Warranty till Mar 2026	6
59	Motorized Screen	100 inch	Bronx	21-09-2023	Warranty till Sep 2026	4
60	Motorized Screen	100 inch	Librety-Lite	2016	AMC	2
61	Motorized Screen	100 inch	Telcon	28-02-2020	AMC	1
62	Motorized Screen	80 inch	Bronx	30-10-2023	Warranty till Oct 2026	2
63	Motorized Screen	80 inch	Bronx	02-03-2023	Warranty till Mar 2026	9
64	Motorized Screen	80 inch	Bronx	21-09-2023	Warranty till Sep 2026	4
65	Motorized Screen	80 inch	Telcon	28-02-2020	AMC	2
66	Motorized Screen	120 inch	Akten	15-Mar-25	Warranty till 2030	34
67	Multimedia Controller	AMC 800	AHA	01-Nov-19	AMC	8

68	Multimedia Controller	AMC 801	AHA	02-Mar-23	AMC	12
69	Multimedia Controller	AMC 802	AHA	21-Sep-23	AMC	5
70	Multimedia Controller	AMC 803	AHA	21-Nov-23	AMC	1
71	Multimedia Controller	AMC 804	AHA	12-Jul-24	AMC	1
72	Multiviewer Switcher	Linetek	Linetek	30-06-2023	AMC	1
73	Online Conference Equip with Speanker and Mic	Rally VR0009	Logitech	10-Nov-21	AMC	2
74	Podium Mic	G-100	AHA	01-11-2019	AMC	8
75	Podium Mic	G-101	AHA	02-03-2023	AMC	12
76	Podium Mic	G-102	AHA	21-09-2023	AMC	5
77	Podium Mic	G-103	AHA	21-11-2023	AMC	1
78	Podium Mic	G-104	AHA	12-07-2024	AMC	1
79	Power Amplifier	Zenith600/ PA1254	Work	01-Nov-19	AMC	7
80	Projector	EB-1945W	Epson	2016	AMC	1
81	Projector	EB-800F (UltraShortThrow)	Epson	30-Oct-23	Warranty till Oct 2026	2
82	Projector	EB-800F (UltraShortThrow)	Epson	11-Jun-24	Warranty till Jun 2027	1
83	Projector	EB-L510U	Epson	28-Feb-20	AMC	5
84	Projector	EB-L530U	Epson	02-Mar-23	Warranty till Mar 2026	20
85	Projector	EB-L530U	Epson	21-Sep-23	Warranty till Sep 2026	5
86	Projector	EB-U32	Epson	2016	AMC	4
87	Projector	EPPU-10088	Epson	15-Mar-25	Warranty till Mar 2030	1
88	Projector (Short throw)	EB-L630SU	Epson	15-Mar-25	Warranty till 2030	33
89	Speaker Ceiling	Multuple	Multiple	01/011/201	AMC	48
90	Speaker Ceiling	LBC 3099/41	Bosch	2015	AMC	95
91	Speaker Ceiling	DVS4	Tannoy	15-Mar-25	Warranty till 2030	6
92	Speaker Wall	ARQ 16 - 40	WORK	01/011/201	AMC	6
93	Speaker Wall	NEO-06	WORK	01/011/201	AMC	24
94	Speaker Wall	CW-106	AHA	21-09-2023	AMC	10
95	Speaker Wall	Bosch	Bosch	2015	AMC	10
96	Speaker Wall	LBC 3411/01	Philips	2015	AMC	8
97	Speaker Wall	Extron	Extron	2015	AMC	4
98	Speaker Wall (Colum Array)	VLS7	Tannoy	15-Mar-25	Warranty till 2030	64
99	Table Mic with Receiver	XR-20	SM Professional	12-Jul-24	AMC	4
100	Touch Panel Control	RWM-2	Extron	01-Nov-19	AMC	1
101	TV	43UU640C	LG	19-03-2020	AMC	2
102	TV	55LD650	LG	2016	AMC	1
103	TV	LH-55RM1DX	Panasonic	22-03-2019	AMC	3

104	TV	LH-65RM1DX	Panasonic	22-03-2019	AMC	1
105	TV	DB55D	Samsung	2016	AMC	1
106	TV	DC49	Samsung	01-02-2019	AMC	1
107	TV	QB55N	Samsung	08-07-2019	AMC	4
108	TV	LH46MGQLBC/XY	Samsung	2016	AMC	3
109	TV	UA55AU7700KLXL	Samsung	08-01-2019	AMC	1
110	TV	49"	Sony	18-11-2019	AMC	1
111	TV	QM85N	Samsung	01-Nov-19	AMC	1
112	TV	55 inch	Sony	15-Mar-25	Warranty till 2030	10
113	TV	65 inch	Sony	15-Mar-25	Warranty till 2030	9
114	TV	98 inch	Sony	15-Mar-25	Warranty till 2030	1
115	TV	75 inch	Sony	15-Mar-25	Warranty till 2030	2
116	TV Video Wall	46"	Samsung	01-Nov-19	AMC	9
117	Universal Switcher	UCX-2X1-SC-40	Lightware	15-Mar-25	Warranty till 2030	32
118	VC System	RallyPlus	Logitech	15-Mar-25	Warranty till 2030	5
119	Video Processor	HD-VP210A	Linetek	2023	AMC	1
120	All cable, all type of connectors, transceivers etc	Cable, Connectors	Cable, Connectors		AMC	lum sum

OEM Authorization MAF specific to tender Required from the following OEMs:

1. Epson
2. AHA

Service Level Agreement

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

3.	Stock of Spares	Keep adequate stock of Projectors, Switchers, Amplifiers, mike etc	0.01% per day of deficiency if system does not get repaired due to non-availability of stock
Manpower			
1.	Availability of manpower at site	AV engineer during the work hours defined (Except as per leave policy with the approval of MDI-G)	Per day salary per person per day of absence
Ticket Resolution and Report submission			
1.	Response time	Average time taken to acknowledge, respond once ticket is raised 95% incidents should be responded within 15 minutes	95-90 : 5% 90-85: 7% Less than 85: 9%
2.	Time Taken to resolve	95% of Severity-1: within 30 minutes 95% of Severity-2: within 3 hours 95% of Severity-3: within 12 hours	95-90 : 5% 90-85: 6% Less than 85: 7%
3.	Submission of root cause analysis report for severity-1	Within 5 working days	5%
4.	Availability of monthly report	Within one week of the next month	5% for non-compliance

*excluding defined downtime.

Definitions

Severity-1: Complete loss of service impacting significant no. of users

Severity-2: Partial loss of service impacting few users (whole department/ section/ floor)

Severity-3: Minor loss of service affecting less than four users

Performance Review

The representatives of MDI-G Computer Centre and AMC Service provider will meet fortnightly to discuss the service performance, review of specific problems, review operations and determine corrective action to overcome deficiencies. The AMC service provider will submit monthly performance report.

Section E Financial Bid

Quote for Comprehensive AMC of AV Systems at MDI Gurgaon

S. No.	Description	Qty	Unit Price Year1	Total Price Year1	Unit Price Year2	Total Price Year2	Unit Price Year3	Total Price Year3
1	Ahuja Amplifier TZA-2000	1						
2	Bosch Amplifier LBD 1912/00	4						
3	Bosch Amplifier LBD-1916/00	4						
4	Bosch Amplifier PLE-1ME060-IN	1						
5	Bosch Amplifier PLE-1ME120-IN	1						
6	Bronx Amplifier BR-120B	1						
7	Philips Amplifier LBD-1912/00	1						
8	Bosch Amplifier PLE-1ME060-IN	1						
9	Bosch Amplifier PLE-1ME120-IN	1						
10	LABGRUPPEN Amplifier CA2402	5						
11	LABGRUPPEN Amplifier CA2402	12						
12	Soundcraft Audio Mixer FX16ii	1						
13	Extron AV controller UFO-6312-212	1						
14	Lumens Camera PTZ VC-A50P	2						
15	Lumens Camera PTZ VC-A53	8						
16	Lumens Camera Switcher LC200	2						
17	Lifesize Camera VC LFZ019	3						
18	Sennheiser Ceiling Tile Microphone TeamConnect-Ceiling2	7						
19	Extron Central Control Processor IPCP Pro 360QXIW/LL	2						
20	AHA Collar Mic WE1100AF	8						
21	AHA Collar Mic AWM-U92P	12						
22	AHA Collar Mic AWM-U92P	5						

23	AHA Collar Mic AWM-U92P	1						
24	AHA Collar Mic AWM-U92P	1						
25	Shure Collar Mic BLX1	2						
26	Shure Collar Mic SVX1	4						
27	Shure Collar Mic BLX1	2						
28	LABGRUPPEN Digital Amplifier CA2402	1						
29	Work Digital Amplifier Work	7						
30	Serenix Digital Audio Processor SR6464DSP-P	2						
31	AHA Digital Podium ELF-72DG	8						
32	AHA Digital Podium ELF-72DG	12						
33	AHA Digital Podium ELF-72DG	5						
34	AHA Digital Podium ELF-72DG	1						
35	AHA Digital Podium ELF-72DG	1						
36	AHA Digital Podium ELF-72DG	33						
37	Bronx Digital Signage IPB216D	4						
38	AHA Hand held Mic with receiver AWM-192H	8						
39	AHA Hand held Mic with receiver AWM-U92H	12						
40	AHA Hand held Mic with receiver AWM-192H	5						
41	AHA Hand held Mic with receiver AWM-U92H	1						
42	AHA Hand held Mic with receiver AWM-192H	1						
43	NX- Audio Hand held Mic with receiver Pro 600	8						
44	Shure Hand held Mic with receiver PG58	1						
45	Shure Hand held Mic with receiver PGX2	1						
46	Lightware HDMI Extender Kit HDMI-PPS-TF96	64						
47	Extron HDMI Splitter (1:6) DA6HD4K Plus	32						
48	Milestone HDMI Splitter Milestone	2						

49	Linetek HDMI to Cat6 & Cat-6 to HDMI Transmitter & Reciver set TLK-EX605HPro-RX	2						
50	Linetek HDMI to USB Capture Linetek	1						
51	Cyprus HDMI to USB Capture Card Linetek	2						
52	New Line Interactive Board TT-8618VN	1						
53	New Line Interactive Board TT-9818RS	1						
54	Bronx Motorized Screen 180 inch	1						
55	Bronx Motorized Screen 120 inch	5						
56	Librety-Lite Motorized Screen 120 inch	1						
57	Telcon Motorized Screen 120 inch	2						
58	Bronx Motorized Screen 100 inch	6						
59	Bronx Motorized Screen 100 inch	4						
60	Librety-Lite Motorized Screen 100 inch	2						
61	Telcon Motorized Screen 100 inch	1						
62	Bronx Motorized Screen 80 inch	2						
63	Bronx Motorized Screen 80 inch	9						
64	Bronx Motorized Screen 80 inch	4						
65	Telcon Motorized Screen 80 inch	2						
66	Akten Motorized Screen 120 inch	34						
67	AHA Multimedia Controller AMC 800	8						
68	AHA Multimedia Controller AMC 801	12						
69	AHA Multimedia Controller AMC 802	5						
70	AHA Multimedia Controller AMC 803	1						
71	AHA Multimedia Controller AMC 804	1						
72	Linetek Multiviewer Switcher Linetek	1						
73	Logitech Rally VR0009 complete set	2						
74	AHA Podium Mic G-100	8						
75	AHA Podium Mic G-101	12						
76	AHA Podium Mic G-102	5						
77	AHA Podium Mic G-103	1						

78	AHA Podium Mic G-104	1						
79	Work Power Amplifier Zenith600/ PA1254	7						
80	Epson Projector EB-1945W	1						
81	Epson Projector EB-800F (UltraShortThrow)	2						
82	Epson Projector EB-800F (UltraShortThrow)	1						
83	Epson Projector EB-L510U	5						
84	Epson Projector EB-L530U	20						
85	Epson Projector EB-L530U	5						
86	Epson Projector EB-U32	4						
87	Epson Projector EPPU-10088	1						
88	Epson Projector (Short throw) EB-L630SU	33						
89	Speaker Ceiling	48						
90	Bosch Speaker Ceiling LBC 3099/41	95						
91	Tannoy Speaker Ceiling DVS4	6						
92	WORK Speaker Wall ARQ 16 - 40	6						
93	WORK Speaker Wall NEO-06	24						
94	AHA Speaker Wall CW-106	10						
95	Bosch Speaker Wall	10						
96	Philips Speaker Wall LBC 3411/01	8						
97	Xtron Speaker Wall	4						
98	Tannoy Speaker Wall (Colum Array) VLS7	64						
99	SM Professional Table Mic with Receiver XR-20	4						
100	Extron Touch Panel Control RWM-2	1						
101	LG TV 43UU640C	2						
102	LG TV 55LD650	1						
103	Panasonic TV LH-55RM1DX	3						
104	Panasonic TV LH-65RM1DX	1						
105	Samsung TV DB55D	1						
106	Samsung TV DC49	1						
107	Samsung TV QB55N	4						
108	Samsung TV LH46MGQLBC/XY	3						
109	Samsung TV UA55AU7700KLXL	1						

110	Sony TV 49"	1					
111	Samsung TV QM85N	1					
112	Sony TV 55 inch	10					
113	Sony TV 65 inch	9					
114	Sony TV 98 inch	1					
115	Sony TV 75 inch	2					
116	Samsung TV Video Wall 46"	9					
117	Lightware Universal Switcher UCX-2X1-SC-40	32					
118	Logitech VC System RallyPlus	5					
119	Linetek Video Processor HD-VP210A	1					
120	Cable Connector All cable, all type of connectors, transceivers etc Cable Connector	lot					

Onsite Manpower Cost

S. No.	Description	Qty.	*Price Year1 (2025-26)	*Price Year2 (2026-27)	*Price Year3 (2027-28)
1.	AV Engineer	2			
Total Price Excl. of GST					
GST					
Total Price incl. of GST					

Consolidated Cost (incl. of GST)

S. No. 1	S. No. 2	S. No. 3	S. No. 4
First Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Second Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Third Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Total Amount (complete of S.No. 1+2+3) (in Rupees)
Total Amount (complete of Sr No. 1+2+3) (in words)			

Note:

- The Scope give in Section D must be agreed. The bid with deviations would be rejected.
- Quotation Validity Period: - 180 days from the last date of Submission of quotation/tender.
- In case of discrepancy in the amount quoted, the amount mentioned in word or number which results in lowest payable by MDI will be taken into consideration.
- Price quoted should be inclusive of freight, cartage, delivery at MDI Gurgaon Campus. Nothing extra will be paid.
- MDI may place the order for the whole/ some of the items indicated above. Quantity of each item may vary (increase/ decrease) at the time of placing the order. Decision of competent

authority of MDI in this regard shall be final and acceptable to the bidder.

- SLAs as per Section D and penalty terms as defined in Section A are applicable
- During the year, whenever a device is removed from AMC for whatsoever reason, the prorate cost of that device would be deducted from the AMC invoice to be raised by the vendor.

Sign of bidder:

Name of bidder:

Firm's Name with stamp:

Date:

Place: