Sub: AMC FOR ONLINE UPS SYSTEMS INSTALLED IN COMPUTER & INFORMATICS CENTRE IIT KHARAGPUR

Ref: Tender Notice No. IIT/CIC/AMC/UPS/2020-21/41 dated 21st December, 2020

Indian Institute of Technology Kharagpur, an Institute of National Importance, invites sealed bids for the Comprehensive Annual Maintenance Contract (AMC) for online UPS systems installed in Computer & Informatics Centre (CIC) from competent vendors who have registered office in India and adequate credential for similar type of work in large organizations. Initially the contract will be for one year which will be extended on a year to year basis for another two years on satisfactory performance.

Interested vendors are requested to send their sealed bids under a two cover system as per requirement mentioned in tender document.

Tender document can be downloaded from Institute website www.iitkgp.ac.in (Link: Tenders), the same is also available on CPP Portal (https://eprocure.gov.in). Any Corrigendum/addendum shall only be published on the Institute website and CPP Portal.

The proposal has to be sent in a sealed packet, containing two separate sealed envelopes (Technical Bid and Price Bid) duly superscripted with Reference Number (Tender Notice No. IIT/CIC/AMC/UPS/2020-21/41 dated 21st December, 2020), to the Office of the Head, Computer & Informatics Centre, Indian Institute of Technology, Kharagpur, P.O. Kharagpur Technology, PIN : 721 302 on or before 20th January 2021 by 3:00 p.m.

The technical bids will be opened on 20th January, 2021 by 3:30 p.m. in the presence of the authorized representatives of Vendors and price bids will be opened (to be notified separately), only of those firms, who will be found technically qualified/short listed, after evaluation of their technical bids.

Head
Computer & Informatics Centre
IIT Kharagpur

Copy to:
1. Institute website
2. CPP Portal
ANNUAL MAINTENANCE CONTRACT FOR ONLINE UPS SYSTEMS INSTALLED IN COMPUTER & INFORMATICS CENTRE IIT KHARAGPUR

1. Introduction

UPS systems of different capacities are installed in various Laboratories of Computer & Informatics Centre (CIC) premises and providing uninterrupted power to the servers and network equipment. These UPS systems are very much critical and running 24 x 7 basis in respective locations of CIC. Presently, the Institute is looking for a suitable experienced Indian service provider / system integrator who can provide comprehensive onsite annual maintenance support to these UPS systems.

2. Scope of Work

I. Items specified in the Table-1 need to be covered under Comprehensive AMC by the vendor. The Bidder need to maintain, troubleshoot and resolve problems as and when required.

II. The Bidder will ensure the availability of professionally experienced service personnel to provide the required on-site maintenance. A service call should be attended within 4 hours and should be resolved within 12 hours from the time of reporting.

III. The Bidder should maintain adequate spares at their local office to repair the UPS systems under comprehensive AMC with in stipulated time as mentioned above.

IV. The bidder should perform preventive maintenance (PM) quarterly for all the UPS systems and check the power condition, UPS backup, UPS load etc. along with scheduled PM.

V. Replacement of defective batteries is out of scope of this tender. However the Bidder should identify and inform CIC regarding condition of the battery banks and should help CIC to replace defective batteries (if any) during AMC period. In that case new batteries will be purchased by CIC separately if required.

VI. If any UPS is not repairable beyond 24 hours then the Bidder should arrange equivalent UPS system as a workaround solution till the UPS under maintenance is up and running.

VII. If any UPS is down beyond 7 days the penalty will be imposed Rs.200.00 per day per for 30 KVA UPS and Rs.100 per day for 10 KVA UPS till the UPS is made operational.

VIII. The Bidder will maintain a performance log of all UPS systems and alert CIC in advance if there is any irregularity.
3. **Vendor Credentials and Service Criteria**

I. The Bidder should be an Indian Company and must have at least 5 years of experience in maintaining UPS Systems of similar capacities. Documentary evidence must be submitted.

II. The Bidder should submit three purchase order copies of supply with warranty support or maintenance of 30KVA/ 20KVA /10KVA online UPS systems from any reputed organizations within last three years.

III. The Bidder should have local presence in and around Kharagpur (within 200 KM approx.) such that service call can be attended within stipulated time (within 4 hours).

IV. The bidder should not have been blacklisted by any IITs or similar Autonomous Institutions /Universities, Government /Public Sector Undertakings on the date of submission of this bid. A declaration from the bidder must be submitted.

4. **Submission of bids**

I. Vendors should submit both the Technical & Commercial bids in separate sealed covers.

II. Commercial bid will be opened only for those Vendors who are Technically Qualified.

III. Technical bid must consist of the following documents.

   - Signed tender document as a token of acceptance of the terms and conditions.
   - Supporting document for Vendor credential mentioned in Sec. 3
   - Details of Escalation Matrix and call handling procedure
   - Current Income Tax & Sales Tax Clearance certificates and PAN NO.
   - Summary of Audited Statement of Accounts for the last three years
   - Bid Security Declaration

IV. Price bid should be submitted strictly in the format given as stated in the tender. Price should be for onsite comprehensive maintenance inclusive of all statutory duties, Taxes, and other charges if applicable. Tax components should be clearly shown separately, showing both the tax rates and the total tax for each component.

V. Technical bid should contain the tender document signed by authorized signatory of the bidder as a token of acceptance of specifications, requirements and terms and conditions.

VI. Past Performance of the vendors will be judged at the time of technical evaluation.
VII. Incomplete and/or conditional bid or bid not confirming to the terms and conditions would be rejected.

VIII. Bid once submitted would be the property of IIT Kharagpur and shall not be returned to the vendor in future.

IX. A bid submitted with false information will not only be rejected and the vendor may also be debarred from participation in future tendering process.

X. Canvassing in any form not only invites disqualification in this tender but also debar the vendor participation in the future tendering processes too.

5. General Terms & Conditions

I. Last Date of Submission of Sealed Bids: 20th January, 2021 by 3:00 pm (In the Office of the Head, Computer & Informatics Centre, Indian Institute of Technology Kharagpur).

II. Date of opening of the Technical Bids: 20th January, 2021 at 3:30 pm (In the Office of the Head, Computer & Informatics Centre, Indian Institute of Technology Kharagpur).

III. Payment Terms: Quarterly payment will be made on successful maintenance after each duly certified by Head CIC.

IV. Period of AMC: Initially for one year and will be extended to another two years on year to year basis depending on satisfactory performance.

V. Bid Security Declaration: Bid Security Declaration should be submitted with the Bid Documents as per the attached Annexure-I.

VI. Price: Price should be quoted in Indian Rupees only. L1 will be decided on the grand total of prices for all components.

VII. Bid: Technical Bid and Price Bid should be submitted in two separate sealed envelopes quoting reference number on the top of the envelope. Bid Security Declaration should be enclosed with the Technical Bid documents.

VIII. Conditional Offer will not be accepted.

IX. Period of Validity: Bids shall remain valid for acceptance for a period of 120 days from the date of opening of the price bid.

X. The Institute does not bind itself to offer any explanation to those bidders whose technical bids have been found not acceptable by the Evaluation Committee of the Institute.

XI. Limitation of Liability: Notwithstanding anything contained herein, neither party shall be liable for any indirect, special or consequential damages like loss of profits or business.
interruptions even if the Parties had advance notice of the same. The total liability of the either party shall not in any circumstances, exceed the Total Order/Contract Value.

XII. **Opening of Price Bids:** The Price Bid(s) of only those vendor(s) who are found technically qualified will be opened.

XIII. An authorized representative (with the proper authorization letter to attend the opening of technical bids and also for opening of price bids) may choose to be present at the time of opening of Technical Bids/Price Bids.

XIV. Director may accept or reject any or all the bids in part or in full without assigning any reason and does not bind himself to accept the lowest bid. The Institute at its discretion may change the quantity/upgrade the criteria/drop any item or part thereof at any time before placing the Purchase Order. In case of any dispute, the decision of the Director of this Institute shall be final and binding on the bidders.

XV. This Tender Document and the Contract shall be governed by and interpreted in accordance with Laws in force in India. The Courts at Midnapur shall have exclusive jurisdiction in all matters arising under the contract.

For any query pertaining to this tender, correspondence may be addressed to:

**The Head, Computer & Informatics Centre**
**Indian Institute of Technology,**
**Kharagpur-721 302**
**Email: head@cc.iitkgp.ac.in**

In case the due date for submission and/or opening of the tender happens to be a holiday, the same will be accepted on the next working day. The timings will however remain unchanged. Please Note that the Institute remains closed during Saturdays & Sundays.
## 6. Price Bid Format

### Table -1

<table>
<thead>
<tr>
<th>S/N</th>
<th>UPS Type</th>
<th>Make &amp; Model</th>
<th>System serial no.</th>
<th>Location</th>
<th>AMC Value (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>30KVA</td>
<td>Power-One, U303Q32H</td>
<td>20120400356</td>
<td>Server Room</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>30KVA</td>
<td>Power-One, U303Q32H</td>
<td>20120400357</td>
<td>Server Room</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>30KVA</td>
<td>Numeric, HPE</td>
<td>IV150100633</td>
<td>South-East Electrical Room (used for Server Room)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>30KVA</td>
<td>Numeric, HPE</td>
<td>IV150100634</td>
<td>South-East Electrical Room (used for Server Room)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>10KVA</td>
<td>Numeric, HPE</td>
<td>XI110100449</td>
<td>Network Room</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>10KVA</td>
<td>Numeric, HPE</td>
<td>XI110100450</td>
<td>Network Room</td>
<td></td>
</tr>
</tbody>
</table>

**Total**

**Applicable Taxes**

**Grand Total**
ANNEXURE- 1

Bid Securing Declaration Form

Date: ___________________     Tender No. _________________

To (insert complete name and address of the purchaser)

I/We the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

   a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

   b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed:   (insert signature of person whose name and capacity are shown)
in the capacity of   (insert legal capacity of person signing the Bid Securing Declaration)

Name:   (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____________ day of ___________________ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)