

University Centre for IT Infrastructure Management
4th Floor, D-Block
Guru Gobind Singh Indraprastha University
Sector-16 C, Dwarka, Delhi-110 078

Subject: Quotations are invited for Comprehensive Annual Maintenance Contract for Computers, UPS & LCD projector available in the Guru Gobind Singh Indraprastha University (Both Dwarka & Kashmere Gate Campus)

NOTICE INVITING QUOTATION

Sealed item rate quotations are invited on behalf of Registrar, Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, New Delhi from **eligible manufacturers/distributors/authorized vendors** for **AMC of Computers, UPS & LCD projector** as per schedule of quantity attached with this NIQ:-

1.	Name of work:-	AMC of Computers, UPS & LCD projector and Microsoft Exchange Server
2.	Last date, time and venue for collection of quotation document.	22/08/12, Up to 2.00 p.m. from the, GGSIPU, Sector 16 C, Dwarka, New Delhi - 110078
3.	Last date, time and venue for submission of quotation	26/08/13, Up to 03.00 p.m. at the, GGSIPU, Sector 16 C, Dwarka, New Delhi - 110078
4.	Date, time and venue for opening of technical bid	26/08/12 From 3:30 p.m. at the UCITIM, GGSIPU, Sector 16 C, Dwarka, New Delhi - 110078
5.	EMD value	Rs. 50,000/- must be submitted in the form of DD/FD infavor of Registrar, GGSIPU, Delhi.
6.	Financial bid shall be opened after evaluation of technical bid/time notified thereafter.	
7.	Estimate Cost	Rs. 10,00,000 (Rupees Ten lakh only)

The bids shall be submitted in two stages viz. (i) Technical bid (ii) Financial bid.

Following items are available in the University:

S.No.	Items	Quantities
1.	Desktop Computers (Make: HP, HCL, Acer, Lenovo)	1500
2.	Laptop	15
3.	Server (Make: IBM/HP)	06
4(a).	UPS	
4(b).	Offline	
	500VA	01
	600VA	18
	650VA	05

	800VA 1KVA	01 447
4(c).	Online 1KVA 1.5KVA 2KVA 5KVA 7.5KVA 10KVA	19 01 14 31 01 04
4(d).	Online (III PH I/P III o/p) 10KVA 15KVA 20KVA	06 03 14
4(e).	Online III PH I/P single PH o/p 20KVA 30KVA (Neo Power)	02 02
5.	LCD Projector	50
6.	Microsoft Exchange Server (Email server)	1

Note: Detail of the above items are available in the office of UCITIM.

A Certificate that all costs of repair and maintenance charges have been included in the quotation, shall be furnished by the bidder.

The offer should be valid for the acceptance for the period of at least 60 days from the date of opening.

In Case of any discrepancies, the minimum quoted price shall be considered for evaluation. In case of difference between the amounts in figure and in words, the rates quoted in words shall prevail.

The offer/bid must be sent by registered post/Courier/by hand/speed post, sufficiently in advance so as to reach to the chairman, UCITIM, GGSIPU by schedule date and time. Any bid received after the due date and time, whatever means, shall not be considered and shall be returned unopened.

Eligibility:-

Undertaking by the agency in its Letterhead that:-

- a. it has not been barred or blacklisted by any of the Central/State Government/Departments/Organizations/Central or State PSU
- b. it will ensure fair trade practice.
- c. The proprietor/partners of the agency have any relative employed with GGSIP University.

Should have valid registration with DVAT Department of Govt. of Delhi

Terms & Conditions:-

1. The bidder shall place his bids in two separate envelopes marked “Technical Bid” and “Financial bid”.
All documents in support of eligibility as well as another envelope containing DD/Pay order for EMD shall be placed in the envelope marked “Technical Bid”. The offered rates shall be placed in the envelope marked “Financial bid”. Both these bids should be super scribed with name of work and shall be placed in a third envelop which shall be super scribed as “**Quotation for AMC of Computer, Server,UPS, LCD projector & Exchange Server**”
2. Bids without EMD will be summarily rejected.
3. Conditional Bids will be summarily rejected.
4. Bids received after due date & time shall be summarily rejected.
5. The “Financial bid” of those bidders whose technical bids have qualified will only be opened.
6. Rate must be quoted in Indian Rupees only net in figures & words inclusive of taxes, levies, cartage handling, loading, unloading etc.
7. Delivery-: F.O.R. GGSIP University, Sector 16 C, Dwarka, New Delhi.
8. The EMD of unsuccessful bidders shall be refunded immediately.
9. The successful bidder have to submit a Performance Security Deposit @ 5% of the quoted value in the form of Demand Draft/Pay order drawn in favour of Registrar, GGSIPU, Delhi within 7(seven) days of the communication accepting the bid. EMD shall be adjusted toward Performance Security Deposit. The Performance Security Deposit shall be refunded without interest after completion of the AMC period.
10. In case the successful bidder fails to deposit the Performance Security within the stipulated 7 (seven) days of the communication accepting the bid, the EMD shall be forfeited to GGSIP University absolutely.
11. In case the successful bidder fails to start AMC within the delivered period, a sum equal to 0.5% of the contract price per week or part thereof until the actual delivery subject to maximum of 10% of the value of supply order shall be deducted.
12. The payment will be made as per payment schedule given below:
 - a. **All the AMC charges will be made half yearly after submission of invoice.**
13. Taxes etc., if any, levied shall be deducted at source.
14. The validity of the bid will be 120 days from the date of opening of financial bids. During the validity period, the successful bidder shall not be allowed to withdraw. In case of withdrawal, the EMD shall be forfeited to GGSIP University absolutely and no claim shall be admitted in this regard. Such bidder shall not be allowed to participate in the re-quotation process.
15. The rates of successful bidder will be valid for 12 months from the date of issue of letter of acceptance.

- 16.** University reserves the right to reject any or all the bids or accept them in part or reject the lowest bid without assigning any reason.
- 17.** In case of any dispute relating to meaning, scope, manufacturing, operation or effect of this contract or the validity or the breach thereof, University and the contractor shall make every effort to resolve amicably by direct discussion/negotiation.
- 18.** In case the dispute cannot be settled amicably within 30 days of the raising of dispute by either party, either party may seek settlement of the dispute by arbitration in accordance with the provisions of the Arbitration & Conciliation Act, 1996 and the award made in pursuance thereof shall be binding on all the parties. The sole arbitrator shall be appointed by Vice Chancellor, GGS Indraprastha University.
- 19.** The performance under this contract shall not be stopped for any reason whatsoever during the said dispute/proceedings unless the contractor is specifically directed to do so by the University.
- 20.** The venue of arbitration proceedings shall be Delhi/New Delhi. The language of proceedings shall be English. The law governing the substantive issues between the parties shall be the Laws of India. All disputes are subject to Jurisdiction of Delhi Courts only.
- 21.** It is also a term of the contract that if any fee payable to the arbitrator, shall be paid equally by both the parties. It is also a term of the contract that the arbitrator shall be deemed to have entered in the reference on the date he/she issues notice to both the parties calling them to submit their statement of claims and counter statement of claims.
- 22.** Force Majeure-
For purpose of this clause, 'Force Majeure' means an event beyond the control of the contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the University either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargo.
If a Force Majeure situation arises, the contractor shall promptly notify the University in writing of such conditions and cause thereof. Unless otherwise directed by the University in writing, the contractor shall continue to perform its obligations under this contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.
- 23.** The scope of work covers Comprehensive Maintenance includes the preventive and breakdown maintenance of Computers, Servers, UPS & LCD projector installed at Dwarka and Kashmere Gate Campus.
- 24.** Some Computers, Server, UPS & LCD projector may be malfunction. Computers, Server, UPS & LCD projector, AMC shall include repair/maintenance of all the parts related all the function of that equipment.

25. The 'Service Maintenance Contract' shall be comprehensive in nature and shall, therefore, include essential servicing and repairs/fixing/replacement of all the electrical /electronic, and mechanical components of equipment. **Therefore firm shall bear cost of all spare parts of related items excluding only consumables items** during the period of the contract at the exclusive risk, responsibility, and the cost of the contractor.
26. The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. shall be liable to be made by the University.
27. The work shall be carried out in the premises of the University Campuses located at Dwarka and Kashmere Gate Campus. Only such work, which cannot be executed in the premises of University, shall be allowed to be done in the workshop of the firm and for that period, **the firm has to provide a standby system so that the office work does not suffer**. In any case no system or any other items/parts thereof shall be taken out of the premises without formal/written gate pass the UCITIM. No transportation, freight charges on this account will be paid. The system or any other items, parts thereof taken to the workshop/market will have to be brought back within three working days, extendable upto one week in exceptional circumstances, and a penalty of Rs. 200 /- per day will be charged until the delivery of the repaired item.
28. Adequate inventory on site of hardware parts like RAM, SMPS, various types of cables, logic cards etc. must be kept in stock in advance. Successful bidder has to provide **5 Computers, 5 UPS & 1 LCD** projector, in standby, in University.
29. The UCITIM reserves the right either to accept or reject any part or items found inferior in quality or workmanship.
30. The tender will follow a simultaneous two bid system. One, the technical bid and the other financial bid (where there will be only the cost of the equipment, the cost of spares and cost of add on items will be quoted.). The final cost should be very clear and there should not any hidden cost i.e. there should not be any ambiguity in the total cost. The financial bid will be sealed in a separate cover, super scribed "**FINANCIAL BID**" and will be inserted in the big sealed cover along with the technical bid and EMD. **Technical bid must be submitted alongwith "Annexure I"**.
31. The EMD (refundable) should be in the form of demand draft/FD in favour of the Registrar, GGSIPU payable at Delhi.
32. The rate quoted should be FOR, in Indian Rupees, inclusive of all taxes and the rates should be shown separately (for imported items, foreign currency, the exchange value with Indian rupee on that date should be mentioned, before and after taxes/duties/freight/clearance charges as applicable for delivery to the final destination (UCITIM, GGSIPU, Dwarka). The rates should be quoted legibly in figure as well as in words. There should not be any cutting, overwriting or erasing in the rates or specifications. If there is any difference in the rates of words and figure in a tender the figure written in words will considered as final.

33. An affidavit on non judicial stamp paper worth Rs. 20/- stating that (a) the firm has not been debarred/blacklisted by any university/autonomous organization/ government/semi government organizations, (b) will observe fair dealing in the business and that this equipment has not been sold for less than the price quoted, (c) has no personal dealing with any of the employees of this university.
34. Services Engineer shall be required to solve/troubleshoot the problems related Computer/Server/UPS/LCD projector/Exchange Server. Engineers shall be required to provide the services at the client side as well as server side. Engineer shall be required to installed the software /drivers in the computer if require.
- 35. The successful bidder shall be required to depute following service Engineers:**
- a. 3 qualified Service Engineers, for Computer/Server/Laptop/LCD projector for Dwarka Campus.
 - b. 1 qualified Service Engineer, for computer/server/laptop/LCD projector for Kashmere Gate Campus.
 - c. 1 qualified service engineer, UPS for Dwarka campus. Engineer may be required to visit Kashmere gate campus as per requirement. No TA will be paid for the visit.
 - d. Company should maintain Microsoft exchange server installed in university server room either through on-sight service engineer or on remote site engineer.
 - e. The firm must provide the name, mobile no. and email id of account manager, who is responsible for GGSIPU AMC.
 - f. Service engineer must carry smart mobile phone.
36. Qualification and experience of service engineer:
- a. Graduate/ITI/Diploma in a relevant discipline with a requisite certificate from training centre.
 - b. 2-Years of relevant experience working in a reputed firm.
37. Service engineer posted at GGSIPU must equipped with mobile phone and should have their own transport facility to ensure timely availability. An amount of Rs. 200/- will be deducted from the AMC, payable if any service engineer remains absent for a day without providing substitute.
38. The firm should ensure that the engineers should remain at the Office of University Campus continuously for at least six months. Any change must be intimated to the official well in time. Proper handing over and taking over must be done by the engineer itself. Attendance of the service engineer will be maintained by UCITIM office, GGSIPU.
- 39. Period of contract will be for two years from the date of execution of contract subjected to the yearly renew on the basis of satisfactory services of previous year which is extendable up to three years.**
40. Tenderer should quote rate on comprehensive basis for all the Computers, Server, UPS & LCD projector as per attached format (**Annexure 2 (Table I and II)**) and partial quote

will be rejected summarily. No repairing cost, whatsoever shall be paid to Vendor. Vendor is requested to quote AMC charges, keeping in view of any repairing charges.

41. The bidder must inspect Computers, server, UPS & LCD installed in GGSIPU campus (Dwarka and Kashmere Gate campus), before submitting bid. The firm will not be allowed to charge any extra amount for repair/replacement, if any, after entering into Annual Maintenance Contract.
42. The **down time** of a system will be 03 days after the lodge of complaints and after which a sum of Rs. 250/- per day will be charged. However, the down time of a system should not be more than 24 hours.
43. Vendor shall be required to maintain updated inventory records of Computers, server, UPS& LCD projector in the form soft copy. Updated inventory list shall be required to submit to the department quarterly in the format provided by UCITIM.
44. The successful bidder shall be required to pay taxes which should be levied by the Govt., for the execution of work awarded under contract.
45. On expiry of the contract after three years, the firm will have to hand over the systems in perfect working condition to the Department, failing which the amount spent on setting the system repaired/in working condition from the open market will be deducted from the security deposit of the firm
46. The firm must have expertise to provide maintenance of various types of Computers, Server, UPS & LCD projector.
47. The successful tenderer will be required to do the work for a period of two/three years from the date of entering into contract with this University The Department however, reserves the right to terminate the contract at any time without assigning any reason, therefore, the decision of the University in this regard shall be final and binding on the successful tenderer. The firm entrusted with the work will have to do the work at the approved rates. If for any reason, the firm is not able to do so, the work will be got done from some other firm/open market and the expenditure incurred on such repairs shall be recovered from the contractor deducted from the security deposit as the case may be.
48. The vendor/supplier should be a registered firm with Trade & Taxes / Sales Tax /Service Tax Department etc. should possess PAN, TIN (VAT)/Sales tax and service tax as applicable.
49. The services at both the premises are being treated as separate unit.
50. The firm must have turnover of Rs. 25 lakhs & above in the last two financial years.
51. The tender may be rejected in full or any part at the discretion of the University.
52. All disputes are subjected to Delhi court jurisdiction.
53. GGSIPU requires a Certificate of Acceptance if the tenderer accepts all the above mentioned terms and conditions.

Dr. Amit Prakash Singh
Chairman, UCITIM
Email: ucitim@ipu.ac.in

Annexure-I

The following are the points that all tenderers need to fill and submit along with the documents submitted. Fill up each column (attach supporting documents)

Serial No.	Mandatory Requirements	Please fill up each column (attach supporting documents)
1.	Name of the Vendor	
2.	Telephone No., Mobile number and Fax number and Email address	
3.	Status of the firm- i)A proprietary firm ii)Partnership Firm iii) Limited company with various govt. offices/bodies.	
4.	Particulars of registration with various govt. offices/bodies.	
5.	PAN number with a copy of the latest return.	
6.	TIN/Sales tax number with a copy of the latest return.	
7.	Service tax number, if any with a copy of the latest return.	
8.	Earnest money and deposit as prescribed against each item in the form of DD/FD in favour of the Registrar, GGSIPU payable at Delhi.	
9.	The copy of the terms and conditions as given in the tender with the signature and seal of the dealer/proprietor/manufacturer.	
10.	The firm should provide a list of users with their contact details, including phone/email.	
11.	Undertaking on non judicial stamp paper worth Rs.20/- i) The firm has not been debarred or blacklisted by any Govt./semi govt./autonomous organization/Public sector Undertakings. ii) It will ensure fair trade practice (where it will be mentioned that this equipment has not been sold for less than the price quoted) iii) The firm has no personnel dealings with the officials of the University.	

Annexure-II

Financial Bid (Table 1)

S.No.	Items	Quantities (approx.)	Cost
1.	Desktop Computers (Make: HP, HCL, Acer, Lenovo)	1500	
2.	Laptop	15	
3.	Server (Make: IBM/HP)	06	
4(a).	UPS		
4(b).	Offline 500VA 600VA 650VA 800VA 1KVA	01 18 05 01 447	
4I.	Online 1KVA 1.5KVA 2KVA 5KVA 7.5KVA 10KVA	19 01 14 31 01 04	
4(d).	Online (III PH I/P III o/p) 10KVA 15KVA 20KVA	06 03 14	
4(e).	Online III PH I/P single PH o/p 20KVA 30KVA (Neo Power)	02 02	
5.	LCD Projector	50	
6.	Microsoft Exchange Server	01	
7.	Total		
	Tax		
	Total with Tax		

Annexure-II
Financial Bid (Table 2)

S.No.	Man Power Cost	Quantity	Cost (In Rupees)
1.	Technical staff for Desktop computers/Laptop/Server/ LCD Projector	03 (Dwarka Campus) 01 (Kashmere Gate)	
2.	Technical Staff for UPS	01 (Dwarka Campus) (As and when required will be deputed for Kashmere Gate)	
	Total		
	Tax		
	Total with Tax		

Annexure-III

This is to certify that technical team of _____ (vendor's name) has visited/inspected items available in Guru Gobind Singh Indraprastha University campus, Dwarka and Kashmere Gate.

The rates quoted include repairing cum AMC charges in total. No extra repairing cost shall be charged from GGSIP University.

Date:

(Name of the Vendor)

Place:

Address of Vendor: _____

Mobile No.: _____

Email: _____

PAN No.: _____

Service Tax No.: _____