

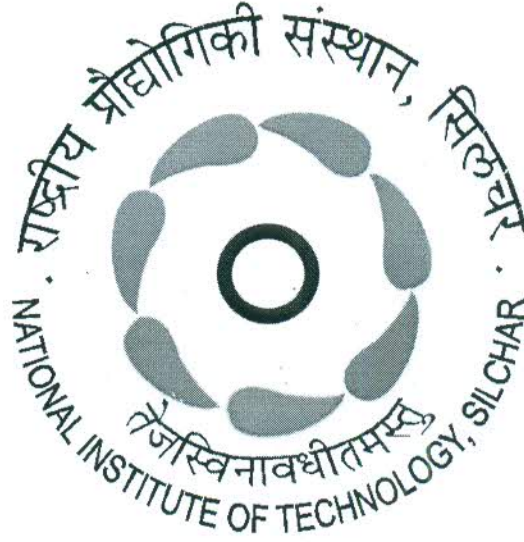
**NATIONAL INSTITUTE OF TECHNOLOGY SILCHAR**  
Silchar – 788 010 (ASSAM)

No: NITS-PS-632-CCC-AMC of Network Switches, Servers, Wi-Fi Controller & AAA Servers-18

Date: 14/12/2018

**NOTICE INVITING TENDER**

**FOR ANNUAL MAINTENANCE CONTRACT OF NETWORK SWITCHES, SERVERS, WI-FI CONTROLLER & AAA SERVERS AT ECE & CSE BUILDING NIT SILCHAR**



LAST DATE & TIME OF SUBMISSION : 17/01/2019 up-to 01.00 PM

DATE & TIME OF OPENING : 17/01/2019 at 03.30 PM



**NATIONAL INSTITUTE OF TECHNOLOGY  
SILCHAR - 788 010**

Tel.No. Director: (03842) 224879

Fax: (03842) 224797

**NOTICE INVITING TENDER**

**Adv. No: NITS-PS-632-CCC-AMC of Network Switches, Servers, Wi-Fi Controller & AAA Servers-18**

Sealed Tender/Quotations are invited from reputed Firms/Agencies/Authorized Dealer/Authorized AMC provider **FOR ANNUAL MAINTENANCE CONTRACT OF NETWORK SWITCHES, SERVERS, WI-FI CONTROLLER & AAA SERVERS AT ECE & CSE BUILDING NIT SILCHAR** along with Earnest Money Deposit (EMD) @2% of the total bid value in the form of Demand Draft/Bank Guarantee in favour of "The Director, NIT, Silchar", Payable at Silchar. No Interest shall be paid on EMD. Bidders registered as NSIC/SSI/MSME are exempted. Necessary Certificate in support must be furnished where applicable.

Detail specification of the item/items to be cover under AMC is given in **(Annexure – A)**.

Tender documents can be obtained from Purchase Section, NIT Silchar or may be downloaded from our website [www.nits.ac.in](http://www.nits.ac.in) or <http://tenders.gov.in>. **The cost of tender document is Rs.1,000/-** (Non-refundable) to be submitted in the form of DD in favour of The Director, NIT Silchar, Payable at Silchar. The last date and time for submission of Tender document will be 17/01/2019 up-to **01.00PM** and tender will be opened on the same date at **03.30 PM** in office of HOD, CSE Dept., NIT SILCHAR.

The offers without Cost of Tender & Earnest Money Deposit (EMD) shall be out rightly rejected.

Director, NIT Silchar reserves the right to extend the date, or cancel the tender, accept or reject any/all quotations or not to purchase all or any of the items.

**Quotations are to be sent/submitted in sealed covers addressed to:-**

The Faculty-In-Charge, Purchase  
National Institute of Technology, Silchar  
788 010 (Assam)

**REGISTRAR, NIT SILCHAR**

## NOTICE INVITING TENDER

### Credential Criteria:

- The bidder should have provided similar nature of services to IITs/NITs/Govt. Departments/Semi Govt. Departments/PSU/Educational Institutions of National Importance etc. during last 3(three) years. **Duly certified copies are to be enclosed.**
- Quotations are to be submitted in properly sealed covers. Also, the address of the firm submitting the quotation must appear on the sealed cover and shall be super scribed as
- "QUOTATION FOR SUPPLY & INSTALLATION OF .....FOR  
..... NIT SILCHAR.
- VIDE TENDER REF NO NITS/PS-....., DATED.....DATE OF  
OPENING .....

**[The bid will summarily be rejected & returned to the bidder if the sealed envelope containing the quotation is not super scribed as above].**

- **Genuine Pricing: Vendor** is to ensure that quoted price is not more than the price offered to any other customer in India to whom this particular service has been provided recently, particularly to IIT/Institutes and other Government /Private Organization.
- **Termination for default** : Default is said to have occurred -
- If the supplier fails to execute the work order after being ordered for the services within the time period(s) specified in the purchase /work order or any extension thereof granted by NIT Silchar, the Institute may terminate the contract / purchase /work order in whole or in part and forfeit the EMD/PBG as applicable.

### TERMS & CONDITIONS:

1. The bidding agency should be reputed firm and having all necessary certificates, viz. GST registration certificate, PAN Registration, Sale Tax clearance Certificate, Authorized Dealership/Distributorship/Service Provider certificate, etc. The photocopies of all the certificates should be attached with the tender.
2. Bid document should include details of SCOPE OF WORK to be undertaken by the bidder in the event of award of the contract.
3. Quoted rate should be inclusive of all taxes. Nothing extra will be paid by the Institution.
4. Tenderer(s) registered with the State/Central Government must quote his registration numbers, if any, and submit a Xerox copy of registration along with the tender.
5. The rates to be quoted by the agency should be valid for a period of 6(six) months after the deadline date specified in the tender.
6. The quantity against each item mentioned in the tender may vary according to the actual requirements at the time of placing Purchase /Work Order.
7. **Each bidder should clearly specify that the bidder agrees to abide by the conditions of this tender document on their printed letter head duly sealed & signed by an authorized person.**
8. **Bid Price**
  - a) The contract shall be for the full quantity as described above. Corrections, if, shall be made by crossing out, initialing dating and rewriting.
  - b) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
9. Each bidder shall submit only one quotation.

10. Bidder shall be submitted financial statement for last three years
11. Bidder should submit copies of similar single work order of value of Rs.5 lakh during last two years.
12. Bidder should have experience in maintenance of commercial AC prof to be submitted.
13. All necessary documents shall be furnished along with the bid.
14. Validity of Tenders: Quotations: Tenders/Quotations shall remain valid for a period not less than 6 (six) months after the deadline date specified for submission of tender.

**Award of contract:**

NIT Silchar will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.

- a) The bidder whose bid is accepted will be notified of the award of contract by the NIT Silchar prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase / work order.
15. The tenders submitted shall clearly mention the name of the firm/person in whose favour the purchase /work order is to be placed.
16. Contact details of the person for maintenance support should clearly be given with **Name & Designation, Phone No, Fax No, Mobile, E-mail and official address.**
17. National Institute of Technology Silchar is not liable for non-receipt of the tender forms in time due to wrong address/ any delivery delay of the mail service provider/ force majeure. Tender documents received after the last date and time for receiving tenders will be summarily rejected.
18. **Successful bidder shall give a performance security @10% of the total order value in the form of Bank Guarantee.** The performance security shall be furnished after the order for supply is placed and before the final payment. Validity of the Performance Security shall cover the warranty period. The proceeds of the Performance Security shall be payable to the purchaser as compensation for any loss resulting from the suppliers failure to complete its obligations under the contract.
19. All legal disputes shall be under the jurisdiction of the Silchar Courts of Cachar District in the state of Assam.
20. An agreement to be signed by the AMC provider on non-judicial stamp paper worth Rs.100.00 and the stamp paper shall be provided by the AMC provider within 15(Fifteen) days from the day of receipt of P.O./W.O.
21. Cost of spares that are being replaced in the AC will be covered under this comprehensive Annual Maintenance Contract scheme.
22. All disparities/disputes arising out of the AMC order are subject to the jurisdiction of court of Silchar, Cachar, Assam.
23. The Annual maintenance contract includes preventive as well as corrective maintenance.
24. The firm shall depute well qualified & experience service engineer(s) for attending maintenance related complaints
25. **Scope:** Maintenance service shall consist of preventive and corrective maintenance of the AC(s). In case of any breakdown, all efforts shall be made by the firm of rectify and make the AC(s) operational at the earliest. It includes faultfinding, repair/replacement of defective parts and functional checking. The defective AC shall be set right by the firm within 2(two) working days barring holidays, bandh, road blockade etc. from date of complaint received by the Firm for complete breakdown.

The replacement of defective parts with good quality & OEM branded parts will be done by the firm as per the mutually agreed terms. Used / repaired parts of any other brand from any other source are not acceptable. AMC shall cover each & every parts of item & replacement of any parts necessary for keeping the AC(s) active & free from any defects/ disturbances, any unscheduled call for corrective and/or preventive maintenance service.

In case, item is of proprietary nature, firm should enclose certificate & other documents as a proof in this context.

**26. Validity:**

- a. The contract will be initially for 1(one) year from the date of award and may be renewed for further 1(one) year with the consent of both parties and based on satisfactory services provided by the firm.
- b. This Agreement may also be terminated by at any time if the firm fails to rectify major pending complaints no compensation in this regard will be entertained.

**27. Payment terms:**

Payment: 100% Advance payment at the beginning of AMC may be done on submission of bill against Bank Guarantee of equivalent amount. The AMC Charges shall be payable to the service provider in two instalment i.e. Half yearly (six months) payment at the end of each instalment of AMC period after deducting penalties, if any, Half yearly advance payment may be made against Bank Guarantee on equal value at six months payment. TDS, Service tax and any other applicable taxes as per prevailing rates will be deducted before making the payment.

**28. Agreement:**

The firm shall have to sign an agreement in two sets on non-judicial stamp papers of Rs.100.00 (One hundred) each only containing details of terms & conditions after issue of P.O. to begin AMC. One set will be retained by the customer and other set is to be retained by the firm.

**26. Penalty for Failure:**

- a) The firm will ensure 90% uptime in respect of service. The uptime will be completed on calendar month basis in a non-cumulative manner.
- b) The down time penalty charges if not rectified within 7 working days – Rs.100/- per day from the day of expiry of grace period penalty shall be imposed & deducted from their bill.

(Annexure – A)

Sl.	Product Description	
1	ANNUANL MAINTENANCE CONTRACT OF NETWORK SWITCHES, SERVERS, WI-FI CONTROLLER & AAA SERVERS AT ECE & CSE BUILDING NIT SILCHAR	01Work



Registrar, NIT Silchar

