

NATIONAL INSTITUTE OF TECHNOLOGY SILCHAR-788010

No. NITS/PS-622/AMC of UPS/18-19

Date: 08/10 /2018



NOTICE INVITING TENDER

FOR PROVIDING AMC OF UPS AT NIT SILCHAR

LAST DATE & TIME OF SUBMISSION : 26 / 11 / .2018 up-to 01.00PM

DATE & TIME OF OPENING : 26 / 11 / .2018 at 03.30PM



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

Tel.No. Director: (03842) 224879

Fax: (03842) 224797

NOTICE INVITING TENDER

Sealed tenders are invited from reputed firms/ vendors/ service providers/ contactors/ companies/ supplier (hereinafter referred as firm) for the Annual Maintenance Contract (hereinafter referred as AMC) for UPS of National Institute of Technology, Silchar-788010 (hereinafter referred as customer) as listed in Annexure-A with the following general terms & conditions along with Earnest Money Deposit (EMD)@2% of the total bid value in the form of Demand Draft in favour of "The Director, NIT Silchar". Payable at NIT silchar. No Interest shall be paid on EMD at the time of return.

Detail List of items 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 or <http://eprocure.gov.in> .The cost of tender document is **Rs.1,000.00** (non-refundable) to be submitted in the form of DD in favour of The Director, NIT Silchar. Payable at NIT Silchar. The last date for submission of Tender document will be **26/11/2018** up-to **01.00 PM** and tender will be opened on the same date at **03.30 PM** in the Purchase Section, NIT SILCHAR

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

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

The Purchase Officer
National Institute of Technology, Silchar
788 010 (Assam)

REGISTRAR, NIT SILCHAR

(1) Eligibility criteria:

- a) The firm should have at least 3(three) years' experience in providing AMC Service. Testimonial should be enclosed as proof along with quotation.
- b) The firm should have three similar contracts with any Govt./Semi Govt. organization/ universities/ institution/ PSC etc.

(2) Testimonials & records to be furnished:

The firm should enclose the following records in support of their bonafide:

- a) Copy of AMC order not less than three (3) of Govt/Semi Govt/PSU/University/Institution etc.
- b) Copy of certificate of registration/incorporation of the firm.
- c) Copy of Income Tax registration certificate, PAN, GST, Service Tax etc.

In the absence of any of the aforesaid documents, acceptance of the quotations solely lies with the discretion of Director, NIT Silchar.

(3) Terms & condition:

- a) The Annual maintenance contract includes preventive as well as corrective maintenance.
- b) The firm shall depute well qualified & experience service engineer(s) for attending maintenance related complaints.

c) Scope:

- 1. Maintenance service shall consist of preventive and corrective maintenance of the UPS(s). In case of any breakdown, all efforts shall be made by the firm of rectify and make the UPS(s) operational at the earliest. Breakdown Maintenance will be carried out in the event of malfunction, which prevent the operation of the system and it includes faultfinding, repair/replacement of defective parts and functional checking. The system 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. However, in the event of inability to repair or restore the system in working condition due to non-availability of spares and other reason, the firm shall replace the defective parts with an equivalent capacity of parts, as and when required.
- d) 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 UPS(s) active & free from any defects/ disturbances, any unscheduled call for corrective and/or preventive maintenance service.
- e) Firm will supply all the new release / new version / updates of parts free of cost.
- f) In case, item is of proprietary nature, firm should enclose certificate & other documents as a proof in this context.

(4) 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.

(5) Payment terms:

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.

- (6) **Agreement:**
The selected 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.
- (7) **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 2days – Rs. 100/- per day penalty shall be imposed & deducted from their bill.
- (8) **Earnest Money Deposit (E.M.D.):**
E.M.D. @2% of the total bid value in the form of demand draft in favor of “Director, National Institute of Technology Silchar-788010”, payable at Silchar must be deposited along with the quotation without which the quotation will not be honoured and liable to be rejected. The E.M.D will be refunded to unsuccessful bidders within a month of finalization of quotation.
- (9) **Performance Security Deposit:**
The successful firm have to deposit performance security equivalent to 10% of total contract value in the form of Bank Draft/F.D.R./Bank Guarantee at the time of signing the AMC agreement. The validity of performance security deposit will be for 13 months from the date of operation of AMC and the EMD shall be released after receipt of performance security.
- (10) Quotation shall be in sealed envelope super scribes “**Quotation for AMC of UPS at NIT Silchar**” vide **Tender No.....dtd.due date**
- (11) The rate shall be quoted both in figure & words and all taxes shall be mentioned separately. Educational Discount if any shall be mentioned.
- (12) The Director, NIT Silchar reserves the right to accept or cancel any or all quotation without assigning any reason thereof.


Registrar
NIT Silchar

