

	सामग्री प्रबंधन अनुभाग भारतीय प्रौद्योगिकी संस्थान, रुड़की रुड़की-247667, हरिद्वार, उत्तराखण्ड, भारत Phone-(O) 01332-28-4293, 4693 E-mail: mmiitr@iitr.ac.in GSTIN-05AAALI0033R42Z	Material Management Section Indian Institute of Technology Roorkee-247667(Haridwar) (Uttarakhand) (India) Phone-(O) 01332-28-4293, 4693 E-mail: mmiitr@iitr.ac.in	
	PAN-AAALI0033R		

निविदा पलेख / Tender Document

No. 1400000542/MM-23/IITR/2020-21/AMC of Data Center Infrac/ICC/R.T.-1/496

Date of Uploading of Tender -<https://eprocure.gov.in/eprocure/app>

14-Jan-2021

Bids under two bid systems (Technical and Commercial) are invited Online at CPP Portal (<https://eprocure.gov.in/eprocure/app>) from the OEM/ their authorized agents/authorized service centre /service provider for the following Services/ Items.

Manual bids will not be accepted.

वस्तु की तकनीकी विषिष्टताये / Technical Specifications of item:

Sr. No	Name of item / Specifications	QTY	UOM
1	AMC of Data Center Infrastructure (Details as per Annexure- V)		As per Annexure V
AMC Period: One year from date of issue of Work Order.			
For details of Equipments for AMC and Scope of Work and other terms & Conditions please see: Annexure-V			
नोट-1: कृपया वस्तु का मूल्य एवं कर अलग-अलग दर्शाए।			
Note-1: Please quote the Rate & Taxes of the item separately.			
Note-2: E-way bill is to be issued by the Venders/Transporter			
Note-3: The HSN / SAC Code of the item must be mentioned.			
For Reasonability of Rates, The firm must enclose the last two supply orders for the same item with Financial Bid (Annexure-III) only.			
Critical Date Sheet			
1	Published Date	14-Jan-2021	(17:00)
2	Bid Document Download / Sale Start Date	14-Jan-2021	(17:30)
3	Seek Clarification Start Date	14-Jan-2021	(18:00)
4	Seek Clarification End Date	20-Jan-2021	(16:00)
5	Pre Bid Meeting Date	Not Required	Not Required
6	Bid Submission Start Date	22-Jan-2021	(10:00)
7	Bid Submission End Date	4-Feb-2021	(17:00)
8	Bid Opening Date	5-Feb-2021	(12:00)

Chapter-1 : Instruction to bidders

- A. The Tender should be enclosed with proper certifications like Agency Certification, Authorization certificate and/or Proprietary Certificate, as the case may be , in support of your offer.
- B. बोली का जमा किया जाना / **Submission of Bids:**
The bids should be submitted online in two parts –
 - 1 (i) The Technical Bid (Annexure-I, II, IV & V) and Tender Acceptance Letter.
 - (ii) The Financial Bid (Annexure-III) & Price Bid in .XLS Format
Rates in .xls format will only be considered for Financial evaluation.

- 2 The bids should be on official pad preferably with GST Number of the firm
- 3 The quotations should bear full details and where possible may be duly supported with catalogues, pamphlets, literature, samples of the item/items as the case may be for comparing the quality and rates of the item(s).
- 4 The transportation cost, insurance charge etc., if any, percentage/ rate of GST or all other taxes and duties should be clearly mentioned.
- 5 The bids / rates / tenders should remain valid for a minimum period of 90 days from the date of opening.
- 6 The rates shall not be subject to escalation of any nature.
- 7 The rates quoted should be applicable to educational institutions and any cost advantage received in lieu thereof should be passed on the Institution.
- 8 While quoting / sending rates, the firm shall give an undertaking as per Annexure-II.

C. विधि निक्षेप/ Earnest Money Deposit (EMD):

In lieu of EMD, declaration is to be provided/submitted as per annexure-IV of the tender document.

D. निष्पादन बैंक प्रत्याभूति/ Performance Bank Guarantee (PBG):

In case the total order value of items becomes Rs.25.00 Lakhs or above, 3% of the total order value in the form of Bank Guarantee or FDR pledged in favor of "The Registrar, IIT Roorkee" is required within 15 days after the issuance of work order or at the time of service which should remain valid at least during the AMC period plus sixty days. No interest shall be claimed by the bidder on the PBG submitted.

E. बोलियो का खोला जाना/ Opening of Bids:

- 1 The Technical Bids will be opened online at CPPP Portal (<https://eprocure.gov.in/eprocure/app>)-**Plz refer Critical Date Sheet**
- 2 The Financial bids of only the Technically Qualified bidders will be opened. The date and time for opening the Financial Bid will be communicated to the respective firm later by the system (CPP Portal (<https://eprocure.gov.in/eprocure/app>))
- 3 Representatives of the firms(s) may be present at the time of openings, if they so desire.

Chapter-2 : Conditions of Contract

F. ठेका देना/ Award of Contract:

The final selection of the bidder for the award of the contract will be made on the basis of the lowest commercial bid amongst the Technically Qualified Bidders.

G. पूर्व-आपूर्ति निरीक्षण/ Pre-supply Inspection:

Authorized representative of the Institute shall make the final inspection before supply of the item at site of the firm, if required.

H. वस्तु की आपूर्ति/ Supply of Item:

The whole supply as per order shall have to be completed within the time mentioned in the order failing which the I.I.T. Roorkee shall have the right to accept or reject any quantity of items ordered. The firm will have to arrange for supply of the material in good condition.

I. भुगतान की शर्तें/ Payment Terms:

A. Payment in INR for AMC/Service:

Quarterly/Halfyearly after satisfactory completion of work/service duly certified by the H.O.D./P.I.

J. दंड/Penalty:

A penalty of 0.5% of the total order value per week shall be levied for the delay subject to a maximum of 5% of the total order value.

In case of the non-supply of the item after the acceptance of the work/supply order, the firm will be debarred from any future bidding process of IIT Roorkee for a period of minimum one year.

(Please refer annexure-IV)

K. अप्रत्याशित घटना/Force Majeure:

For the purpose of and within the scope of contract by way of indication and not of limitation, the term "Force Majeure" shall mean acts of nature, strikes, Lockouts, or other industrial disturbances, act of public/enemy, wars, blockades, insurrection, riots, epidemics, landslides, earthquakes, storms lightening, flood, washouts, civil disturbances, explosion and any other similar even not within the control of either party on which by exercise of due care and diligence neither party is able to prevent or overcome.

L. मध्यस्थता/ Arbitration:

In the event of any difference or dispute arising out this work, all effort shall be made by both the parties to settle the same amicably. Failing an amicable settlement, the dispute shall be finally settled through arbitration conducted under the Arbitration and Conciliation Act 1996, by arbitrators appointed in accordance with the said Act. The arbitration shall give reasoned and speaking award. All disputes are subject to Roorkee jurisdiction only.

- M. बोली अस्वीकृती के लिए मानदंड / Criteria for bid rejection:**
- 1 If technical bid found without the required undertaking (Annexure-II) & declaration (Annexure-IV).
 - 2 If it found at a later date that any information given in the bids is Incorrect/false then the bid is liable to be disqualified/rejected.
 - 3 Canvassing in any form will result to disqualification.
 - 4 If “extra, as actual” etc. are mentioned against any of the price components in the bid the bid will be rejected.
 - 5 If the firm quotes 'NIL' charges / consideration, the bid shall be treated as unresponsive and will not be considered.
 - 6 If financial bid is found along with technical bid in pdf on CPP Portal, then the bid shall be rejected outrightly.
 - 7 If any bidder submitting two/multiple bids for the same item of a tender, both/all the bids of that bidder will be outrightly rejected.

Chapter-3 : Schedules of requirements

- N. टिप्पणी / Note:**
- 1 If the supplier/firm is manufacturer/authorized dealer/sole distributor/of the item, the certificate to this effect should be attached.
 - 2 Please note that the firms must submit the compliance Statement in an organized and structured manner in respect of all the specifications as per Annexure-V with the supporting catalogue/leaflet of the firm. Annexure-I, II IV & V have to be submitted with Technical Bid and Annexure-III with financial bid.
 - 3 It may also be noted that the tender bids received after the stipulated date & time or found incomplete and the tender bids containing false/incorrect information shall be summarily rejected. The Institute shall not entertain any communication in this regard, whatsoever.
 - 4 The firm is required to give its Bank Account details with IFSC for the purpose of making e-payment.
 - 5 The Indian Institute of Technology (IIT) Roorkee reserves the right to reject any quotation wholly or partly without assigning any reason.
 - 6 The quantity shown in the tender can be increased or decreased to any extent depending upon the actual requirement.
 - 7 The decision of the institute in all matters relating to eligibility, acceptance, rejection of the bid will be final and binding on the applicants.
 - 8 IIT Roorkee discourages High Sea Sale purchase. All tenders with High Sea Sale will be rejected.
 - 9 The firms should clearly mention (in the financial bid) the Harmonized System of Classification (HS code) defined by the Central Custom and Excise Board (Govt. of India)- for the item(s) involving import.
 - 10 **If the bid opening date happens to be a holiday, then the bid will be opened at 3.30PM of the next working day followed by the holiday.**
 - 11 If an agent submits bid on behalf of the Principal/OEM, the same agent can not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
 - 12 Indian Agent should submit the certificate from the Foreign Principal that they are the Authorized & Registered Indian Agent.
 - 13 The quantity shown against the item is approximate and may vary as per demand of the Institute at the time of placing order. Also, the final requirement of each line item will be decided by the Institute at the time of placing the PO.
 - 14 **Any corrigendum/addendum/errata in respect of the Tender Notice/ Enquiry letter shall be made available CPP Portal (<https://eprocure.gov.in/eprocure/app>). Hence prospective bidders are advised to visit the CPP Portal (<https://eprocure.gov.in/eprocure/app>) regularly.**
 - 15 Bidders shall be responsible for the correctness of the information provided in the enquiry letter/tender document. If it is found at a later date that any information given in the bid is Incorrect/false then the bid is liable to be disqualified/rejected.
 - 16 Before submission of bids, bidders should read the complete enquiry letter/tender document carefully and ensure that the bidders fulfill the eligibility criteria.
 - 17 In case the item/product is under rate contract with DGS&D or GeM, then Bidder should certify that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.
 - 18 **In Item Wise BoQ .xls sheet, In column M, leave blank for the item/service not provided/quoted by you. If quoted 0 then it will be considered that the item/service will be provided free of cost.**
- Or**
- In Item Rate BoQ .xls sheet, If quoted 0 for the items/services in column M then it will be considered that the items/services will be provided free of cost.**
- 19 **The Institute reserves the right to rectify any discrepancy of this advertisement, if found later on. In case of any inadvertent mistake in the process which may be detected at any stage even after the issue of purchase order, the Institute reserves the right to modify/withdraw/cancel any communication made to the bidder.**

Chapter-4 : Specifications and allied Technical details

Plz. See Annexure- I, II, IV, V

Chapter-5 : Price Schedule (to be utilized by the bidders for quoting their prices online in .XLS format at CPPP Portal (<https://eprocure.gov.in/eprocure/app>))

Plz. See Annexure- III & Price Bid in .XLS Format

Chapter-6 : Contract Form

Purchase Order is used as Contract Form

Chapter-7 : Other Standard Forms, if any to be utilized by the purchaser and bidders

Tender Acceptance Letter

***उप कुलसचिव (सामग्री प्रबंधन) / सहायक कुलसचिव (सामग्री प्रबंधन)
Deputy Registrar (MM)/ Assistant Registrar (MM)**

***Document Digitally Signed on <https://eprocure.gov.in/eprocure/app>**

For any Clarification regarding technical specifications of item Please Contact:

**Shri, Kausik Chattopadhyay,
Shri Mukesh Kumar,
Institute Computer Centre,
IIT Roorkee**

**Institute
Computer
Centre,
IIT Roorkee**

**Ph.-01332-28-4358
Email: head.icc@iitr.ac.in**

तकनीकी बोली

विस्तृत विवरण अनुपालन रिपोर्ट के साथ प्रस्तुत किया जाना है (अपने आधिकारिक लेटर हेड पर विक्रेता/फर्म द्वारा प्रस्तुत करने के लिए)

Detailed specification cum compliance report to be submitted with the Technical Bid
(to be submitted by the vendor/firm on its official letter head)

(For Detailed Technical Specification Plz refer Annexure-V)

Sr.No	Name & Required Specifications of Item(s)	Qty	UOM	Offered specifications of item(s)
1	AMC of Data Center Infrastructure (Details as per Annexure- V)		As per Annexure V	
For details of Equipments for AMC and Scope of Work and other terms & Conditions please see: Annexure-V				
	Firm's Profile :			
1	Manufacturer/Authorized Agent/Distributor/Dealer/Supplier(valid certificate must be attached)			
2	E-mail I.D. & Telephone/Mobile No. Detail of Bank A/C			
Note:	1. "offered specifications", should be filled up properly in the format provided as per Annexure-I.			
	2. Volume & Weight of the item should also be mentioned.			
	3. The HSN / SAC Code of the item must be mentioned.			

Signature: _____

Name : _____

Designation : _____

Seal of the Organisation

उपबंध / UNDERTAKING

Ref. No. No. 140000542/MM-23/IITR/2020-21/AMC of Data Center Infrs/ICC/R.T.-1/496
Dated:- 14-Jan-21

That all the terms/conditions mentioned in the enquiry letter/tender against which the rates are being given are acceptable to the firm.

It is certified that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.

It is certified that the firm has never been black-listed from any Government Department. (State/Central Govt./ Autonomous/ PSU)

Signature _____

Name _____

Financial Bid

(to be submitted by the vendor/firm on its official letter head)

Ref. No. No. 1400000542/MM-23/IITR/2020-21/AMC of Data Center Infrac/ICC/R.T.-1/496
 Date: 14-Jan-21

Rates :

Sr. No	Name of item / Specifications	Qty	UOM	Rate	Amount (INR) Or In Other Currency
1	AMC of Data Center Infrastructure (Details as per Annexure- V)	As per Annexure V		To be filled in .XLS sheet (attached)	
Total					
Grand Total Rs.					

1) Price of the items should be clearly mentioned if supplied Free of Cost.

Terms & Conditions:

- 1 Prices: Institute Computer Centre,
IIT Roorkee
- 2 **Payment:** **Should be clearly mentioned, As per clause-I of enquiry letter.**
- 3 Validity:
- 4 Delivery period:
- 5 Other charges:
- 6 **AMC Period:** **One year from date of issue of Work Order.**
- 7 Rejection: AMC if not found as per the required scope of work would be rejected.
- 8 Penalty Clause: As per clause-J of enquiry letter.
In case of the non-supply of the item after the acceptance of the work/supply order, the firm will be debarred from any future bidding process of IIT Roorkee for a period of minimum one year.
(Please refer annexure-IV)
- 9 PBG: In case the total order value of items becomes Rs.25.00 Lakhs or above, 3% of the total order value in the form of Bank Guarantee or FDR pledged in favor of "The Registrar, IIT Roorkee" is required within 15 days after the issuance of work order or at the time of service which should remain valid at least during the AMC period plus sixty days. No interest shall be claimed by the bidder on the PBG submitted.

It is certified that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.

Signature _____
 Name _____
 Designation _____
 Seal Of the Firm/Organization _____

Details of Institute :

IEC CODE	0100000011	
AD CODE	0001069-2770325	S.B.I., IIT ROORKEE
	0303974-2770324	P.N.B. IIT ROORKEE

DECLARATION

(to be submitted by the vendor/firm on its official letter head)

To,
Registrar,
IIT Roorkee,
Roorkee,

Subject: Undertaking as per GFR – 2017, Rule 170(iii) in lieu of Bid Security/Earnest Money Deposit (EMD)

Tender Ref no: No. 1400000542/MM-23/IITR/2020-21/AMC of Data Center Infrs/ICC/R.T.-1/496

Dated 14-Jan-21

Dear Sir,

We, the undersigned, offer to Supply the
as per tender at IIT Roorkee, in response to your above refered tender no.

We are hereby submitting our proposal/Bid/Quote for the same, which includes Technical bid and the Financial Bid. As a part of eligibility requirement stipulated in above refered tender document, we hereby submit a declaration in lieu of Earnest Money Deposit (EMD) as given below:

1. Our bid shall remain valid for 90-days from the date of financial opening and that we will not withdraw or modify our bid during the validity period,
2. In case, we are declared as successful bidder and an order is placed on us, we will submit the acceptance in writing within 7 days of placement of order on us.
3. In case, we are declared as successful bidder and an order is placed on us, we undertake, to submit a Performance Bank Guarrantee(PBG) as mentioned in above refered tender document or as per terms stipulated in the Purchase Order.
4. In case of failure on our part to comply with any of the above said requirements, we are aware that we shall be declared as un-eligible for said tender and /or debarred from any future bidding process of IIT Roorkee for a period of minimum one year.
5. The undersigned is authorized to sign this undertaking.

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

- 1 Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal are prerequisite for tendering.
- 2 Bidder should register for the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id as registered.
- 3 Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4 Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/nCode/eMudra etc. recognized by Controller of Certifying Authorities (CCA) India on eToken/SmartCard, should be registered.

- 5 The registered DSC only should be used by the bidder in the transactions and should ensure safety of the same.
- 6 Contractor/Bidder may go through the tenders published on the site and download the tender documents/ schedules for the tenders.
- 7 After downloading/getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected.
- 8 Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meeting if any. Bidder should take into account the corrigendum if any published before submitting the bids online.

- 9 Bidder may log in to the site through the secured login by the user id/ password chosen during enrolment/registration and then by submitting the password of the e-Token/Smartcard to access DSC.
- 10 Bidder may select the tender in which he/she is interested in by using the search option and then move it to the 'my tenders' folder.
- 11 From my tender folder, he may select the tender to view all the details uploaded there.
- 12 It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall stand rejected.
- 13 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and ordinarily it shall be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, all may be clubbed together and provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same if permitted may be uploaded. The file size being less than 1 MB the transaction uploading time will be very fast.

- 14 The Bidders can update well in advance, the documents such as certificates, annual report details etc., under "My Space option" and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 15 Bidder should submit the Tender Fee/ EMD as specified in the tender. Scanned copy of the same should be uploaded as part of the offer. (If applicable)
- 16 While submitting the bids online, the bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
- 17 The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the same. (If applicable)
- 18 The details of the DD/any other accepted instrument, physically delivered, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise submitted bid shall not be acceptable or liable for rejection.(If applicable)
- 19 The bidder has to digitally sign and upload the required bid documents one by one as indicated. Every act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read, understood and agreed with all clauses of the bid document including General conditions of contract without any exception.

- 20 The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid may be rejected.
- 21 If the price bid format is provided in a spread sheet file like BoQ_XXXX.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template shall not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.

- 22 The bidders are advised to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the bidders.
- 23 After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number indicated by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and also be used as entry pass to participate in the bid opening.
- 24 The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e- Tender system. The bidders should follow such time during bid submission.
- 25 All the data being entered by the bidders would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person.
- 26 Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 27 The confidentiality of the bids is maintained with the use of Secured Socket Layer (SSL) 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 28 The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 29 For any queries regarding e-Tendering process, the bidders may contact at address as provided in the tender document. Parallely for any further queries, the bidders are advised to contact over phone: **0120-4001005** or send an e-mail to – cppp-nic@nic.in.

Prequalification

- 1 An undertaking by the firm that it has never been black-listed must be attached along with the Bid, failing which the Bid shall be rejected. (As per Annexure-II)
- 2 True copy of Permanent Account Number.
- 3 Details of GST along with a copy of certificate to be attached.
- 4 Submission of samples if required, for all items indicated in the NIT. The make of items proposed to be supplied should be indicated and submitted along with the techno commercial unpriced bid without indicating the pricing components.
- 5 Willingness to execute all orders which are placed to meet emergency requirement on priority basis. The Bidder shall note that standards for workmanship, material and equipment, and references to brand names designated by the Purchaser in the tender document are intended to be descriptive only and not restrictive. The Bidder may substitute alternative standards, brand names and/or catalogue numbers in his bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

Tender Acceptance Letter
(To be given on Company Letter Head)

Date:

Sub: Acceptance of Terms & Conditions of Tender.

Tender No. 140000542/MM-23/IITR/2020-21/AMC of Data Center Infrs/ICC/R.T.-1/496

Tender description:

Dear Sir,

- 1 I/We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender No.' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).
- 2 I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like section(s), schedules(s) etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/ clauses contained therein.
- 3 The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.
- 4 I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirety.
- 5 In case any provisions of this tender are found violated, then your department/organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

SPECIFICATIONS

S.No.	Items	Description	Qty.	
A	AMC of data center infrastructure	AMC of data center infrastructure installed in the data centre as per below description	01 No.	
<u>Description</u>				
S. No	Description	Ma ke	Model	Qty.
A	IT Components			
1	Switch	Cisco	Cisco Catalyst 3650 48 Port	2
B	Non-IT-components			
2	Precision Air Conditioning System – 10 Ton	Emerson	PEX 135 EC	2
3	Access Control System (Thumb Biometric)	Matrix	Cosec DOOR FOP	2
4	CCTV Surveillance system (with recorder)	Bosch	NII-51022V3	2
5	Rodent Repellent system	STAR	Part No-Ultra NW	1
6	Fire Suppression System	Siemens	Sinorex 1230	1
7	Fire Detection & Alarm System	Apollo	Multi Sensor Part no-55000-885+45681-210	1
			Panel Model – SmartX	
			Control Module Part no-55000-847	
			Loop Sounder Part no-45681-277	
			Manual Call Point Part no-SA5900-908	
8	Water Leak Detection System	Star	Model no- 2 zone water leak panel	1
9	Aspiration Smoke Detection System (VESDA)	VESDA	VLF 250	1
10	Building Management System	LONIX	Part no- LX-BMS-NIU	1
			Part no- LX-BMS-BIU	

			Part No- LX-COBA-SRV-100-5	
			Part No- LX-BMS-M10	
			Part No- LX-RHTE-R	

B. SCOPE OF WORKS

Scope of Work .

The broad scope of work is as follows:

Preventive Maintenance

- To visit and check the equipment's on quarterly basis for carry out the servicing of equipment installed.
- To attend to any routine service, including preventive and remedial services.
- To attend all breakdown calls 24/7.
- To carry out cleaning up of the equipment's.
- To check proper functioning of installed equipment's.
- To check all electrical components for loose connections and tightening if necessary.
- Check equipment's for undue vibrations.
- Monitoring of equipment's in operation, note any unusual noise or vibration.
- Verify the efficient working of compressor in PAC unit; carry out repairs and replacement whenever required.
- Inspect and suggest for replacement of filters if necessary.

Breakdown Maintenance:

- This is to be carried out in the event of malfunction, which prevent the operation of the equipment's.
- Work to be carried out during the service coverage time as per the Agreement.
- Breakdown Maintenance includes faultfinding, repair or replacement of defective parts and functional checking.

Service Level Agreement

- Response : Within 24 Hours; excluding public holidays and Saturday & Sunday.
- Includes 100% parts coverage (excluding consumables) & Break Down calls.
- Performed by trained Engineers/Technicians
- Includes Four Pre-Scheduled Quarterly Preventive Maintenance Service
- A systematic schedule of Preventive Maintenances has to be furnished.
- A Service Escalation Matrix has to be furnished.

Exclusions

- Day to day routine maintenance and operation of the units.
- Electrical main incoming switch, Main incoming cable, fuses, control transformers etc.
- Replacement of sheet metal parts like cooling & condensing coil (air/water cooled) and air filters.

	<ul style="list-style-type: none"> • Refrigerant/NOVEC 1230 Gas (if found leakages due to Physical damage/ attempt of theft/natural calamity/fire.) • Replacement of Humidifier Bottle in PAC units • The air filters needs to be replaced every year.
--	---

C	BIDDER'S QUALIFICATION CRITERIA
1	The bidder's Gross Turnover from IT services and System Integration of LAN networking services in India should be more than Rs. 100 Crores (Rs. Hundred Crores) per year in the last three financial years viz. 2017-18, 2018-19 & 2019-20. A relevant page of the balance sheet must be attached.
2	The bidder must have Net Positive Worth.
3	Bidder should have one similar work of value not less than Rs. 60 Lacs or two similar works of value not less than Rs. 30 Lacs each during the last Five years ending 31 .12.2019.
4	Similar Work means "Maintenance of Networking / IT Infrastructure Works"
5	Bidder should be an Authorized System Integrator of the OEM and shall submit a letter of Authorization from the OEM for this specific Tender.
6	The bidding company has not been black listed in the last Five years (Bidder should provide the following declaration on their Company's letterhead).
7	Bidding company should be registered in India, and a copy of registration certificate should be provided.
8	The bidder should be registered with the GST Department and should carry a valid PAN In the name of the firm/company. (Details must be provided).
9	The bidder should be a single legal entity/ individual organization. Consortium shall not be allowed. (Undertaking signed by authorized signatory must be provided)
10	The bidder should be ISO 9001, ISO 20000-1, ISO 27001 and CMMI Level-3 Certified (Certified copies of currently valid certificates to be submitted as proof)
11	Bidder's must not offload maintenance of network equipment to any third party (Undertaking must be provided)
12	The bidder should have at least 20 full - time engineers on its permanent payroll. (should provide a certificate to this effect supported by some documentary evidence).
13	Ticketing software has to be provided from day 1 for logging issues and tracking issues during the maintenance period of the project. Multiple roles and responsibilities should be assigned to the users for managing the projects online. It should be able to track daily, weekly, monthly progress and should be able to generate reports. Pilot demonstration and approval from IITR for this software should be taken in advance before commencing the work. Acceptance be submitted now.
14	Bidder should provide declaration / contract from OEM regarding back to back agreement once order is awarded.
15	Firms/suppliers, who are registered with NSIC under Single Point Registration Scheme, shall be considered for exemption from furnishing the EMD by the Competent Authority. In such cases, copy of the VALID Registration Certificate from NSIC must be furnished. EMD exemption will be given to MSME also.
16	Onsite Service Metrics Parameters & Onsite Service Window for bidder (Service desk calls 24x7 & Upgrade , shifting and preventive maintenance As per the shutdown schedule)

1. Terms & Condition:

- a. Tax to be included in the quote
- b. Product to be demonstrated after successful installation.
- c. Warranty/Service/ Support: As per Annexure- V.

2. Payment terms should be acceptable as per IIT Roorkee purchase rules.