

# Assam University: Silchar

## Notice Inviting Tender

No: AUS/CC/2018/03

Dated: 07/05/2018

Sealed tender valid for 120 days are invited from experienced and financially sound Vendors /contractors having valid Registration and appropriate license for the **Annual Maintenance Contract of Online Ups along with supply of online UPS** at Assam University, Silchar. Tender document can be downloaded from the Website of Assam University at URL:-[www.aus.ac.in](http://www.aus.ac.in). Bids should be submitted along with the bid processing fees in the form of Demand Draft/ Banker's Cheque of Rs. 1000.00 in favour of Finance Officer ,Assam University, Silchar, payable at Silchar.

Name of the Work	EMD	Last date & time for submission of the Tender *	Date & timing of opening of the Tender
<b>AMC of Online UPS along with Supply of Online UPS</b>	Rs. 20,000.00	04.06.2018 1 pm	04.06.2018 2 pm

\*In case there is a Call for Strike, Local Bandh, etc. on June. 04, 2018; the next working day would be considered for submission and opening of tender.

The University reserves every right to accept or reject any or all tender without showing any reason whatsoever.

Director, Computer Centre

**SUBMISSION OF BIDS/TENDER DOCUMENTS:**

The sealed tenders should be submitted with superscription AUS TENDER No. \_\_\_\_\_ DATED \_\_\_\_\_. **For “Annual Maintenance Contract of Online Ups along with supply of online UPS”.**

The tender will contain two bids:

(i) Technical bid in a sealed cover strictly as per the terms specified in “Annexure 2” with superscription “AUS TENDER No \_\_\_\_\_ DATED \_\_\_\_\_. **For “Annual Maintenance Contract of Online Ups along with supply of online UPS”.** –**Technical**

(ii) Financial bid in a sealed cover strictly as per the terms specified in “Annexure-A” with superscription “AUS TENDER NO \_\_\_\_\_ DATED \_\_\_\_\_ for “Annual Maintenance Contract of online UPS along with the supply of online UPS” **-Financial.**

Tender should be addressed to:-

**The Director,  
Computer Centre,  
Assam University, Silchar  
Assam-788011**



## ASSAM UNIVERSITY, SILCHAR

**OPEN TENDER NOTICE NO. AUS/CC/2018/03**

**DATED: 07/05/2018**

**FOR AMC of Online UPS along with Supply of Online UPS at Assam University, Silchar**

<b>NOTIFICATION NO.</b>	<b>: AUS/CC/2018/03</b>
<b>DATE OF ISSUE</b>	<b>: 07/05/2018</b>
<b>BID CLOSING TIME AND DATE</b>	<b>: 04/06/2018 within 1 p.m.</b>
<b>Application fee for submitting Tender</b>	<b>: Rs. 1000.00 (in DD)</b>
<b>Spl. Rules for AMC</b>	<b>: AS PER ANNEXURE 1</b>
<b>Details of Online UPS</b>	<b>: AS PER ANNEXURE 2</b>

## ASSAM UNIVERSITY, SILCHAR

### **TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT OF ONLINE UPS ALONG WITH SUPPLY OF ONLINE UPS AT ASSAM UNIVERSITY, SILCHAR.**

**Ref. AUS/CC/2018/03**

**Dated. 07/05/2018**

1. Authorized dealers or Manufactures of UPS (Herein after called Bidder) of reputed brands having experience in AMC of Online UPS and supply of online UPS may submit the tenders. The party must have previous experience in doing AMC of Online UPS at Central University/Academic Institutions/ Govt organization/ PSU etc. Certificates in this regard from the responsible officer of that organization with contact no., e-mail address etc. is to be submitted. Any bids without the same would be rejected on the spot.
2. The bidder should be a registered firm in India, having C.S.T /VAT/PAN/TIN/Service Tax /GST etc. Any bids without the same would be rejected on the spot.
3. The Bidder must be the Authorized dealers or Manufactures of the online UPS and should produce a Letter of Authorization or as OEM. Any bids without the same would be rejected on the spot.
4. The Bidder having ISO 9002 certificate or similar certification would be preferred.
5. The Bidder must submit the latest Income tax, PAN card & Sales tax clearance certificates with the tender.
6. The tender should be submitted in a sealed envelope super scribed as “TENDER FOR AMC of Online UPS along with supply of online UPS” at Assam University” addressed to the **Director, Computer Centre Assam University, Silchar.**
7. The tender should be accompanied with a Demand Draft of Rs. 20,000/- (Twenty thousand only) from any nationalized bank pledged in favour of the **Finance Officer, Assam University, Silchar** as **Earnest Money Deposit (EMD)**. Earnest money of the bidders will be released after finalization of the deal. EMD will be forfeited in the event of vendor not accepting the purchase order
8. The Bidder should quote one rate per item, which should be inclusive of all taxes and any other charges etc.
9. The bidders shall have to submit their tenders within 1 p.m. of 04/06/2018 at Computer Centre, Assam University, Silchar. No tender will be entertained after the scheduled time and date of submission of tenders. The same will be opened on 04/06/2018 at 2 p.m at Computer Centre
10. A committee of experts constituted by the University authority will evaluate the bids of each tender to prepare the panel of successful tenders.
11. The successful bidder after receipt of the supply order has to deposit 5% of the Work Order value in the form of BG/FDR from any nationalized bank in favour of **Finance Officer Assam University Silchar payable at Silchar** as security deposit along with the confirmation of acceptance of the Supply Order. The security deposit will be released only after the completion of AMC period.
12. No request for advance payment shall be entertained in any circumstances.
13. After providing service to the user Department the Bidder shall obtain a certificate of successful customer service call report from the user Department.
14. For any kind of non-functioning or malfunctioning of the UPS at the user end shall have to be attended by the bidder within 24 hours during the AMC period ( or in next working day in case of holidays) after receiving verbal/written/e-mail complain and will make the UPS functional under the AMC . In case any UPS has to be taken out of the University, the bidder should provide a standby support UPS with same or higher/new configuration /specification.

15. If the vendor/supplier/bidder fails attend to the breakdown calls made within the stipulated period, a portion or whole of the security deposits as decided by the University shall be forfeited.
16. The Bidder shall give a written undertaking separately that spares for repairing the UPS will be available with them for at least 3 years from the date of AMC and they will supply them as and when required (A list of spares is to be submitted after AMC).
17. The Bidder should deploy qualified technician and use proper tools and materials while providing service. All the Electronic cards/ materials should be supplied and installed in the faulty UPS if required under the AMC by the bidder.
18. **Discretionary power:** The competent authority, Assam University Silchar, reserves the right to accept or reject any or all tenders without assigning any reason there of and also to modify in exceptional case any of the stipulated terms and conditions on merit on genuine and justifying grounds if it is in the greater interest of the University. The final acceptance of the tenders rests entirely with the competent authority of Assam University Silchar whose decision shall be final and binding.
23. **Mode of Dispatch:** The consignment (spares to be replaced) is required to be delivered at the Assam University campus under supplier's own arrangement free of additional charges.
24. **Dispatch of Document:** The certificate of successful customer service call report along with the triplicate copy of relevant bills should be dispatched to the Director, Computer Centre, Assam University, Silchar- 788011 (Assam) for processing of payments.
25. Where applicable, AGST will be deducted at source before release of payment to the supplier
26. **Special Discount/Rebate:** Special discount /rebate as admissible to Educational Central University may be specifically mentioned in the quotation and offered.
27. **Rejection of offer:** Tenders not conforming to the terms and conditions and procedure so outlined are liable to be rejected summarily.
28. If there be any dispute, it will be referred to an arbitrator to be appointed by the University for his decision and award. The award or decision of the arbitrator shall be final and binding on both the parties.
29. Civil Court shall have no jurisdiction to entertain any dispute regarding this tender.

Those tenderers, who accept the above terms and conditions, may submit their tenders in the prescribed format along with all relevant documents / brochures in the Tender Box in the Estate section of the Administrative building of Assam University, Silchar on or before the stipulated date.

The tenderer must also submit a certificate in their official letter head duly signed and sealed stating that all the above terms and conditions are acceptable to them.

**Director, Computer Centre**

**Memo No.: AUS/CC/2018/03**

**Dated. 07/05/2018**

**Copy to:**

1. File

**Director, Computer Centre**

**ASSAM UNIVERSITY, SILCHAR****Financial Bid Format****For Annual Maintenance Contract(AMC) of Online UPS along with Supply of Online UPS**

(Note: In the financial bid format, the rate should be quoted in Indian Rupees **in figures and words**. In case of discrepancy between the rate quoted in **figure and words**, the **rate quoted in words will be taken as final** and shall be binding on the Bidder.)

Form1: Annual Maintenance Contract of online UPS along with the supply of online UPS.

Sl. No.	Item	quantity	Amount in Rupees (including of all taxes)
1.	AMC of Online UPS for Three Years	31	
2.	Supply of Online UPS with Three Years Warranty	2 KVA	4
		3 KVA	4

**Total Amount :**

**Total Amount:** \_\_\_\_\_  
**With Including of all Taxes.**

**Rate of Battery:-**

1.) Rate of 12V-42 Ah  
Amount in Rupees (including of all taxes) \_\_\_\_\_

2.) Rate of 12V-65 Ah  
Amount in Rupees (including of all taxes ) \_\_\_\_\_

**Note: Order of battery will be given as an when required.**

Bidder's Signature  
Name  
Designation  
& Company with Seal

Date:

Place:

Note (if any):

**SPECIAL RULES FOR ANNUAL MAINTENANCE CONTRACTS ALONG WITH SUPPLY OF ONLINE UPS****1.0 VALIDITY**

This contract will remain valid for Three year from the agreed starting date. The contract could be renewed at the end of its period on mutually agreed terms and conditions. Either party is entitled to terminate the contract in writing if the other party commits a significant breach of the contract and fails to remedy such breach within 30 days of being brought to the attention of the other party. In such an event, the contract fess should be applied on prorata basis, up to termination date and any balance due/excess paid shall be paid/ refunded.

**2.0 SCOPE of Work****2.1 Maintenance****2.1.1 Preventive Maintenance (PM)**

This Consists of measure regarded by AUS as necessary to maintain the equipment in a proper operating condition. Preventive Maintenance includes functional checking, necessary adjustment, etc. PM to be carried out at time planned in advance and during AUS working hours (Monday to Saturday) from 9:30am to 5.30 pm.

**2.1.2 Breakdown Maintenance (BM)**

This is to be carried out in the event of malfunction, which prevent the operation of the equipment. Work to be carried within 24 hrs. (or in next working day in case of holidays) after receiving verbal/written/email complain and will make the UPS functional as per the AMC contract. Breakdown Maintenance includes fault finding repair or replacement of defective parts and functional checking during AUS working hours i.e. (Monday to Saturday) from 9:30am to 5.30 pm.

In case the UPS/any Component of the UPS is found to be non-operational and therefore has to be taken out of the University Campus, the Company should provide a standby support system/peripherals/components with same or higher/new configuration/specification within 24 hours.

If the company fail to attend to the breakdown calls made within the stipulated time as mentioned in scope, a proportionate amount of money of the contract against the faulty UPS shall be deducted.

**2.2 Spares & Materials**

**2.2.1** All the spares will be supplied by Bidder as a part of service. Contract and these spares will be kept at the Bidder's office. Additions/ Deletions of these spares, if any would be done by the bidder, to ensure minimum downtime.

**2.2.2** Defective parts discovered during maintenance could either be repaired or replaced by new or as new parts. Spares replaced will be either of same make or equivalent. AUS shall decide whether defective parts are to be replaced or repaired.

**2.2.3** Parts removed shall be property of the bidder. However, the faulty batteries replaced shall be property of the Assam University, Silchar.

**22.2.4** Bidder should submit quotation of per battery for the UPS mentioned in Annexure-2.

**22.2.5** Bidder Should Supply and install the UPS with 3 years of Warranty.

### **2.3 Tools/ Instruments**

The bidder would provide necessary tools and instruments to their service engineer for the purpose of servicing the equipment covered by the contract. Assam University would provide vacuum cleaner/ Blower required for the cleaning the UPS cubicle along with necessary unskilled manpower as desired by the service engineer.

### **3.0 Obligations & rights of the parties**

- 3.1 The Assam University agrees to use and operate the online UPS only as per standard usage norms.
- 3.2 The Assam University agrees to keep an operating logbook, cleanliness in and around the equipment to be maintained by the bidder. Any malfunction that develops shall be reported to the bidder and the Assam University shall make the equipment available to the service engineer and extend necessary cooperation so that maintenance can be properly carried out.
- 3.3 The bidder shall remain responsible to provide service for the malfunction developed in the equipment as a result of accident, fire, lighting, etc. However the malfunctions developed due to wilful damage, negligence, other incorrect operation, faulty electrical power supply or other equipment not covered by this contract or as a consequence of deviations from approved operating conditions, Assam University shall be responsible for bearing the cost of servicing at the applicable rates.
- 3.4 Assam University shall not bring any significant changes in the operating conditions of the UPS without the written approval of the bidder or move the UPS from one position to another position.
- 3.5 The bidder reserves the right to sub-contract to its authorised service agents. However, the responsibility shall remain on the successful bidder to provide service.

### **4.0 Price.**

Price to be quoted should include all Taxes and duties (W.C.T) as applicable.

### **5.0 Payment Terms**

The annual maintenance charges specified in this contract shall be payable biannually, after completion of six months and twelve months from the date of commencement of service contract. However, the charges for the replacement of the faulty batteries would be payable immediately after the replacement.

AUS reserves the right to withhold the payment if the maintenance services is not done in due time.

### **5.0 Disputes**

Disputes concerning the interpretation or validity of this contract shall be decided by arbitrators.



**Details of Online UPS****Make:- EMERSON**

<b>Sl. No.</b>	<b>Customer Name</b>	<b>Capacity</b>	<b>Model</b>	<b>Serial No.</b>
1.	Assam University	3 KVA	Gxt-RT	070709-812300071
2	Assam University	3 KVA	Gxt-RT	070709-812300009
3.	Assam University	3 KVA	Gxt-RT	070709-812300057
4.	Assam University	3 KVA	Gxt-RT	070709-812300059
5.	Assam University	3 KVA	Gxt-RT	070709-812300062
6.	Assam University	3 KVA	Gxt-RT	070709-812300063
7.	Assam University	3 KVA	Gxt-RT	070709-812300007
8.	Assam University	20 KVA	S400D	0710201983
9.	Assam University	20 KVA	S400D	0710201981
10.	Assam University	3 KVA	GXTMT-LB	0831000006MT03LB
11.	Assam University	3 KVA	GXTMT-LB	0831000013MT03LB
12.	Assam University	3 KVA	GXTMT-LB	0381000012MT03LB
13.	Assam University	2 KVA	GXTMT-LB	0830500144

**UNILINE**

<b>Sl. No</b>	<b>Customer Name</b>	<b>Capacity</b>	<b>Serial No.</b>
1.	Assam University	2KVA	2K11EAA055
2.	Assam University	2KVA	2K11EAA047
3.	Assam University	2KVA	2K11EAA046
4.	Assam University	2KVA	2K11EAA045
5.	Assam University	2KVA	2K11EAA050
6.	Assam University	2KVA	2K11EAA044
7.	Assam University	2KVA	2K11EAA054
8	Assam University	2KVA	2K11EAA059
9.	Assam University	2KVA	2K11EAA041
10.	Assam University	2KVA	2K11EAA058
11.	Assam University	2KVA	2K11EAA042
12.	Assam University	2KVA	2K11EAA051
13.	Assam University	2KVA	ULP11J626
14.	Assam University	2KVA	ULP11J629
15.	Assam University	2KVA	2K11EAA053
16.	Assam University	5 KVA	KL-A5-136

**ORION**

Sl. No	Customer Name	Capacity	Serial No.
01	Assam University	20 KVA	DS-G11-003

**ADORE**

Sl. No	Customer Name	Capacity	Serial No.
01	Assam University	2 KVA	2pzk20t031200264

**Battery Specification:-**

- 1.) 12V-42 Ah
- 2.) 12V-65 Ah

**UPS Specification:-**

- 1.) 2 KVA online UPS
- 2.) 3 KVA Online UPS

**With 3 years of warranty.**