

QUOTATION ENQUIRY

No:-IIT Mandi/AE(E)/AMC-UPS/2011-12/1106-07

Date: 02-02-2012

**Sealed quotations** are invited from reputed/registered firms for award of Annual Maintenance Contract for maintenance & repair of UPS of various ratings installed in the Academic & Administrative blocks as per details mentioned at Annexure 'A' for a period of one year from the date of award of the Contract. The prospective firms should have at least 3 years' experience of either supply & erection or maintenance and repair in Government Departments and should furnish a copy of the PAN, Service Tax Registration and "Experience Certificate" from their respective organizations, while submitting their quotations.

1. It is, therefore, requested to send the rates/quotation for the above mentioned items in a sealed cover so as to reach in the office of undersigned by 11.00 A.M by **17.02.2012**. The quotation and its envelope must be super-scribed "**QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT FOR UPS**". The bidders should have sufficient staff and communication facilities to respond to breakdowns in agreed time frame.
2. The payment shall be released in four quarterly installments after deducting Income Tax @ 2% plus cess.
3. The IIT, Mandi reserves the right to reject any or all quotations without assigning any reasons thereof.
4. The quotations received will be opened at 11.30 AM on the same day i.e. on **17.02.2012** in the office of undersigned. The tenderers or their representatives may, if they so desire, be present at the time of opening of quotations.

-Contd-

**Scope of work: -**

Scope of Services for Comprehensive AMC Services of UPS Systems		Compliance	
		YES	NO
1.	Bidder shall maintain & repair the said equipment to keep it under normal working condition for normal usage for entire contract period.		
2.	Bidder shall provide services through its employees:		
	a) as OEM OR		
	b) as OEM's authorized partner/dealer (Certificate of OEM must be attached) OR		
	c) as Other service provider of the same field		
3.	The maintenance services are to be provided during all working days (Monday to Friday 9.30 AM to 6.00 PM) with 04 hrs respond time & 12 hrs resolution time. In case, the problem is not resolved in 12 hours, standby of similar configuration must be provided immediately to ensure the trouble free service.		
4.	Routine Preventive maintenance including complete overhauling/ servicing once in each month with inventory health status report. Preventive Call Report must be submitted for respective quarter payment.		
5.	The maintenance services would be available during normal working hours on all normal working days while the breakdown services should be available round the clock 24x7x365.		
6.	The parts which are to be replaced should be of the same or higher rating/configuration and of OEM or reputed brand. In case of replacement of defective parts, the parts should be accompanied with proper challan mentioning details of part/parts replaced.		
7.	The LD will be levied @ 0.5% of the contract value per instance per day, subject to maximum deduction of 5% of contract value, If call not attended within specified time.		
8.	Any preventive repair required will be intimated well in advance.		
9.	Logbook to be maintained for all visits and the same will be kept at IIT security check point / or with the concerned department		
10.	The contract charges shall be Fully Comprehensive including changing of parts of the UPS like cards, transformer, paralleling unit, internal & external interconnected wires, LCD display section including contactors, relays, exhaust fans etc. Cost of travel, transportation in case of sending faulty machine at repair center or alternate arrangements shall be inclusive in the contract. <b>NO OTHER CHARGES WILL BE APPLICABLE/PAID.</b>		
11.	The bidder firm agrees that they have adequate Technical expertise / Field experience/ Infrastructure facilities/ Spares in stock / Business arrangement with OEM/ Back up facilities, Telephone contacts, Manpower and Statutory Government approvals /registrations. Documentary evidences will be produced on demand.		
12.	Checking of batteries every month		
13.	The bidder agrees to inspect the site at their own cost during the working hours before quoting the rates and ascertain about the facilities/ hindrances and generally obtain their own information on matters effecting the rates and execution of the work. The rates quoted will be final.		

**-Contd-**

**5. The Terms & Conditions of the contract will be as follows:-**

- a. **Period:** The successful firm will be required to start working within seven days from the date of award of the contract. The IIT, Mandi shall, however, have the right to terminate the contract at any time without assigning any reason thereof.
- b. The firm shall have to attend all complaints on receipt of information. The services should be provided on regular basis during office hours and in case of emergency beyond office hours or holidays etc.
- c. The firm will be required to undertake maintenance/repairs of UPS at Academic & Administrative block.
- d. Payment will be released at the end of each quarter subject to satisfactory performance report by the Concerned Officer/Department and submission of Preventive Call Reports.
- e. No increase in amount shall be considered at all during the full period of AMC. No other charges will be payable like transportation, fare etc. for providing the services.
- f. Conditional quotations will not be entertained. Similarly, quotations received after stipulated date and time will also not be considered under any circumstances.
- g. Representative of the firm will not remove any part(s) or whole from the equipment without permission of the competent authority in the building where the equipment's are installed.
- h. The rates will be for a period of one year and the firm will not be allowed to increase the rate once approved for a period of one year.
- i. Firm whose offer has been approved will have to provide all parts required for running the equipment **excluding** batteries. The bidder will have to supply original parts as required to run the equipment's.
- j. The firm will intimate their registration number, sales tax number, PAN, TIN number, Service Tax registration number with the quotation.
- k. The successful bidder would be required to deposit an amount equal to 5% of the contract amount in the shape of Fixed Deposit with any of the scheduled Bank pledged in the name of the Registrar, IIT Mandi valid for a period of sixty days beyond the date of expiry of contract which will be released on the successful completion of the contract.

**-Contd-**

- l. The representatives of the firms may inspect all the UPS along with accessories on any working day before they submit their rates for AMC.
  - m. The existing numbers of UPS mentioned in the Appendix A may change during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor. IIT, Mandi can terminate the contract at any time without assigning any reason, if the work of the contractor is found unsatisfactory. In this respect the decision of the Director, IIT, Mandi will be final and binding on the contractor. IIT, Mandi reserves the right to reject any quotation in whole or in part without assigning any reason thereof.
  - n. The rates may be quoted as per Annexure-I, Taxes (VAT, Service Tax) if any, may be specifically and separately indicated in the quotation.
6. The Bidder shall be entirely responsible for payment of all taxes, duties, octroi, license fees, etc., incurred for performance of the services.
  7. Rates for any additional/optional features to be mentioned clearly and separately.
  8. The rates should be quoted in Indian rupees. Price to be quoted both in figures and in words.
  9. All the bidders are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending their quotations, as no change or violation of the aforesaid terms & conditions are permissible once the quotation is accepted by IIT, Mandi.
- 10. Arbitration:**
- i. In the event of any question, dispute or difference arising under these conditions or any special conditions of the contract, or in connection with this contract, except as to any matter the decision of which is not specially provided for by these or the special conditions, the same shall be referred to the sole arbitration as per the decision of the Director IIT Mandi, as per Arbitration Act, 1996.
  - ii. It is further a term of this contract that no person other than the Director IIT or the person appointed / approved by him should act as arbitrator.
  - iii. Upon every such reference, the assessment of the costs incidental to the reference and award respectively shall be in the discretion of the arbitrator.

-Contd-

- iv. Subject as aforesaid to the Arbitration Act, 1996 and the rules there under, any Statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. Work under the contract shall, if reasonably possible, continue during the arbitration proceeding so as to ensure continuity of the business of the customer. No normal payment due / payable by the customer, other than the ones which are subject to arbitration, shall normally be withheld on account of the arbitration proceedings, unless it is considered necessary to do so to cover the quantum of amount likely to be recoverable from the tenderer.
- v. The venue of arbitration shall be at Mandi (H.P.).
- vi. For the purpose of the contract including arbitration proceedings there under, the Director, IIT or an officer authorized by him, shall be entitled to exercise all the rights and powers of the customer.

**10. Severance**

At the time of termination of contract after end of the contract period including extended period, if any, or otherwise, the agency shall tender back all the UPS and related components under their AMC in reasonable working condition failing which, the same would be got rectified at the agency's cost and risk and sum may be recovered from the unpaid bill / security deposit.

**11. Agreement**

The selected vendor shall have to sign a standard agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent (LOI), to carry on the work of AMC. All the terms and conditions of this tender document shall deem to have been part and parcel of the agreement.

-sd-

Superintending Engineer

Copy to:

1. Institute website.
2. Notice Board.

**Annexure-I**

**FINANCIAL BID FORM**

**FORMAT FOR PROVIDING COMMERCIAL QUOTE (Amount in INR)**

Sr. No.	Description of Equipment	Qty.	Location	Unit Cost	Total Cost
1.	Fully Comprehensive AMC charges as per mentioned Scope of Services for UPS Systems				
a)	4x20 KVA (Make EMERSON)	2 Set	Academic Block		
b)	2x20 KVA (Make EMERSON )	2 Set	Administrative Block		
c)	5.0 KVA (Make PARADYNE)	2No.	Academic Block		
2.	Applicable Taxes (Mention Registration No.)				
3.	Grand Total (Inclusive of All applicable taxes)				

**Signature & Seal of the firm**