Sub: AMC of UPS for Networking equipment.

Dear Sir/Madam,

IIT Delhi is looking forward for the Onsite Comprehensive AMC of its existing UPS’s powering the network switches on different locations across the campus. Sealed quotations are invited for the Onsite Comprehensive AMC of the following:

TABLE: 1

<table>
<thead>
<tr>
<th>S. No.</th>
<th>UPS, Isolation Transformers, Batteries</th>
<th>Status</th>
<th>Qty</th>
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</thead>
</table>
| 1      | 1 KVA APC SURT1000 UXI UPS
2 KVA Isolation Transformers -Make Elsine
Inbuilt Web & SNMP Management Card with Ethernet RJ45 connectivity
Battery Bank: 17AHX12VX4 batteries in a closed rack. | Were in AMC till 30th June, 2014. | 6 |
| 2      | 3 KVA APC SURT3000 UXI UPS
6 KVA Isolation Transformers -Make Elsine
Were inbuilt Web & SNMP Management Card with Ethernet RJ45 connectivity
Battery Bank: 17AHX12VX4 batteries in a closed rack. | Were in AMC till 30th June, 2014. | 5 |
| 3      | 3 KVA - APC SURT 3000 UXI UPS
Inbuilt Web & SNMP Management Card with Ethernet RJ45 connectivity
Battery Bank: 17AHX12VX16 batteries in closed rack.
6 KVA Isolation Transformer – Make Logicstat
17AHX12VX16 SMF batteries bank | Was in AMC till 30th June, 2014. | 1 |
| 4      | 5 KVA - APC SURT 5000 UXI UPS
(with Web Interface & SNMP Card – Make APC)
7.5 KVA Isolation Transformer – Make Logicstat
17AHX12VX16 SMF batteries in a closed rack. | Were in AMC till 30th June, 2014. | 2 |
| 5      | 3 KVA Make: ECM UPS
With 42AHX12VX6 batteries | Installed and working properly, this is presently not in AMC. | 1 |
| 6      | 5 KVA - APC SURT 5000 UXI UPS
(with Web Interface & SNMP Card – Make APC)
7.5 KVA Isolation Transformer – Make Logicstat
17AHX12VX16 SMF batteries in a closed rack. | Were in AMC till 30th June, 2014. | 9 |
Note: The bidder/supplier must note the following:

1. In case bidder/supplier does not want to cover/include batteries in Onsite Comprehensive AMC, indicate per unit cost of 12V new batteries for two years for 17 AH, 26AH, and 42AH. Old batteries will not be given to the vendor.

2. For the purpose of comparison of prices, cost of 100 batteries of (17 AH X 12V), 16 batteries of (26AH X 12V) and 6 batteries of (42AH X 12V) would be considered.

3. Charges towards replacement of batteries would be paid on post paid quarterly basis against the total of actual number of batteries replaced in a quarter along with the AMC charges on a post paid quarterly basis.

Terms & Conditions

1. The Technical bid and financial bid must be submitted in separate sealed envelopes to be sealed in one single envelope mentioning the NIT number. The envelopes must be marked Technical bid or Financial bid depending upon the content of the envelope so as to reach the “Head Computer Services Centre, IIT, Hauz Khas, New Delhi – 110016” latest by 24th July, 2014 upto 1600 Hrs.

2. The quotation must be valid for at least two months from date of NIQ.

3. The bidder must be a Manufacturer/Authorized Service Provider capable of providing technical service & repair of the product. In case of an authorized service provider, bidder should submit a certificate mentioning at least 5 to 10 years of experience of maintaining this range of UPS’s & Isolation transformers.

In case, the mentioned equipment could not be repaired or replaced within 8 hours of attending complaint by service engineer; standby UPS, SNMP Card, Isolation transformer & battery bank/batteries is to be provided by the bidder/supplier.

The bidder/supplier must replace the standby equipment with the actual replacement within a period of one to two weeks time.

4. Certificate with respect to the compliance (above mentioned condition (s) at point 3), must be submitted on a 50 Rs. Stamp paper along with the technical bid. Bidders not submitting this certificate would be summarily rejected for non compliance of terms and conditions as imposed by IIT, Delhi, during the Onsite Comprehensive AMC period.

5. In case of violation of the above mentioned condition (s) at point 3 IIT Delhi reserves the right for:
   - Blacklisting the bidder/supplier for carrying further business in IIT, Delhi.
   - Proceeding for legal action against the bidder/supplier.
   or
Deducting Rs. 2000/- for each such complaint from the bank guarantee provided or AMC charges.

6. Bidders must clearly mention in the technical bid whether or not they can provide Bank Guarantee of 10% of the total order value for one year for a period of 26 months at the time of placing the order, which is refundable after making necessary deductions as mentioned at point 5.

7. Bidder must indicate the yearly cost of posting an onsite engineer for monitoring and repair of these UPS to provide maximum uptime as part of the financial bid.

8. Bidders not meeting any of the above terms & conditions may refrain from quoting.

Please note that:

1. Photocopy of PAN Card/TIN/Sales Tax Number should be enclosed with Technical bid.

2. Letter from OEM for supporting the product till End of life of the product or at least 2 years from the date of AMC commencement along with the Technical bid.

3. Bidder must enclose a certificate for being an Authorized Distributor/Service Provider from the OEM/manufacturer along with the Technical bid.

4. Bidder must enclose copies of maintaining AMC’s in at least three organizations/companies of AMC order value not less than Rs. 2 lac each in last three financial years.

5. Financial bid must include clearly the following:

   a) Applicable taxes

   b) Yearly rate of On-site Comprehensive AMC charges on UPS, SNMP cards, and Isolation Transformers. Payment would be made on post-paid quarterly basis after satisfactory services for each quarter.

   c) The price will be computed by adding:

      i. Rate of Onsite Comprehensive AMC of equipment (Table: 1) for two years.

      ii. Per Unit Cost of replacement of battery for at least 2 years from the date of commencement of AMC of the equipment mentioned in Table 1. For the purpose of comparison of prices, cost of 100 batteries of (17 AH X 12V), 16 batteries of (26AH X 12V) and 6 batteries of (42AH X 12V) would be considered.

      iii. Lowest bidder will be chosen among the vendors meeting technical specifications on the basis of prices.

      iv. Cost of posting an onsite engineer with laptop for two years for monitoring and repair of these UPS to provide maximum uptime.

   d) Incomplete and conditional submitted tenders would be summarily rejected. Quotations received later than 4:00 p.m. on due date are liable to be ignored.

The Institute reserves the right to:

1. Award the AMC for one year and may renew for one more year subject to satisfactory performance

2. Accept/reject all/any quotations without assigning any reason thereof.