



No. AUD/UPS AMC/ 2013/

October 03, 2013

**NOTICE INVITING QUOTATION**

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**Sub.: Notice Inviting Quotation for UPS AMC.**

Ambedkar University Delhi invites sealed quotation from reputed and eligible contractors for AMC of UPS at **Kashmere Gate Campus**. The quotation is required to be submitted in a sealed cover to the Registrar, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi-110 006 duly superscribing the work i.e. **“Annual Maintenance Contract of UPS”** on top of the cover.

The quotation should reach the Office of the Registrar, Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi- 110 006 on or before 3.30 pm on 24-10-2013. Tenderers should read the tender document carefully as enclosed and comply strictly while sending their tenders.

**Assistant registrar (Admin)**

**Copy to:-**

- 1- **Office of the Director (IT Services)**
- 2- **Office of the Controller of Finance**
- 3- **Office of the Registrar**
- 4- **Webmaster- For Uploading on AUD Website for public domain.**

***Tender Document***

**ANNUAL MAINTENANCE CONTRACT OF  
UPS, AMBEDKAR UNIVERSITY  
NEW DELHI**

List of Documents:

1. Tender Document : Annexure- I
2. Technical Bid: Annexure- II
3. List of equipments and Financial Bid: Annexure- III

**AMBEDKAR UNIVERSITY  
Lothian Road, Kashmere Gate  
DELHI – 110 006**

**TENDER DOCUMENT FOR  
ANNUAL MAINTENANCE CONTRACT  
OF UPS**

***Invitation to bid***

Sealed quotations are invited from firms (on official letterheads) duly filled in Annexure- I & II for award of Annual Maintenance Contract (AMC) of UPS listed in Annexure- III at AUD, New Delhi.

AUD currently has over 120 UPSs of different make.

The actual number may either increase or decrease at the time of start of contract or during the year. The firms who fulfill the following eligibility conditions should only apply.

1. The maintenance support agency (hereafter referred to as "agency" in this document) is required to submit the technical and financial bid in two separate sealed covers clearly super scribed "**Technical Bid for UPS AMC**" and "**Financial Bid for UPS AMC**". The quotations in a sealed cover super scribed "Quotations for the Annual Maintenance of UPS" should reach the Registrar, AUD, Lothian Road, Kashmere Gate, Delhi-110 006 before **1500 hrs on 24.10.2013**
2. Quotations will be opened on the same day at 15:30 hrs in the presence of such bidders or their duly authorized representatives as may be present. As a token of acceptance of all the terms and condition mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. Tenders of unsigned documents will be rejected. The price bid of those bidders will be opened who fulfill all the requirements of the technical bid.

**Description of the Work**

1. The maintenance services will consist of
  - a) Attending to complaints raised by various Schools/Divisions/Centers of AUD (details provided by AUD IT Services Staff, KG Campus) on daily basis.
    - b) Onsite preventive and corrective maintenance of UPS at AUD, New Delhi where the above equipment is installed as indicated from time to time. Records for preventive and corrective maintenance should be provided to the IT Services staff in hardcopy and soft copy.
    - c) The firm will be required to undertake maintenance/ repairs of UPS at KG Campus of Ambedkar University, Delhi at their own responsibility.
    - d) The maintenance contract will include necessary repairs and replacement of defective/damaged parts, components and other accessories free of cost.
  2. Representative of the firm will not remove any part(s) or whole from the equipments without permission of the competent authority of the AUD where the equipments are installed
  3. The contract will be initially for one year. The contract may be extended for a period of 3 months, under exigency at the discretion of AUD and based on satisfactory services provided by the agency.
  4. The rates will be for a period of one year and the firm will not be allowed to increase the rates once approved for a period of one year.
  5. The maintenance services will be provided on all working days from 0900 hrs to 1730 hrs (Monday to Saturday). The availability of the services on Sundays or other public holidays must be made in case of exigency, when communicated to the vendor
  6. The Agency should provide necessary components like drivers to the IT Services staff in order minimize MTBF (Mean Time Between Failure) and MTBR (Mean Time Between Repair) time. However, response time shall not be more than 4 hrs from the MTBF.
  7. All UPSs as mentioned in Annexure III will be covered under this maintenance contract.
  8. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the UPSS, under written information to the IT division of AUD.
  9. The UPSs that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of AUD regarding non-availability and obsolescence of technology will be final. Withdrawal of such UPSs shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

10. Firm whose tender has been approved will have to provide all parts required for running the equipment including batteries. The tenderer will have to supply original parts as required to run the equipments.
11. The contractor is also obliged to provide maintenance services for all major and popular brands of UPS such as Microtek, Powercom, Numeric Digital, APC and others.

### **General Conditions**

1. The University reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful tenderer shall perform the same at the rate quoted.
2. The University takes no responsibility for delay, loss or non-receipt of a quotation after dispatch.
3. Conditional tender will not be entertained. Similarly, quotations received after stipulated date and time will also not be considered under any circumstances.
4. The firm will intimate their registration number, sales tax number, PAN, TIN number, Service Tax registration number with the tender papers.
5. The representative of the firms may inspect all the UPS, Inverters and Batteries on any working day by obtaining appointment from competent authority of AUD before they submit their rates for AMC
6. The rates may be quoted as per Annexure III, Taxes (VAT, Service Tax) if any, may be specifically and separately indicated in the quotation.
7. The existing numbers of UPS mentioned in the Annexure III 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.
8. Earnest Money Deposit (EMD) of Rs. 65,00/- (Rupees Sixty Five hundred only) in form of crossed demand draft/pay order in favour of *Registrar, AUD, New Delhi* shall be deposited at the time of submission of tender, as a part of the Technical Bid. Tender received without EMD shall be summarily rejected.
9. The agency must be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax. Copies of necessary supporting documents must be attached.
10. The agency must be currently maintaining more than 150 UPSs at a minimum of three locations in Delhi/NCR. Copies of three such work orders with performance certificate

from the user clearly showing that more than 150 UPSs are being maintained at a single location should be attached.

11. The agency must have satisfactorily executed in last financial year 12-13, minimum 3 AMCs of more than 150 UPSs. Necessary supporting documents on satisfactory completion of work must be attached.
12. All disputes arising out of this contract shall be referred to the sole arbitration of the Bharat Ratna Dr. B.R. Ambedkar University, Lothian Road, Kashmere Gate, Delhi-110 006; the venue of the arbitration shall be NEW DELHI (INDIA).

### **Security Deposit**

The contractor shall be required to deposit a sum equivalent to 10 percent of the total work order at the time of signing the contract as security deposit in cash/demand draft/term deposit or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of Registrar, AUD, New Delhi.

No interest shall accrue on this amount. The Security amount shall be re-payable after one month of the expiry/termination of the contract after deduction of penalty/other dues, if any. The EMD of the successful bidder will be refunded after signing of the agreement and after deposit of security amount.

### **Payment Terms and condition**

The payment to the contractor will be made on Half Yearly basis at the end of each six months against invoice with PAN number, raised by the contractor and based on past performance with successful Preventive Maintenance and satisfactory feedback from the users. TDS, as applicable, will be deducted before making the payment.

The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and levies applicable. NO escalation of prices shall be permitted on any ground.

The Bills should be submitted with the work completion report/user certificate. No advance payment will be made.

### **Penalty**

1In case the maintenance agency fails to make the equipment operational within 24 hours than it may be got serviced from the open market at the risk and cost of maintenance agency. A standby hardware should be provided to the users failing which an amount of Rs. 500/- per day shall be made as penalty.

### **Jurisdiction**

2The Vice-Chancellor, AUD shall be the appellate authority in case of any dispute arising out of this tender.

**Annexure - II**

**Technical Bid**

The technical bid shall contain following information in a sealed cover super scribed "Technical Bid":

1. Name, address, setup and status of the organization. Contact person with telephone number should be mentioned on tender document.
2. The bidder shall be a company registered with the Registrar of Companies and registered with Delhi Sales tax for Works contract Tax. *Document in support of registration with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.*
3. The agency should be **ISO 9001:2000 Certified Company.**
4. EMD of Rs. 65,00/- (Rupees Sixty Five Hundred only) in form of DD/pay order in favour of Registrar, AUD, New Delhi
5. Details of testing and repair facility available with the company.
6. List of at least 5 qualified services engineers with details of qualification and having more than 3 years of experience in the relevant field.
7. List of maintenance contracts satisfactorily executed by the agency in last 3 years. Minimum 3 such maintenance contracts of more than 150 UPSs should be listed.
8. **Tender document (Annexure-I) duly signed in each page.**

**Financial Bid**

The financial/price bid should contain the quotation for maintenance charges per item in terms of yearly basis only, as listed below. Price quoted by the tenderer shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. The financial bid should be enclosed in a separate sealed cover super scribed "Financial Bid".

**Equipments to be brought under maintenance contract at the time of the commencement of the contract**

S.No	Company	Specification	Qty	Rate Per Year Per Equipment	Total Cost
1	Uniline	UPS Uniline 20 KV	03		
		UPS Uniline 10 KV	02		
		UPS UNILINE 5KV	04		
		UPS Uniline 1 KV(with 3 Battery)	22		
		UPS Uniline 1 KV( small)	27		
		Uniline 12 Volt single battery	11		
2	Microtek	Microtek 2kva Ups	1		
		Microtek 1kva Ups	1		
		Microtech12Volt Single Battery	08		
3	Powercom	Powercom 12 Volt single battery	10		
4	Numeri Digital	Numeric Digital 12 Volt single battery	05		
5	APC	APC 12Volt Single Battery	05		
6	Iton	Iton 600 12volt Single battery	21		
<b>Total</b>			<b>120</b>		

**Total :** \_\_\_\_\_

**Taxes (if any):** \_\_\_\_\_

**Net Total:** \_\_\_\_\_

*Note: Actual number of Desktop computers may vary at the time of awarding of contract. For some of the computers AMC will start during the year as stated above. Software support would also be provided for computers under warranty.*