



INDRAPRASTHA INSTITUTE *of*  
INFORMATION TECHNOLOGY  
**DELHI**

**TENDER FOR ANNUAL MAINTENANCE CONTRACT OF DELL MAKE SERVERS**

**FOR PERMANENT CAMPUS OF THE INSTITUTE AT  
OKHLA PHASE-III, NEW DELHI-110020**

(Tender no. IIITD/S&P/IT/AMC - SERVER /2017-18)

## INVITATION FOR BIDS

1. Indraprastha Institute of Information Technology-Delhi (IIITD), a State University created by an Act of Govt. of NCT of Delhi invites short notice sealed Financial Bid for Annual Maintenance Contract (AMC) of Dell Make Servers (as per specifications mentioned under Scope of Work below) for its permanent campus at Okhla Phase-III New Delhi-110020 (behind Govind Puri Metro Station). The AMC will be awarded for an initial period of one year which can be renewed for further period of two years on annual renewal basis, subject to sole discretion of the Institute.
2. An amount of Rs.25,000/- (Rupees Twenty Five Thousand only) towards earnest money (EMD) must be deposited in the form of demand draft in favor of "IIIT-Delhi Collection", payable at New Delhi. No interest will be paid on the earnest money deposited by the bidder. Tender Document without earnest money will be summarily rejected.
3. Please enclose non-refundable Tender Document Fee of Rs.1000/- (Rupees One Thousand only) in the form of Demand draft drawn in favor of IIIT-Delhi Collection", payable at New Delhi.
4. The last date for submission of bid is 9th June 2017 up to 3:00 PM. The Tender Document should be addressed to:

Registrar,  
Indraprastha Institute of Information Technology, Delhi  
Okhla Phase-III  
(Behind Govind Puri Metro Station)  
New Delhi-110020.

The document may be deposited in the Tender Box kept in the Store Room of the Service Block of the Institute. Bids after 3:00 PM will not be accepted or considered under any circumstances.

5. The bid shall be opened on the same day i.e. 9th June 2017 at 3:30 PM. in the presence of the bidder or their authorized representatives. Bid must be submitted in sealed envelope super scribed with "***Financial Bid for AMC of Dell Make Servers***".

## Description of Work

The Institute is having high end servers, Security Components like Firewall, Router, etc. and approximately 500 clients, which are connected to the LAN.

The **Annual Maintenance Contract (AMC)** will cover maintenance of hardware items (excluding client end) as per details below:

<b>LIST OF HARDWARE</b>				
<b>Service Tag</b>	<b>CUSTOMER NAME</b>	<b>LOB DESC</b>	<b>BRAND DESC</b>	<b>Service Level Required</b>
<b>CGPZZY1</b>	INDRAPRASTHA INSTITUTE OF	OEM Networking	DELL POWERCONNECT M8024	Pro Support Plus MC 4Hours 24*7
<b>G6B5MV1</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE R620	Pro Support Plus MC 4Hours 24*7
<b>95BNQ02</b>	INDRAPRASTHA INSTITUTE OF	OEM Networking	POWER CONNECT M6220	Pro Support Plus MC 4Hours 24*7
<b>D5BNQ02</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWER EDGE M1000E	Pro Support Plus MC 4Hours 24*7
<b>BSSB7X1</b>	INDRAPRASTHA INSTITUTE OF	Dell Storage OEM	POWER VAULT TL2000	Pro Support Plus MC 4Hours 24*7
<b>15BNQ02</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE M620	Pro Support Plus MC 4Hours 24*7
<b>35BNQ02</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE M620	Pro Support Plus MC 4Hours 24*7
<b>C69WQ02</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE M620	Pro Support Plus MC 4Hours 24*7
<b>G69WQ02</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE M620	Pro Support Plus MC 4Hours 24*7
<b>139GHZ1</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE R320	Pro Support Plus MC 4Hours 24*7
<b>C39GHZ1</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE R320	Pro Support Plus MC 4Hours 24*7
<b>4P30F02</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE R720	Pro Support Plus MC 4Hours 24*7
<b>13WZGY1</b>	INDRAPRASTHA INSTITUTE OF	Power Edge	POWEREDGE R620	Pro Support Plus MC 4Hours 24*7

Following information must accompany the financial bid:

1	Name, address and telephone number of the firm/company	
2	Name of the contact person and contact details (mobile/telephone number etc.)	
3	Name of the Bank and full address	
4	Bank Account Number	
5	PAN (Attach self-certified copy)	
6	Valid self-certified copy of authorization from Dell for undertaking AMC of servers	
7	Copy of Partnership Deed/ Certificate of registration of company or any other document evidencing registration of the bidder	
8	Number of Years of Experience	
9	Details of DD towards: -Tender Fee: EMD:	
10	Details of AMC orders executed during last three years (attested copies of the Orders to be enclosed)	
11	List of service centers, nearest location of support center.	
12	Turnover of the bidder in the financial years: 2014-15 2015-16 2016-17 Please attach CA certified copy of the turnover.	

13	ISO 9000 Certification (please attach certified copy)	
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I /We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

(Signature of the authorized Signatory)

Name:

Office Seal.

Date:

Place:

## **TERMS AND CONDITIONS**

1. The financial bid should be valid for a period of not less than 30 days from the date of opening of bid.
2. The bidder should be an authorized service provider/business partner of DELL (Original Equipment Manufacturer).
3. The bidder will supply original spare parts of Dell servers only manufactured by the OEM. If at any point of time it is observed/noticed that any spurious part has been supplied the Institute will replace the same at its cost and recover the price from the service provider.
4. The bidder should have their own test and repair facility with certified engineers.
5. The Maintenance/repair work should be carried out at the IIIT Delhi office premises only.
6. The bidder should have handled at least three multi - location service contracts of similar type of worth minimum Rs.5 Lakh for each project. Proof of successful completion of such contracts should be enclosed.
7. The Selected bidder has to ensure that the problem reported and or equipment fault developed in the items under AMC is resolved /rectified promptly within two working days of reporting the call. If the firm fails to do so, a penalty of Rs.2,000/- per day will be imposed for each day of delay subject to a maximum of 30% of the awarded contract value.
8. The selected firm has to perform timely preventive maintenance of all the Servers once in a period of one month. Failing to perform preventive maintenance, a penalty of Rs. 10, 000/- per quarter will be deducted.
9. Successful bidder shall furnish performance security to IIIT-D the extent of 10% of the value in the form of Performance Bank guarantee (PBG) within 15 days of placing of the Work Order failing which necessary action including forfeiture of the Earnest Money Deposit will be taken against the contractor.
10. The PBG will be valid for a period of 90 days beyond the stipulated date for cessation of the contract which is co-terminus with the warranty period
11. No interest is payable on the PBG.
12. PBG will be realized by IIIT-D in case of termination of the contract for unsatisfactory performance and/or nonperformance of the contract.

13. Bids will be opened in the presence of bidder's representatives, who choose to attend on the specified date and time. Only one representative shall be allowed to attend.
14. Sealed bid can be sent either by post or by messenger. The responsibility of delivery of bid lies entirely with the bidder.
15. Payment will release on quarterly basis after satisfactory services as per Scope of Work as certified by Officer in Charge of the Institute and after producing the invoice. The bidders, who do not agree to above payment terms, are requested not to submit their bid.
16. In the event of dispute, Director, IIIT-Delhi shall be the sole arbitrator and his decision shall be final and binding on both the parties.
17. IIIT-Delhi does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.
18. In case the bidder is not able to execute the Work as per terms, EMD/PBG shall be forfeited.
19. The bidder must be an ISO-9000 certified organization.
20. The bidder should be Original Equipment Manufacturer (OEM) or authorized service provider of the OEM (attach documentary proof). The authorization issued by the OEM must be valid and enclosed.
21. Both the bidder and OEM must have sales and support service centers in Delhi. Bidder should provide details of its support, certification to this effect from the OEM
22. AMC period will be effective from the date of releasing of Work Order

**PROFORMA FOR FINANCIAL BID**

<b>S. No.</b>	<b>Details</b>	<b>All Inclusive Cost (Rs.)</b>
1	AMC of Dell Make- Servers -13 nos. for the period of - Two (2) Years	
	Total Cost (in figures)	
2	Less: Discount, if any	

The discount, if any should be mentioned herein and nowhere else.

Total Cost (all inclusive) of quantity mentioned above (in words):

We accept that the rate quoted above shall remain valid for a period of 30 days from the date mentioned below. .

(Signature and seal of the Bidder)

Date: