



INDRAPRASTHA INSTITUTE of
INFORMATION TECHNOLOGY
DELHI

TENDER FOR ANNUAL MAINTENANCE
CONTRACT OF DELL BLADE SERVER, CHASSIS
AND RACK SERVER FOR CAMPUS OF THE
INSTITUTE AT OKHLA PHASE-III, NEW DELHI-
110020

(Tender no. IIITD/S&P/IT/AMC_SERVER/44/2018-19)

INVITATION FOR BIDS

Indraprastha Institute of Information Technology -Delhi (IIITD), a State University created by an Act of Govt. of NCT of Delhi, invites sealed bids for **Annual Maintenance Contract (AMC) of Dell Blade Server, Chassis & Rack Servers** (as per specifications mentioned under Scope of Work) for its campus at Okhla Phase-III New Delhi-110020 .

1. An amount of Rs. 50,000/- (Rupees Fifty Thousand only) towards earnest money(EMD) must be deposited in the form of demand draft in favour of “IIIT-Delhi Collections” account, 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.
2. The tender document can be downloaded from the Institute’s web-site. Those wishing to get the copy of the document from the Institute may please deposit non-refundable Tender Document Fee of Rs.1,000/-+GST extra (Rupees 1,180/-) in the form of Demand draft drawn in favour of IIIT-Delhi Collections”, payable at New Delhi or may deposit Rs.1,180/-with the F&A division of the Institute and enclose the receipt with the filled up tender document.
3. The last date for submission of bid is 31 May, 2019 up to 3:00 PM. The Technical bids shall be opened on the same day i.e. 31 May, 2019 up to 3:30 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 & Purchase department at the Room no. A 107, First Floor, Old Academic Block of the Institute. Bids received after 3:00 PM will not be accepted or considered under any circumstances.

Bidding Procedure:

1. Bids are invited in Two Bids System i.e. (1) Technical and (2) Financial.
Technical and Financial bids should be sealed separately and enclosed in a sealed envelope clearly indicating separately Technical Bid for “**Annual Maintenance Contract(AMC) of Dell Blade Server, Chassis & Rack Servers**” and Financial Bid for “**Annual Maintenance Contract(AMC) of Dell Blade Server, Chassis & Rack Servers** ” addressed to Registrar IIIT-Delhi, Okhla Industrial Area Phase-III, New Delhi-110020.
2. Sealed quotations shall be received not later than 3.00 P.M. on 31 May, 2019. No bids will be accepted after this date & time under any circumstances. The Institute will not be responsible for any postal/courier delay and also for reasons beyond control of the Institute.
3. Technical bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. Technical bids of all the tenderers will be opened on pre scheduled date, time & venue. Technical bids without EMD will be summarily rejected. The financial bid will be opened after evaluation of the technical bid. Financial bid of only those meeting the requirement of the Institute will be opened and no representation in this regard will be entertained. The date, time of opening of financial bid will be communicated later.

Scope of Work

The **Annual Maintenance Contract (AMC) of Dell Blade Server, Chassis & Rack Servers** will cover maintenance of hardware items (excluding client end) as per details below:

S.No	Service Tag	BRAND DESC	Service Level Required	AMC Period
1	FFH3YC2	POWER EDGE M1000E	Pro Support Plus MC 4Hours 24*7	3 Years
2	D5BNQ02	POWER EDGE M1000E		
3	95BNQ02	POWER CONNECT M6220		
4	CGPZZY1	DELL POWERCONNECT M8024		
5	15BNQ02	POWEREDGE M620		
6	G69WQ02	POWEREDGE M620		
7	C69WQ02	POWEREDGE M620		
8	35BNQ02	POWEREDGE M620		
9	3R9Q622	POWEREDGE M620		
10	DR9Q622	POWEREDGE M620		
11	9Q9Q622	POWEREDGE M620		
12	3B28F22	POWEREDGE M620		
13	B4ZW992	POWEREDGE M630		
14	B4ZV992	POWEREDGE M630		
15	3TW1T92	POWEREDGE M630		
16	GToBS62	POWEREDGE M630		
17	FFH4YC2	POWER CONNECT M6220		
18	FFH2YC2	DELL FORCE10 MXL 10/40GBE		
19	FF89YC2	POWEREDGE M630		
20	139GHZ1	POWEREDGE		
21	C39GHZ1	POWEREDGE		
22	13WZGY1	POWEREDGE		
23	G6B5MV1	POWEREDGE		
24	4P30F02	POWEREDGE		

Minimum Eligibility Requirement:

- 1 Bidder should be OEM/Authorized Partner/service provider of the OEM. In case the Bidder is an Authorized Partner or Service Provider a valid Agency-ship/Dealership Certificate (**MAF** specific to this tender) to quote on behalf of OEM should also be enclosed along with the technical bid. **A document in support of this must be enclosed.**
- 2 OEM/bidders should have Sales and support office in Country. **A self-certified document in support of this must be enclosed.**
- 3 OEM/bidder should have service and support office in Delhi NCR. **A self-certified document in support of this must be enclosed.**
- 4 The warranty provided by the bidder should have a back to back arrangement with the OEM. **The declaration should be the part of a Letter of Authorization and signed by competent authority at the OEM.**
- 5 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.
- 6 The bidder should be ISO 9001 certified. **A copy of ISO Certificate should be enclosed.**
- 7 The bidder should have support centre with minimum 3 relevant Server Support engineers. **A self-certified document in support of this must be enclosed.**
- 8 The vendor/OEM should be able to provide 24x7 NOC & Tele support of their own if required by IIITD at agreed terms. **A self-certified document in support of this must be enclosed.**
- 9 The bidder shall provide the Registration number of the firm along with the valid GST number with PAN Number allotted by the competent authorities. **A self-certified document in support of this must be enclosed.**
- 10 The bidder must not be blacklisted by Central Government, State Government or Government of Corporations in India. **A certificate or undertaking to this effect must be submitted.**
- 11 If the bidder is an authorized partner or service provider of an OEM, **an undertaking from the OEM is required** (please enclose) stating that they would facilitate the bidder on a regular basis with technology/product updates and extends support for the warranty as well.
- 12 The bidder must be responsible for supply, deploy and support the infrastructure.
- 13 Bidders can seek clarifications, raise technical queries etc. related to Tender by 14-05-2019 via email to **chahan@iiitd.ac.in** & for financial queries to e-mail **ajay@iiitd.ac.in**. The replay to clarifications sought or queries raised will be replied within 05 days by 19-05-2019 and uploaded on the website of the institute under www.iiitd.ac.in Based on this the bidders may submit bids as prescribed by the due date the time. No clarifications in any other form will be provided.

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 & GSTIN (Attach self-certified copy)	
6	Valid self-certified copy of authorization from OEM	
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	Provide the previous PO's of the same items work executed during last three years (attested copies of the Orders to be enclosed)	
11	List of service centers, nearest location of support centre.	
12	Turnover of the bidder in the financial years: 2016-17 2017-18 2018-19 Please attach CA certified copy of the turnover.	
13	ISO 9000 Certification (please attach certified copy)	

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 60 days from the date of opening of bid.
2. Upon placing of the Purchase/Work Order , the successful bidder is required to submit performance Bank guarantee (PBG) equivalent to 10% of the PO value within 07 days of the date of PO, failing which the EMD amount will be forfeited and the bidder shall be notified as blacklisted. The PBG shall be valid for a period of 36 months from date of purchase order.
- 3 The confirmation of AMC should be provided within a period of 1-2 weeks from the date of the Purchase order by the institute.
- 4 The bidder should have their own test and repair facility with certified engineers.
- 5 No interest is payable on the PBG.
- 6 PBG will be realized by IIIT-D in case of termination of the contract for unsatisfactory performance and/or non-performance of the contract.
- 7 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.
- 8 Sealed bid can be sent either by post or by messenger. The responsibility of delivery of bid lies entirely with the bidder.
- 9 Advance Payment will be released on yearly basis after producing the GST invoice. Further Payment will be release, if required SLA met as per tender scope of work as certify by officer in charge of the Institute. Bidder does not agree to above payment terms are requested not to submit their bid.
- 10 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.
- 11 The selected firm has to perform timely preventive maintenance of all the Servers once in a period of one month & submit the inspection report accordingly. Failing to perform preventive maintenance, a penalty of Rs. 10, 000/- per quarter will be deducted.
- 11 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.
- 12 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.
- 13 In case the bidder is not able to execute the Work as per terms, EMD/PBG shall be forfeited.
- 14 The bidder must be an ISO-9000 certified organization.
- 15 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.
- 16 Both the bidder and OEM must have sales and support service centers in Delhi NCR.

PROFORMA FOR FINANCIAL BID

S. No.	Details	Qty.	Year Wise Price	*All Inclusive Cost (Please quote in INR only)
1	Annual Maintenance Contract(AMC) of Dell Blade Server, Chassis & Rack Servers (As per scope of Work)	As per Scope of work	AMC Cost for 1 st Year	
2			AMC Cost for 2 nd Year	
3			AMC Cost for 3 rd Year	
	Discount, if any			
4	Total Amount Rs.			
		Total Final Cost (in figures) with Installation at IIIT Delhi campus Okhla Phase III, New Delhi. The Bidder may obtain price in Forex(USD) however the quote in financial Bid should be INR only. AMC		

* Please note the price should be quoted for each of the item and should be inclusive of all taxes/charges and installation at IIIT-Delhi.

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

Total Cost (all inclusive) of quantity mentioned above (in words) at IIIT-Delhi campus:

We accept that the rate quoted above shall remain valid for a period of 60 days from the last date of the tender document i.e. 60 days from 31 May, 2019. It is certified that the rates quoted above are not more than the rates charged from any Central / State Govt. Deptt. / Institution / GeM.

(Signature and seal of the Bidder)