

March 14, 2023

**NOTICE INVITING TENDER**

(NIT No.: IIMI/Estate/14/2023/155 File No.418)

**Subject: Comprehensive Annual Maintenance Contract of 2 nos. of 20 kVA UPS installed at IT server room of IIM Indore.**

Dear Sir,

Enclosed please find a schedule of items for which your competitive rate is invited. The lowest bidder is required to execute the AMC at IIM Indore under "Service contract" mode.

संलग्न कृपया उन मदों का एक शेड्यूल ढूंढें जिनके लिए आपकी प्रतिस्पर्धी दर आमंत्रित की गई है। सबसे कम बोली लगाने वाले को "सेवा अनुबंध" मोड के तहत आईआईएम इंदौर में एएमसी निष्पादित करना आवश्यक है।

**1. NIT Details About Institute: -**

1	NIT No.	NIT No.: IIMI/Estate/14/2023/155 File No.418
2	Name of Work	Annual Maintenance Contract of 2 nos. of 20 kVA UPS installed at IT server room of IIM Indore.
3	About the institute	IIM Indore is located on Rau Pithampur Road, 25 km away from main city centre. Our is an ethical Institution and we believe in transparency in every facets of work. There is least interference other than quality assurance and timely delivery. There is no need to interact with anyone other than concerned engineer. No material will be allowed to enter the campus from Security gate without passing the same by concerned engineer following technical specifications of the tender. There will be joint measurement of works when completed and bill will be submitted after the joint measurement is accepted. The payment will be made online without any contact with anybody. Strict quality control will be ensured for the job to be executed as per technical specification and make/brand of materials (in case of any brand or its equivalent specified, sample have to approved in advance ).
3	Estimated Cost	Rs.40,000/- (Rupees Forty Thousand Only) Excluding GST.
4	अग्रिम जमा राशि Earnest Money Deposit (Rs.)	Rs.800/- (Rupees Eight Hundred Only) इलेक्ट्रॉनिक मोड के माध्यम से ई-भुगतान द्वारा by e-payment through electronic mode (No exemption shall be given to MSME bidders as this is a works contract where exemption not allowed for MSME)  Name of beneficiary: Indian Institute of Management Indore Account No.: 53018623445 Name of the Bank: State Bank of India IFSC Code: SBIN0030525



5	समापन की अवधि Completion period	365 days
6	प्रकाशित करने का दिनांक Date of Publishing	March 14, 2023
7	Pre-Bid Meeting	No pre-bid meeting required. Instead of pre-bid meeting, interested bidder are advised to visit the Institute to understand the scope before participating in tender.
8	निविदा के जमा करने की अंतिम तिथि और समय Last date & time of receipt of tender	March 21, 2023, Up to 02:30 PM in a Sealed cover only addressed to the "Chief Engineer, IIM Indore" The bid has to be dropped in the Tender Box kept at the "Gate - 1, IIM Indore, Rau Pithampur Road Indore - 453556 M.P" on or before the due date & time positively.
9	तकनीकी बोली के खोलने की तिथि और समय Date & Time of opening of technical bid	03:00 PM on March 21, 2023, in the Estate Department.
10	वित्तीय बोली के खोलने की तिथि और समय Date & Time of opening of financial bid	To be communicated to all technically qualified bidder by email.

## 2. Eligibility Criteria:

Criteria of eligibility for submission of bid documents:

### Cover-I: Techno-Commercial Bid

#### (a) Performance / Work Experience

One similar completed work, costing not less than the amount equal to 32,000/-  
Or

Two similar completed works, costing not less than the amount equal to 24,000/-  
Or

Three similar completed works costing not less than the amount equal to 16,000/-

Similar work shall mean: - AMC of UPS

#### (b) Certificates: (Copy of certificates to be submitted)

i. PAN (Permanent Account Number)

- ii. GST (Goods & Service Tax) Registration Certificate
- iii. Certificate of registration of firm/company
- iv. Bank Account Detail.
- v. Proof of deposit of EMD.

**Past performance in IIM Indore:**

- a) The performance rating for last job carried out in IIM should at-least be "Good".
- b) Any bidder who after award not executed or inordinately delayed start of the job for any reason will not be eligible.

**2.2 Cover-II: Financial Bid**

- i) Financial Bid (in the format given at Annexure-A)

Both covers should be kept in one main sealed cover super scribed as NIT No.: IIMI/Estate/14/2023/155 File No.418 Annual Maintenance Contract of 2 nos. of 20 kVA UPS installed at IT server room of IIM Indore.

The bid must be dropped in the Tender Box kept at the "Gate - 1, IIM Indore, Rau Pithampur Road Indore - 453-556 (M.P.)" on or before the due date & time positively. The Bid shall not be accepted beyond the stipulated date and time under any circumstances whatsoever. Any delay happened in the transition is at the risk of the bidder and IIM Indore will not be responsible.

**1. Terms of Payment:**

- i) Servicing will be done monthly as per agreed schedule but the agency will submit the bill for payment on quarterly basis and after completion of each quarter (3-Service).
- ii) Contractor should get registered under GST and tax as applicable as per the extant order on the subject contract shall be paid by the contractor to concerned department which will be reimbursed/paid by the Institute as per the recommendation of Finance & Accounts department of the Institute & the same will be final & binding to the contractor.
- iii) Income Tax and cess as applicable shall be deducted from bill paid to the contractor.
- iv) Any other taxes/cess as per government directives shall be deducted from bill paid to the contractor from time to time.
- v) The performance guarantee shall be refunded to the contractor 60 days after the completion of the work/service and recording of the completion certificate as above.
- vi) Payment to be made online to vendor's bank account after certification of bill by IIM. Vendor must give details of the bank account for online transaction of payment after completion of job to the satisfaction of institute representative.

2. **Penalty for delay in service:**

The Agency mechanic shall reach to the site within 3 hours after lodging a complaint. In case a complaint is lodge in the evening between 7-11 PM then the same should be attended next day in the morning between 7-10 AM. Delay in rectifying period shall be recorded and penalty shall be imposed as per the following slab

- i) For delay above 3 hrs. & up to 24 hrs. Rs. 100/-
- ii) Above 24 hrs. Penalty will be at the rate of Rs. 500/- Per day till it is rectified.
- iii) If agency fail to rectify problem then the agency should supply the standby UPS within 4 hours in which case no penalty will be deducted. In case a complaint is lodge in the evening between 7-11 PM then the standby should be provided next day in the morning between 7-10 AM, if agency fail to rectify & also fails to supply the stand by UPS, penalty shall be imposed as per the following slab

From the date, it failed to rectify & also failed to supply stand-by at the rate of Rs.1000/- Per day.

- vii) Standby UPS - Standby UPS should be of same kVA capacity if it is less capacity than a penalty of Rs. 1000/- per day will be levied till the time original UPS is placed back.
- viii) Delay hours for rectification/stand-by supply, will be calculated from the time the call is logged irrespective of Sunday / holiday.
- ix) The agency will submit the bill with requisite supporting documents (Maintenance report as per standard format) for payment on quarterly basis and after completion of each quarter.
- x) The payment where servicing was not attended due to whatsoever reason, amount will be deducted on pro rata basis from the bill submitted by contractor.
- xi) Due to unforeseen conditions (like duration of pandemic situation) the service is not provided by agency, the decision of payment is fully depend upon IIM Indore authority or as per the updated guideline of Govt. of India.

**3. Scope of work :**

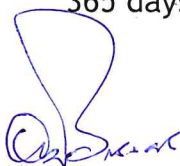
The contract shall include the following: -

- i) The Agency will have to make 12 visits during the AMC period & should also submit a proper maintenance schedule for prior approval before taking up prior approval.
- ii) The AMC shall cover replacement of defective cards, switches, terminals, wires and other hardware to maintain the function-ability of the system.
- iii) The AMC shall cover comprehensive contract for repairs and cost of replacement of all parts of the UPS including PCBs, Components, etc. However, the AMC does not include cost of batteries.
- iv) Internal & external cleaning of the UPS systems.
- v) If the faulty components / UPS(s) are not rectified within the same working day, necessary standby components / UPS(s) of the same KVA rating shall be provided on the same day for smooth functioning of office work. If the faulty components / UPS(s) is not rectified till the expiry of the contract, either the cost of repair of the equipment be borne by the agency or the stand-by supplied by the agency not be reclaimed.
- vi) The bidder staff shall inspect the battery cabinets of UPS and clean the battery terminals if rusty in the preventive maintenance visit.
- vii) The personnel / staff responsible for attending to the complaints should be stationed and available within the INDORE.
- viii) Servicing & inspection of the UPS must include cleaning of terminals of the batteries. Checking of motor, ground connection, checking of main plug connections, cleaning of blower fan, cleaning of air filter, cleaning of equipment, display boards and also shall include supply of all parts and spares, reconditioning/ replacement of fan motor, thermostat, switches, filters etc. repair/ replacement of selector switch, capacitor, starting relay, etc.
- ix) All the protection circuits should be functional.
- x) All the indicators/ digital meters should be functional.
- xi) The agency need to depute experienced service engineer/ supervisor/ mechanic at site fortnightly but all complaints/ repairs shall be attended to within 24 hours, failing which the agency will be required to provide requisite number of standby UPS of same capacity at his own expenses.
- xii) Regular servicing & inspection of the UPS should be carried out as per the requirement and at least one visit in a month by the service provider for the joint inspection with the deputed Engineer / technician of the IIM INDORE.
- xiii) Responsive time for maintenance of items covered under AMC will be 24 hours.
- xiv) The Agency shall not engage any sub-agent or sub-agency whatsoever for running the AMC Service.
- xv) Breakdown maintenance call has to be attended within 3 hours of its reporting time. In case the reporting time is in the evening between 7-11 PM then the same should be attended next day in the morning between 7-11 AM.

- xvi) The contract for running the AMC Service shall be commercial contract between IIMI & bidder. There shall be no employer -employees relationship between IIMI and the agency and/his personnel.
- xvii) The AMC is of Comprehensive type. Any replacement of spares should be with new and of equivalent type or higher of same make. For which no extra charges will be paid.
- xviii) Repair and/or replacement of the worn out parts at your cost for ensuring smooth service.
- xix) Check thoroughly each component part of the equipment at the end of each - quarterly and carry out such repair, maintenance and replacement as may be considered necessary as a result of inspection.
- The AMC is for a Period of one year only and subject to extension by another one year at same terms & conditions at the sole discretion of IIM INDORE.
  - Contract May be terminated by IIM INDORE at its discretion by giving 30 day notice to The service provider in case of failure to Maintain the AMC Services at the satisfaction of the IIM INDORE AND THE AGREEMENT WITH IIMI IN that case will be treated as cancelled before expiry date of notice.

**4. Completion Period:**

365 days from the date of Start.



Chief Engineer

14/3/2023

(Enclosed: Financial Bid)



सिद्धिमूलं प्रबन्धनम्  
भा. प्र. सं. इन्दौर  
IIM INDORE

## भारतीय प्रबंध संस्थान इन्दौर

प्रबंध शिखर, राऊ-पीथमपुर रोड, इन्दौर - 453 556 (म.प्र.), भारत

INDIAN INSTITUTE OF MANAGEMENT INDORE

Prabandh Shikhar, Rau-Pithampur Road, Indore - 453 556 (M.P.), India

### Annexure A

Financial Bid					
Sl. No.	Item Description	Unit	Qty.	Unit Rate (Excl. GST) (in Rs.)	Amount
	<b>Specification: -</b>				
1	COMPREHENSIVE AMC CHARGE 20 KVA UPS (Parallel connection) WITHOUT BATTERY AND WIREWOUND MODEL: - EPX3320L32 SERIAL NO: - E06L19K00005, E06L19K00006 (CAMC - PERIOD ONE YEAR)	Nos	2		
	<b>Total Amount in Rs. (Excl. GST)</b>				
	Add GST				
	<b>Total Amount (Including GST)</b>				

Name of Firm:

E-mail:

Contact No:

Signature & Seal