

**Assam University: Silchar**  
**Central Library**  
**Notice Inviting Tender**

No: AUL/LA/32/15 (P-I)

Dated: 10/05/2016

Sealed tender within the prescribed date are invited from experienced and financially sound Vendors/ contractors having valid Registration and appropriate license for the **Annual Maintenance Contract of Various Make Online UPS** at Central Library, Assam University, Silchar. Tender document can be downloaded from [www.aus.ac.in](http://www.aus.ac.in). Demand Draft of Rs. 1000/- in favour of Assam University, Silchar, payable at Silchar, is to be submitted along with the bid as bid processing fees/tender fees.

Name of the Work	EMD	Last date & time for submission of the Tender*	Date & timing of opening of the Tender
<b>AMC of Various Make Online UPS</b>	Rs. 5000/-	10 <sup>th</sup> June, 2016	15 <sup>th</sup> June, 2016

**\*In case there is a Call for Strike, Local Bandh, etc. on 10<sup>th</sup> June, 2016 the next working day would be considered as last date for submission and opening of tender.**

**Sd/-**  
Librarian, Central Library



## ASSAM UNIVERSITY, SILCHAR

OPEN TENDER NOTICE NO. AUL/LA/32/15 (P-I)

Dated: 10/05/2016

***For AMC of Various Make Online UPS at Central Library, AUS Silchar***

NOTIFICATION NO. : AUL/LA/32/15 (P-I)

DATE OF ISSUE : 10/05/2016

BID CLOSING TIME AND DATE : 10/06/2016

Application fee for submitting Tender : Rs. 1000.00 (in DD)

***Spl. Rules for AMC*** : AS PER ANNEXURE 1

DETAILS OF VARIOUS MAKE ONLINE UPS : AS PER ANNEXURE 2

Sealed Tender for *AMC and purchase of Various Make Online UPS and various IT Equipment etc.* may be submitted superscripting therein “Tender No., Bid Closing Date, Bidder’s name etc.” and dropped in the tender box placed at Central Library of **Assam University, Silchar – 788011** on or before 1 p.m. on 10/06/2016. Under no circumstances tender will be accepted after the due date and time of closing. For details please visit University website [www.aus.ac.in](http://www.aus.ac.in).

Sd/-  
Librarian, Central Library  
Assam University, Silchar- 788011

**CENTRAL LIBRARY, ASSAM UNIVERSITY, SILCHAR**

**TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT OF ONLINE UPS AT  
CENTRAL LIBRARY, ASSAM UNIVERSITY, SILCHAR.**

**Ref. AUL/LA/32/15 (P-I)**

**Dated: 10/05/2016**

1. Authorized dealers or Manufactures of UPS (Herein after called Bidder) of reputed brands having experience in AMC of Online UPS may submit the tenders. The party must have previous experience in doing AMC of Online UPS at Government/Academic Institutions. Performance certificates in this regard from the responsible officer of that organization with contact no., e-mail address etc. is to be submitted. Any bids without the same would be rejected.
2. The bidder should be a registered firm in India, having C.S.T /VAT/PAN/TIN/Service Tax etc. Any bids without the same would be rejected.
3. The Bidder must be the Authorized dealers or Manufactures of the online UPS and should produce a Letter of Authorization. Any bids without the same would be rejected.
4. The Bidder having ISO 9002 certificate or similar certification would be preferred.
5. The Bidder must submit the latest Income tax, PAN card & Sales tax clearance certificates with the tender.
6. The tender should be submitted in a sealed envelope superscribed as "TENDER FOR AMC OF VARIOUS MAKE ONLINE UPS AT CENTRAL LIBRARY ASSAM UNIVERSITY" addressed to the **Librarian, Central Library, Assam University, Silchar.**
7. The tender should be accompanied with a Demand Draft of Rs. 5,000/- (Rupees Five Thousand only) from any nationalized bank pledged in favour of the **Finance Officer, Assam University, Silchar** as **Earnest Money Deposit (EMD)**. Earnest money of the bidders will be released after finalization of the deal.
8. The Bidder should quote one rate per item, which should be inclusive of all taxes except VAT and any other charges, etc.
9. The bidders shall have to submit their tenders within 1 p.m. of last date at Central Library of Assam University, Silchar. No tender will be entertained after the scheduled time and date of submission of tenders. The same will be opened on 15/06/2016 at 2 p.m.
10. A committee of experts constituted by the University authority will evaluate the bids of each tender to prepare the panel of successful tenders.
11. The successful bidder after receipt of the supply order has to deposit Rs.10,000/- (Rupees Ten Thousand only) in the form of BG/FDR from any nationalized bank in favour of **Assam University Silchar payable at Silchar** as security deposit along with the confirmation of acceptance of the Supply Order. The security deposit will be released only after the completion of AMC period.
12. No request for advance payment shall be entertained in any circumstances.
13. After providing service to the user Department the Bidder shall obtain a certificate of successful customer service call report from the user Department.
14. For any kind of non-functioning or malfunctioning of the UPS at the user end shall have to be attended by the bidder within 24 hours during the AMC period ( or in next working day in case of holidays) after receiving telephonic/verbal/written/e-mail complain and will make the UPS functional under the AMC . In case any UPS has to be taken out of the University, the bidder should provide a

standby support UPS with same or higher/new configuration /specification till the return of the original after repair.

15. If the vendor/supplier/bidder fails to attend to the breakdown calls made within the stipulated period, a portion or whole of the security deposits as decided by the University shall be forfeited.
16. The Bidder shall give a written undertaking separately that spares for repairing the UPS will be available with them for at least 3 years from the date of AMC and they will supply them as and when required (A list of spares is to be submitted after AMC). After the expiry of the AMC period the University may renew the maintenance contract with the Bidder for the further period of one year.
17. The Bidder should deploy qualified technician and use proper tools and materials while providing service. All the Electronic cards/ materials should be supplied and installed in the faulty UPS if required under the AMC by the bidder.
18. **Mode of Dispatch:** The consignment (spares to be replaced) is required to be delivered at the Assam University campus under supplier's own arrangement free of additional charges.
19. **Dispatch of Document:** The certificate of successful customer service call report along with the triplicate copy of relevant bills should be submitted to the Librarian, Central Library, Assam University, Silchar- 788011 (Assam) for processing of payments.
20. Where applicable, AGST will be deducted at source before release of payment to the supplier.
21. **Special Discount/Rebate:** Special discount /rebate as admissible to Educational Central University may be specifically mentioned in the quotation and offered.
22. **Rejection of offer:** Tenders not conforming to the terms and conditions and procedure so outlined are liable to be rejected summarily.
23. If there be any dispute, it will be referred to an arbitrator to be appointed by the University for his decision and award. The award or decision of the arbitrator shall be final and binding on both the parties.
24. Civil Court shall have no jurisdiction to entertain any dispute regarding this tender.

Those tenderers, who accept the above terms and conditions, may submit their tenders in the prescribed format along with all relevant documents / brochures in the Tender Box of Central Library of Assam University, Silchar on or before the stipulated date.

The tenderer must also submit a certificate in their official letter head duly signed and sealed stating that all the above terms and conditions are acceptable to them.

*Sd/-*  
**Librarian, Central Library**

## **RULES FOR ANNUAL MAINTENANCE SERVICE CONTRACTS**

### **1.0 VALIDITY**

This contract will remain valid for three year from the agreed starting date. The contract could be renewed at the end of its period on mutually agreed terms and conditions. Either party is entitled to terminate the contract in writing if the other party commits a significant breach of the contract and fails to remedy such breach within 30 days of being brought to the attention of the other party. In such an event, the contract fess should be applied on prorata basis, up to termination date and any balance due/excess paid shall be paid/ refunded.

### **2.0 Maintenance**

#### **2.1.1 Preventive Maintenance (PM)**

This Consists of measure regarded by AUS as necessary to maintain the equipment in a proper operating condition. Preventive Maintenance includes functional checking, necessary tuning of equipment etc. PM to be carried out at time planned in advance and during AUS working hours (Monday to Saturday) from 9:30am to 5.30 pm.

#### **2.1.2 Breakdown Maintenance (BM)**

This is to be carried out in the event of malfunction, which prevent the operation of the equipment. Work to be carried within 24 hrs. (or in next working day in case of holidays) after receiving verbal/written/email complain and will make the UPS functional as per the AMC contract. Breakdown Maintenance includes fault finding repair or replacement of defective parts and functional checking during AUS working hours i.e. (Monday to Saturday) from 9:30am to 5.30 pm.

In case the UPS/any Component of the UPS is found to be non-operational and therefore has to be taken out of the University Campus, the Company should provide a standby support system/peripherals/components with same or higher/new configuration/specification within 24 hours.

If the company fail to attend to the breakdown calls made within the stipulated time as mentioned in scope, a proportionate amount of money of the contract against the faulty UPS shall be deducted.

### **2.2 Spares & Materials**

**2.2.1** All the spares will be supplied by Bidder as a part of service. Contract and these spares should be available with the Bidder's. Additions/ Deletions of these spares, if any would be done by the bidder, to ensure minimum downtime.

**2.2.2** Defective parts discovered during maintenance could either be repaired or replaced by new or as new parts. Spares replaced will be either of same make or better. AUS shall decide whether defective parts are to be replaced or repaired.

**2.2.3** Parts removed shall be property of the bidder. However, the faulty batteries replaced shall be property of the Assam University, Silchar.

### ***2.3 Tools/ Instruments***

The bidder would provide necessary tools and instruments to their service engineer for the purpose of servicing the equipment covered by the contract.

### ***3.0 Obligations & rights of the parties***

- 3.1 The Assam University agrees to use and operate the online UPS only as per standard usage norms.
- 3.2 The Assam University agrees to keep an operating logbook, cleanliness in and around the equipment to be maintained by the bidder. Any malfunction that develops shall be reported to the bidder and the Assam University shall make the equipment available to the service engineer and extend necessary cooperation so that maintenance can be properly carried out.
- 3.3 The bidder shall remain responsible to provide service for the malfunction developed in the equipment as a result of accident, fire, lighting, negligence, other incorrect operation, faulty electrical power supply or other equipment not covered by this contract or as a consequence of deviations from approved operating conditions.
- 3.4 Assam University shall not bring any significant changes in the operating conditions of the UPS without the written approval of the bidder or move the UPS from one position to another position.

### ***4.0 Price.***

Price to be quoted should include all Taxes and duties (W.C.T) as applicable.

### ***5.0 Payment Terms***

The annual maintenance charges specified in this contract shall be payable biannually, after completion of six months and twelve months from the date of commencement of service contract.

AUS reserves the right to withhold the payment if the maintenance services is not done in due time.

### ***5.0 Disputes***

Disputes concerning the interpretation or validity of this contract shall be decided by arbitrators.

Sd/-  
***Information Scientist***

**Details of Online UPS****Make:- EMERSON**

Sl. No.	Customer Name	Capacity	Model	Serial No.
1.	Central Library, Assam University	2 KVA	UH110022B	21012000342037000043

**Make:- UNILINE**

Sl. No	Customer Name	Capacity	Serial No.
1.	Central Library, Assam University	5 KVA	ULA7132AA
2.	Central Library, Assam University	10 KVA	ULK1101AA

**Make:- BETTER POWER**

Sl. No	Customer Name	Capacity	Serial No.
01	Central Library, Assam University	5 KVA	BPNAM110118096010017

**Make:- ORION WITH SERVO STABILIZER**

Sl. No	Customer Name	Capacity	Serial No.
01	Central Library, Assam University	20 KVA with Servo Stabilizer	AS12CJF0372

**Make:- VARIOUS MAKE (08 NOS)**

Sl. No	Customer Name	Capacity	Serial No.
01	Central Library, Assam University	600 VA	Various

Sd/-  
*Information Scientist*