

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

No: AUL/AMC/41/15 (P-II)

Dated: 10/05/2016

Sealed tender in two bid system (Technical & Financial) within the prescribed date are invited from experienced and financially sound Vendors/ contractors having valid Registration and appropriate license for the **Comprehensive Annual Maintenance Contract of Server & Various IT EQUIPMENTS** at Central Library, Assam University, Silchar. Tender document can be downloaded from 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
Comprehensive AMC of Server & Various IT	Rs. 5000/-	10 th June, 2016	15 th June, 2016

***In case there is a Call for Strike, Local Bandh, etc. on 10th 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/AMC/41/15 (P-II)

Dated: 10/05/2016

For Comprehensive AMC of Server & Various IT Equipments at Central Library, AUS Silchar

NOTIFICATION NO. : AUL/AMC/41/15 (P-II)

DATE OF ISSUE : 10/05/2016

BID CLOSING TIME AND DATE : 10/06/2016

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

Rules for AMC : AS PER ANNEXURE 1

DETAILS OF VARIOUS Server & Various IT Equipments : AS PER ANNEXURE 2

Tender must be submitted in sealed envelope and with two bid system clearly mentioning Technical Bid and Financial Bid, superscripting therein “Tender No., Bid Closing Date, Bidder’s name etc.” and submitted to Librarian, Central Library, Assam University, Silchar – 788011 on or before 1 p.m. on **10rd June, 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.

A handwritten signature in black ink, appearing to read 'A. S. Sams', is written over a diagonal line.

**Librarian, Central Library
Assam University, Silchar- 788011**

CENTRAL LIBRARY, ASSAM UNIVERSITY, SILCHAR

**TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
SERVERS & VARIOUS IT EQUIPMENTS AT CENTRAL LIBRARY, ASSAM UNIVERSITY,
SILCHAR.**

Ref. AUL/AMC/41/15 (P-II)

Dated: 10/05/2016

1. Authorized dealers or Manufactures (Herein after called Bidder) of reputed brands having experience in AMC of Server, Desktop, Printer, Scanner, Projectors and related items listed at Annexure-I like Hard Disk, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, etc. except consumables may submit the tenders. The party must have previous experience in doing AMC of above mentioned items 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 above mentioned items 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 COMPREHENSIVE AMC OF SERVERS & VARIOUS IT EQUIPMENTS 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 enlisted items 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 equipments functional under the AMC . In case any item has to be taken out of the University, the bidder should provide a standby support of the specific item 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 equipments 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 equipments functional as per the Comprehensive 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 any Component/system 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 equipment 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, final decision of the parts will be done by 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 comprehensive contract.

3.0 Obligations & rights of the parties

- 3.1 The Assam University agrees to use and operate all equipments 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 equipments without the written approval of the bidder.

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 Equipments**Make:- SERVER (HP)**

Sl. No.	Customer Name	Product Description	Serial No	Product No.
1.	Central Library, AUS	HP Proliant DL 580G7	SGH2174NH4	643086-B21

Make:- DESKTOP (HP)

Sl. No	Model	Serial No.	Product No.
1.	P3090M/E7600/320hd	INA145X3MJ	XT760PA
2.	P3090M/E7600/320hd	INA203Z6J4	XT760PA
3.	P3090M/E7600/320hd	INA145X3M2	XT760PA
4.	P3090M/E7600/320hd	INA145X3LW	XT760PA
5.	P3090M/E7600/320hd	INA145X3MH	XT760PA
6.	P3090M/E7600/320hd	INA145X3LT	XT760PA
7.	P3090M/E7600/320hd	INA203Z6V4	XT760PA
8.	P3090M/E7600/320hd	INA145X3J9	XT760PA
9.	P3090M/E7600/320hd	INA203Z6TZ	XT760PA
10.	P3090M/E7600/320hd	INA203Z6V2	XT760PA
11.	P3090M/E7600/320hd	INA145X3KK	XT760PA
12.	P3090M/E7600/320hd	INA203Z6V3	XT760PA
13.	P3090M/E7600/320hd	INA145X3HP	XT760PA
14.	P3090M/E7600/320hd	INA203Z6V1	XT760PA
15.	P3090M/E7600/320hd	INA203Z6V0	XT760PA
16.	6300P8M/i33220/500hq	INA249ST2X	DOP89PA
17.	6300P8M/i33220/500hq	INA249ST2Y	DOP89PA
18.	6300P8M/i33220/500hq	INA249ST31	DOP89PA
19.	6300P8M/i33220/500hq	INA249ST34	DOP89PA
20.	6300P8M/i33220/500hq	INA249ST3J	DOP89PA
21.	6300P8M/i33220/500hq	INA251TL7N	DOP89PA
22.	6300P8M/i33220/500hq	INA251TL7Q	DOP89PA
23.	6300P8M/i33220/500hq	INA251TL8H	DOP89PA
24.	6300P8M/i33220/500hq	INA251TL8J	DOP89PA
25.	6300P8M/i33220/500hq	INA251TL90	DOP89PA
26.	6300P8M/i33220/500hq	INA251TLBN	DOP89PA
27.	6300P8M/i33220/500hq	INA251TL94	DOP89PA
28.	6300P8M/i33220/500hq	INA249ST0H	DOP89PA
29.	6300P8M/i33220/500hq	INA251TL9N	DOP89PA
30.	6300P8M/i33220/500hq	INA251TL9P	DOP89PA
31.	6300P8M/i33220/500hq	INA249ST0B	DOP89PA
32.	6300P8M/i33220/500hq	INA251TL8N	DOP89PA
33.	6300P8M/i33220/500hq	INA251TL8P	DOP89PA
34.	6300P8M/i33220/500hq	INA251TL8Q	DOP89PA
35.	6300P8M/i33220/500hq	INA251TL8W	DOP89PA
36.	6300P8M/i33220/500hq	INA251TL9H	DOP89PA
37.	6300P8M/i33220/500hq	INA251TL9J	DOP89PA
38.	6300P8M/i33220/500hq	INA251TL9W	DOP89PA
39.	6300P8M/i33220/500hq	INA251TLBG	DOP89PA
40.	6300P8M/i33220/500hq	INA251TLC1	DOP89PA
41.	6300P8M/i33220/500hq	INA251TLC0	DOP89PA
42.	6300P8M/i33220/500hq	INA249ST0F	DOP89PA
43.	6300P8M/i33220/500hq	INA251TL92	DOP89PA

44.	6300P8M/i33220/500hq	INA249ST2J	D0P89PA
45.	6300P8M/i33220/500hq	INA249ST02	D0P89PA
46.	HP Pavilion p6710	INA124Q5N7	BZ611AA
47.	HP Pavilion p6511	INA032093M	BW429AA

Make:- PRINTER (HP)

Sl. No	Model	Serial No.	Product No.
01.	HP Laserjet P3015	VNBXD1GS28	CE52HA
02.	HP laserjet P1008	VNFNP77627	CC366A
03.	HP laserjet P1008	VNFNR06481	CC366A
04.	TVS RP 45 Shoppe	--	--
05.	TVS RP 45 Shoppe	--	--
06.	TVS RP 45 Shoppe	--	--

Make:- SCANNER (HP)

Sl. No	Model	Serial No.	Product No.
01.	HP Scanner 5590	CN19EVHODT	L1911B

Make:- PROJECTOR (EPSON & SHARP)

Sl. No	Model	Serial No.	Product No.
01.	H556C EPSON	TVYK4802694	EB-503
02.	PG-A10X-A SHARP	E 502912161	M4

Sd/-
Information Scientist