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**ACHARYA NARENDRA DEV COLLEGE**  
**(UNIVERSITY OF DELHI)**  
**Govindpuri, Kalkaji, New Delhi – 110 019.**

**Dr. Savithri Singh**  
**Principal**

**Ref. No. ANDC/UPS/2014/**  
**Dated : 23/04/2014**

**Subject: Tender for the comprehensive AMC of UPS.**

Dear Sir/Madam,

Tenders are invited for the AMC of following UPS:

<b>S. No.</b>	<b>Specification</b>	<b>No.</b>	<b>Make</b>	<b>Total</b>
1.	1 KVA	05	APC	08
		01	Sukam	
		01	Stabline	
		01	Uniline	
2.	2 KVA Online	01	Uniline	01
3.	5 KVA Online	02	APC	08
		04	Uniline	
		01	AZ	
		01	IPC	
4.	6 KVA Online	03	Uniline	03
5.	10 KVA Online	01	APLAB	01
6.	Inverter5KVA(96V)	01	Sukam	01
7.	Inverter1KVA(24V)	01	Sukam	01

It is requested that the following protocol should be carefully observed in every detail while submitting the tender; otherwise the tender may not be considered.

1. The tender should be sent under sealed cover addressed to the **Principal, Acharya Narendra Dev College, Govindpuri, Kalkaji, New Delhi-110019 not later than 12<sup>th</sup> May, 2014.**
2. The word "**Tender - Comprehensive AMC of UPS**" should be written prominently on the envelope.
3. The quoted price should be inclusive of all taxes and other charges.
4. The other terms and conditions of the tender are attached as Enclosure-I.
5. Tender will be opened on Tuesday, 13<sup>th</sup> May 2014 at 01:00 p.m.

Yours sincerely,

(Savithri Singh)

**Acharya Narendra Dev College**  
(UNIVERSITY OF DELHI)  
Govindpuri, Kalkaji, New Delhi: 110019

TERMS AND CONDITIONS

1. Maintenance Means:
  - a. To ensure the proper working of the UPS.
  - b. All maintenance needs to be done between college timing i.e. from 9 AM to 5.30 PM on all working days i.e. Monday to Friday (except college holidays).
  - c. Henceforth "item" will refer to any UPS under the AMC contract. The item downtime is defined as the time for which the item could not be utilized for its intended use.
  - d. The item uptime is defined as the time for which item can be utilized for its intended use.

Cost of battery replacement will be borne by the college. All related expenditure like transportation, delivery, tax etc. of all items need to be borne by the vendor. College will not make any payment other than AMC price as mentioned in its clause. No other consumable cost will be borne by the college. In case of non-functionality of an item due to non-consumable items, the expenditure would have to be borne by the vendor in totality. *College will bear the replacement cost of batteries only and nothing else.*

2. a.) The Vendor whose quotations are accepted must submit a Bank Guarantee @ 10% of the total order value in favour of The Principal, Acharya Narendra Dev College, Govindpuri, Kalkaji, New Delhi-110019, which will be released sixty days after the end of AMC.  
b.) In case of non performance/unsatisfactory service (Performance of the UPS is below 50% for a quarter), Bank Guarantee will be forfeited as penalty and the contract for AMC will be terminated.
4. The vendor must be registered with Sales Tax Authority and must mention sales tax number, service tax number and attach income tax return papers of last three years.
5. The firm must have experience of Maintenance of UPS for at least 5 years with Govt. Deptt./Public Sector/other organizations. The firm should provide list of Government Ministries/Departments/Other Organizations for which it has AMCs, in each of the last 5 years.
7. If a part/item is not working and the same has to be rectified by replacement of part/item then the expense of the replacement of part/item of same or higher configurations would have to be borne by the vendor.
9. Tender may be submitted after inspection of items by vendor.
10. The period of AMC will be initially for three months (one quarter) and if found satisfactory may be extended for another three quarters. College may consider extension of contract beyond a period of one year if the services of the vendor are found satisfactory.
11. The college reserves the right to accept or reject any quotations without assigning any reason thereof.
13. Relocation of the items can be done without any prior information.
14. AMC for the items given in bid document is on a comprehensive Basis and not item wise. Single consolidated rate must be quoted for all the items.
15. The vendors would be required to maintain a call register both at his end as well as College, along with call report giving details of the maintenance work done and down time of UPS.

16. The comprehensive maintenance shall be carried out primarily at the premises of ANDC, during office hours. In case the vendor feels that equipment can not be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly.
17. The system down time should not exceed 72 hours from the time at which the complaint was made. If the down time is more than 72 hours, the Vendor will provide a standby system. In case the system is not repaired or an alternative system not supplied within the period of 72 hours from the time of failure report then the College may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the vendor.
18. The vendor will ensure 95% uptime for Items and other equipments failing which a penalty as proposed by the College will be imposed. The breakdown time will be worked as under:-
- Total machines days (X) = No. of Items \* No. of working Days in a quarter.
- Break-down days (Y) = No. of Items \* No. of breakdown days.
- Percentage uptime (Z) =  $((X-Y) / X) * 100$ .
- Penalty Amount =  $((95-Z) * \text{quarter payment}) / 100$ .
19. The comprehensive maintenance charges shall be payable to the vendor after every three months. For this the vendor will raise a bill and payment will be released after a satisfactory report is obtained from the department. No advance payments will be made.
20. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier at the address given below.
21. The tender is not transferable.
22. In case of non-compliance with the contract or service is not satisfied, ANDC reserves the right to cancel/rescind/revoke the contract and impose penalty in proportion to damages.
23. Earnest Money Deposit (Rs. 2000/- only) in the form of a demand draft in favour of Principal, Acharya Narendra Dev College, should be deposited along with the bid. Name, address and telephone number of the bidder should be clearly written on the backside of the Demand Draft. Earnest Money Deposit of the selected vendor will be retained by the college till furnishing of the 10% bank guarantee. Earnest Money Deposit of the rejected vendors will be returned back by the college.

#### Jurisdiction

*The courts at Delhi alone shall have jurisdiction in any matter arising out of or relating to this tender.*

#### Note:

1. *Single Consolidated rate must be quoted for all the items mentioned in bid document. The rates must be inclusive of all type of taxes and should not exclude any item of bid document.*
2. *The college reserves the right to include an item during the AMC period whose rate of maintenance will be decided afresh, depending on configuration and AMC tenure, by mutual consent of the vendor and college.*
3. *The decision of the college shall be final and binding on the vendor.*

The interested firm may submit a separate sealed envelope for "**Technical Bid**" as given in **Annexure A** along with supporting documents & EMD and a separate sealed envelope for "**Financial Bid**" as given in **Annexure B** in a sealed cover superscribed "Tender for AMC of UPS" addressed to The Principal, Acharya

Narendra Dev College, Govindpuri, Kalkaji, New Delhi-110019.

Last date for submission of tender is **12 / 05 / 2014**

The Technical Bids and Financial Bids will be opened at **01:30 p.m.** on **13 / 05 / 2014** in the Conference Room of the College. Financial bids of only those vendors will be opened who qualify according to Technical Bid.

## **TECHNICAL BID**

### **Annexure A**

1.	Name of the Firm	
2.	Address of the Firm	
3.	Registration No.	
4.	Name of the authorized signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Numbers of the Firm	
7.	Details of the Government Ministries /Departments/Organizations/PSU etc. in which the firm is engaged in UPS AMC activities from the Last five years.	
8.	List of copies of relevant documents enclosed as mentioned in Terms and Conditions	

**Annexure B****FINANCIAL BID**

1.	Name of the Firm	
2.	Address of the Firm	
3.	Registration No.	
4.	Name of the authorized Signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Number of the Firm	

<b>S. No.</b>	<b>Specification</b>	<b>No.</b>	<b>Make</b>	<b>Total</b>	<b>Unit price</b>	<b>Total Price</b>
8.	1 KVA	05	APC	08		
		01	Sukam			
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		04	Uniline			
		01	AZ			
		01	IPC			
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