



INDRAPRASTHA INSTITUTE *of*
INFORMATION TECHNOLOGY
DELHI

TENDER FOR ANNUAL MAINTENANCE
CONTRACT OF DELL STORAGE FOR
CAMPUS OF THE INSTITUTE AT OKHLA
PHASE-III, NEW DELHI- 110020

IIIT-D/IT/AMC/031/2024-25

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 (Comprehensive) of DELL Storage** (as per specifications mentioned under Scope of Work below) for its campus at Okhla Phase-III New Delhi- 110020.

1. An amount of Rs. 62,000/- (Only Sixty Two Thousand) 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 website. Those wishing to get the copy of the document from the Institute may please deposit a non-refundable Tender Document Fee of Rs.1, 180/- (Rupees One Thousand One Hundred Eighty only) 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. The tender fee is exempted for MSMEs /NSIC registered suppliers.
3. The last date for submission of bid is 19th December, 2024 up to 3:00 PM. The Technical bids shall be opened on the same day i.e. 19th December ,2024 up to 3.30.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 108, 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:

Bids are invited in Two Bids System i.e. (1) Technical and (2) Financial.

1. Technical and Financial bids should be sealed separately and enclosed in a sealed envelope clearly indicating separately Technical Bid for “**Annual maintenance contract (Comprehensive) of DELL Storage**” and Financial Bid for “**Annual maintenance contract (Comprehensive) of DELL Storage**” 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 19th December, 2024. 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. The EMD is exempted for MSMEs/NSIC registered suppliers.

Scope of Work

IIIT-Delhi requires to renew annual maintenance contract of DELL Servers. **The Annual maintenance contract (Comprehensive) of the DELL Storage** will cover maintenance of hardware items as per details below. The AMC status of each server/equipment should reflect on the OEM website. The AMC is required for the period of Two years.

Service Tag	Support type
7BWN8T2 8CK3PT3 9CK3PT3 7CK3PT3 B95GS62 B9D8S62 245PRK2 23XLRK2 23VPRK2 6MGW8T2 7CBW8T2 7CFV8T2	ProSupport 4hrs Mission Critical:(7x24) Technical Support

Minimum Eligibility Requirement for technical bid:

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. Bidder should also need to submit Technical Compliance on OEM Letterhead with signed and stamp with the Technical Bid. [Bidder needs to attach this document as Annexure 1]**
2. OEM/bidders should have Sales and support office in Country. **A self certified document in support of this must be enclosed. [Bidder needs to attach this document as Annexure 2]**
3. OEM/bidder should have service and support office in Delhi NCR. **A self-certified document in support of this must be enclosed. [Bidder needs to attach this document as Annexure 3]**
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. [Bidder needs to attach this document as Annexure 4]**
5. The bidder should be ISO 9001 or better certified. **A copy of ISO Certificate should be enclosed. [Bidder needs to attach this document as Annexure 5]**
6. The bidder should have support center with minimum 3 relevant support engineers. **A self-certified document in support of this must be enclosed. [Bidder needs to attach this document as Annexure 6]**
7. 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. [Bidder needs to attach this document as Annexure 7]**
8. 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. [Bidder needs to attach this document as Annexure 8]**
9. 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. [Bidder needs to attach this document as Annexure 9]**
10. 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. **[Bidder needs to attach this document as Annexure 10]**
11. If bidder /OEM do not meet its SLA, IIITD put the fine of 5000/- Rs per day for first seven days and @ Rs.8,000/- per day from 8th day onwards will be levied.

SLA	
Support	Response in 2 hrs. And Resolution 24hrs.
Hardware replacement	Next business day (Parts+Labour)

12. Bidders can seek clarifications, raise technical, financial queries, etc., related to the tender at tenders@iiitd.ac.in. Inquiries may be submitted within a seven-day period following the publication of the bid.

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 Bank Account Number	
4	PAN & GSTIN (Attach self-certified copy)	
5	Copy of Partnership Deed/ Certificate of registration of company or any other document evidencing registration of the bidder	
6	Number of Years of Experience	
7	Details of DD towards: Tender Fee:	
8	List of service centers, nearest location of support centre.	
9	Turnover of the bidder in the financial years: 2021-22 2022-23 2023-24	
10	Please attach CA certified copy of the turnover.	

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 Order (PO), the successful bidder is required to submit performance Bank guarantee (PBG) equivalent to 5% of the PO value within 15 days of the date of PO, otherwise order may be cancelled and the bidder shall be notified as blacklisted. The PBG shall be valid for a period of 24 months from date of purchase order. No interest is payable on the PBG.
3. PBG will be realized by IIIT-D in case of termination of the contract for unsatisfactory performance and/or non-performance of the contract.
4. 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.
5. Sealed bid can be sent either by post or by messenger. The responsibility of delivery of bid lies entirely with the bidder.
6. Payment will be released yearly after producing the GST invoice. 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.
7. Payment will be paid only if required SLA as mentioned in scope of work is met.
8. 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.
9. 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.
10. In case the bidder is not able to execute the Work as per terms, PBG shall be forfeited.
11. 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.
12. Bidder must submit an attested with company stamp copy of every page of the tender.
13. The selected bidder has to sign an agreement with IIITD on a stamp paper after issue of Purchase/Work order. The agreement is attached Annexure Y
14. The bidder/tenderer shall submit an undertaking on its letter head, duly signed and stamped, that none of the staff, faculty members, relatives, etc. of the Indraprastha Institute of Information Technology-Delhi are related directly or indirectly to any employees, Directors, or Key Managerial Personnel, etc. of the bidder/tenderer. In the event of the IIIT-D coming to know or pointed about the same, the bidder/tenderer undertakes to deposit a sum of Rs.1,00,000/- (Rs. One Lakh only) as a penalty with the Institute. Such bidders/tenderers shall be liable to be blacklisted and announced on the website of IIIT-D.

PROFORMA FOR FINANCIAL BID

S. No.	Details	*All Inclusive Cost (Please quote in INR only)*
1	Annual maintenance contract (Comprehensive) of DELL Storage as per scope of work	
		Discount, if any
		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. <i>*If any documents are required for availing custom duty exemption, the IIITD will provide the same. Please quote price accordingly.</i>	

Please note the price should be quoted for each of the items 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 19th December 2024. 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)

ON NON JUDICIAL STAMP PAPER OF RS 100/-

AN AGREEMENT made on _____ day of _____ two thousand Twenty
One

BETWEEN

(Hereinafter called the contractor, which expression shall include its proprietor, partners, heirs, executors, administrators, legal representatives, successors and assignees) WITH REGISTERED ADDRESS.....of the one part

AND

The REGISTRAR Indraprastha Institute of Information Technology Delhi, Okhla Industrial Area Phase III, New Delhi - 110020 (hereinafter called the IIITD, which expression shall include its successors and assignees) of the other part.

Whereas the IIITD had invited Bids <Please write tender name> ; vide its Bid Document No. _____, which shall be deemed to be a part of this agreement; FOR THE SCOPE OF WORK/SUPPLY

Whereas the contractor submitted its TENDER Bid dated _____, a copy of the price bid, submitted by the contractor, is annexed hereto as Annexure;

Whereas the IIITD has accepted the Bid submitted by the contractor, on the terms and conditions mentioned in the IIITD's said Bid Document and conveyed its acceptance to the contractor; vide its letter No. dated _____, AND ANY OTHER CORRESPONDENCEwhich shall be deemed to be a part of this agreement;

Whereas the contractor is agreeable to the terms and conditions mentioned in the IIITD's said Bid document;

Whereas the contractor undertakes to comply with all relevant laws like Contract Labour (Regulation and Abolition) Act, 1970; Employees' State Insurance and Miscellaneous Provisions Act, 1952; Employees' State Insurance Act, 1948; Minimum Wages Act, 1948; Payment of Bonus Act, 1972; Payment of Wages Act, 1936; Income Tax Act; GST Act etc. and to indemnify the IIITD

from the contractor's acts of omission or commission, as regards the compliance with the relevant laws;

Whereas the contractor declares that he/she/it shall own all responsibility for any act of omission or commission, as regards the compliance with the relevant laws;

AND WHEREAS the IIITD is agreeable to make necessary payment to the Contractor, at the rates mentioned in the Annexure annexed hereto and as per the terms and conditions mentioned in the IIITD's said Bid Document;

In WITNESS whereof Shri (name), (designation), the authorized representative of the contractor, for and on behalf of the contractor, has hereunto set his hand and for and on behalf of the IIITD has hereunto set his hand.

(Signature of the authorized representative of the Contractor) Name and designation of the contractor's representative

In the presence of

1

2

(Signature of witnesses with full name and full address)

Registrar
for and on behalf of the IIITD

In the presence of

1

2

(Signature of witnesses with full name and full address)