

# INDIAN INSTITUTE OF TECHNOLOGY GOA

At Goa Engineering College Campus  
Farmagudi, Ponda, Goa 403401  
E-mail: [purchase@iitgoa.ac.in](mailto:purchase@iitgoa.ac.in)

GSTIN: 30AABAI1653D1ZF  
PAN: AABAI1653D  
TAN: BLRI08261B

Enquiry No: IITGOA/2023-24/015

Date: 10/10/2023

IIT Goa invites sealed quotations in two bid form for the supply of below mentioned item: -

Sl. No.	Description of Item	Qty
1	Comprehensive AMC for Vertiv Smart Rack SR-220-RC (Details attached)	01 No.

## **Terms & Conditions: -**

1. Quotation must be valid for at least 90 days.
2. The GSTIN should invariably be mentioned in your offer.
3. Kindly attach a compliance certificate along with the technical quote.
4. Prices: Prices should be quoted in INR – F.O.R., IIT Goa basis only.
5. Payment terms: Payments towards AMC shall be paid at the end of each quarter/ year.
6. The suppliers shall provide the banking details along with their quote on their letterhead duly signed and stamped.
7. Quotations shall be submitted in two parts;
  - 1) **Part – I (Technical)** should contain all the technical details and specifications. It should contain unpriced bid along with terms and conditions, compliance certificates, proprietary certificates (if applicable), any other certificates/details etc. This envelope should be marked as “Technical Bid.”
  - 2) **Part -II (Financial)** The financial bid of the above item should be in a sealed envelope marked as “Financial Bid” and should contain financial terms and conditions.
8. The successful bidder must submit a Performance Guarantee Bond for 3% of the Purchase Order value and valid till one year plus sixty days OR up-to warranty period whichever is later from the date of issue of Purchase Order. Performance Guarantee Bond may be submitted within 15 (Fifteen) days from the date of order acknowledgment as a successful bidder.
9. IIT Goa reserves the right to accept and/or reject any/all bids without assigning any reason in public interest.
10. For any clarification, you may kindly contact Mr. Raghavendra Y. K. (E-mail: [sysad@iitgoa.ac.in](mailto:sysad@iitgoa.ac.in)) and the Stores & Purchase Section (email: [purchase@iitgoa.ac.in](mailto:purchase@iitgoa.ac.in)) till 20/10/2023.

11. All sealed quotations must be super scribed with the tender enquiry number and should reach to the Deputy Registrar (Stores & Purchase), IIT Goa, at Goa College of Engineering Campus, Farmagudi, Ponda, Goa, 403 401 by 17.00 Hrs on or before 31/10/2023.

Sd/-

**Registrar, IIT Goa**

**AMC Contract for Vertiv Smart rack at IIT Goa**

Item Description:	Comprehensive Annual Maintenance Contract (AMC) for Vertiv Smart Rack SR-220-RC with all accessories for 3 years.  Accessories include: + 40 kVA UPS with batteries. + CRV units. + Thermal management devices. + Safety management devices. + Access controls. + Alarm management devices. + Other devices included in the model.
Technical Clarification Contact:	Designation: System Administrator Email: sysad@iitgoa.ac.in Phone: 0832-2490888

**Eligibility, Service Terms and Conditions:**

1. Bidder must have experience in handling such AMC contracts, relevant document to be submitted.
2. Bidder must submit valid MAF from OEM.
3. Comprehensive AMC covers all the major and minor components excluding batteries.
4. The Bidder will be fully responsible for registering a complaint on a call received from IIT Goa staff, follow-ups / getting support from OEM with respect to each and every Hardware part, Software, Licenses, and technical support.
5. Within this comprehensive on-site AMC (including labor, spares, and technical support) of 3 years, minor defects must be rectified within 24 hours, and major defects must be rectified within 48 hours. Initial response time must be within 6 hours. The aim of the AMC is to make the infrastructure available 24x7 with 99.99% up-time.
6. The goods or materials are to be delivered at IIT Goa during the AMC period must be free of charge at your risk.
7. IIT Goa can terminate the contract upon giving 60 days' notice during the AMC period if the service is found unsatisfactory.

## **UNDERTAKING FOR BID SECURITY**

(To be issued by the bidder on company's letterhead in lieu of EMD)

To,  
The Registrar,  
Indian Institute of Technology Goa,  
At GEC Campus, Farmagudi, Ponda – Goa

We, M/s ..... (name of the firm), with ref. to enquiry no. ....  
..... dtd ..... hereby undertake that:

- 1) We accept all the terms and conditions of the tender document.
- 2) We accept that, we will not modify our bid during the bid validity period, submit performance guarantee within the stipulated period and honor the contract after award of contract.
- 3) In the event of any modification to our bid by us or failure on our part to honor the contract after final award or failure to submit performance guarantee, our firm may be debarred from participation in any tender/contract notified by Indian Institute of Technology, Goa for a period of one year.

Yours faithfully,

(Signature of the bidder with date and seal)

**(To be printed on letterhead of the bidder)**

**Bidder's Information**

1	Name of the Bidder	
2	Address of the Bidder	
3	PAN No.	
4	GSTIN	
5	E-mail	
6	Contact Person's Name & Designation	
7	Mobile No.	

### Reasonability of Prices

Please quote best minimum prices applicable for a premier Educational and Research Institution. The party must give details of at least two purchase orders identical or similar equipment, supplied to any IITS/Research Institutions/ other organization as per below Format **(to be enclosed in Financial Bid)** along with the final price paid and details are mandatory.

### Previous Supply Orders

Name of the Firm \_\_\_\_\_

S.No.	PO No. & Date	Description & Quantity of ordered equipment	Value of Order	Date of completion of delivery as per contract	Remarks indicating reasons for late delivery, if any and justification of price difference of their supply order & those quoted to us	Has the equipment being installed satisfactorily (attach a certificate from the Purchaser/ Consigner)	Contact Person along with Telephone no., Fax No. and e-mail address

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Signature and Seal of the Manufacturer / Bidder

## FORMAT FOR PERFORMANCE GUARANTEE BOND

(To be typed on **Non-judicial stamp paper** of the value of **Indian Rupees of One Hundred**) (TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT GOA OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT GOA OR ANY SCHEDULED BANK SITUATED AT GOA. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.

To,  
The Registrar,  
Indian Institute of Technology Goa  
Farmagudi, Ponda,  
Goa – 403401

### **LETTER OF GUARANTEE**

WHEREAS Indian Institute of Technology Goa (Buyer) have invited Tenders vide Tender No..... Dt. .... for purchase of .....

AND

WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the equipment / machinery, etc. in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of “**Registrar, Indian Institute of Technology, Goa**” in the form of Bank Guarantee for Rs ..... (**3% (three percent) of the purchase order value**) and valid till **one year plus sixty days or up to warranty period whichever is later** from the date of issue of Performance Guarantee Bond may be submitted within 15 (Fifteen) days from the date of Order Acknowledgment as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the equipment / machinery, etc. this Bank shall pay to Indian Institute of Technology, Goa on demand and without protest or demur Rs..... (Rupees.....).

This Bank further agrees that the decision of Indian Institute of Technology, Goa (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, ..... (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Indian Institute of Technology, Goa (Buyer).

### **Notwithstanding anything contained herein:**

1. Our liability under this Bank Guarantee shall not exceed Rs. .... (Indian Rupees ..... only).
2. This Bank Guarantee shall be valid up to .....(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Goa serve upon us a written claim or demand on or before ..... (date).
4. This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at ..... situated at ..... (Address of local branch).

Date:

Yours truly,

Signature and seal of the Guarantor:

Name of Bank:

**Instruction to Bank:** Bank should note that on expiry of Bond Period, the Original Bond will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.