



INDIAN INSTITUTE OF FOREIGN TRADE  
B-21, QUTAB INSTITUTIONAL AREA, NEW DELHI-110016

**Request for Quotation**

Gen.Admin./CWS/AMC-UPS/2020

Date: 15/05/2023

**Sub: AMC OF 04 Nos of UPS installed at CRIT Office, NAFED House, New Delhi**

Dear Sir/Madam,

IIFT- New Delhi is an autonomous body under the Department of Commerce, Government of India and also a Deemed to be a University. IIFT – New Delhi invites valid and firm quote from competent/authorised agencies who can carry out effective Annual Maintenance Contract for the following UPSs installed at CRIT Office, NAFED House, New Delhi for 01 year from the date of award of contract. Document can also be directly downloaded from IIFT's website ([www.iift.ac.in](http://www.iift.ac.in)).

Description	Make/Model	Quantity
10 KVA UPS	PEGASUS GAMMA SERIES O/P 3	01
20 KVA UPS	PEGASUS GAMMA SERIES O/P 3	03

**DETAILS OF THE BID:**

Commencement of issue of document	15.05.2023
Last date and time of receipt of bid	23.05.2023 at 03.00 PM
Date and time of opening of Quotation	23.05.2023 at 03.30 PM

**Quote should be sealed and signed, super scribed with the Reference No:  
Gen.Admin.(1)/CWS/AMC-UPS/2020.**

The prescribed documents consisting of sealed Quotation in an envelope, super scribing "**Quotation for AMC of 04 Nos UPSs installed at CRIT Office, NAFED House, New Delhi**" to be addressed to the Section Officer (General Admn.), Room No. 522-B, Indian Institute of Foreign Trade, B-21, Qutab Institutional Area, New Delhi-110016 to be put in the Quotation Box placed at the **Main Gate of IIFT-New Delhi**.

Yours faithfully,  
**Section Officer (Gen Admin.)**  
**Tel No. : 011-39147322 (124)**  
Email ID: [soadmin2@iift.ac.in](mailto:soadmin2@iift.ac.in)

Indian Institute of Foreign Trade,  
New Delhi- 110016

### **1. Instructions to Vendors:**

- a) This document will form an integral part of the Contract. Bidders must go through the complete document for details before submission of their quotations.
- b) Only enclosed formats as provided in original should be used. All sheets need to be submitted **after affixing seal of the Company and signature of the authorized signatory**. Additional sheets, duly authenticated, to be attached to elucidate specifications or clarify the specific issues.

### **2. Conditions of Contract:**

- 1) Vendor/Agency should have at **least two years of experience** in the AMC services of UPS. Documentary proof of the same to be attached.
- 2) Vendor/Agency should enclose copies of **valid registration of GST**.
- 3) The Vendor/Agency should quote the amount of AMC including GSTs. In case of any discrepancy between the unit price and the total price, the unit price shall prevail and total price shall be corrected unless it is lower than the sum total of unit prices. If there is any variation between amount written in figure and words then the amount whichever is lower shall be taken into consideration.
- 4) Once the vendor/agency has quoted and accepted the offer, withdrawal or denial at any stage is not accepted under any circumstances.

### **3. Payment terms:**

- 1) Payment shall be released at the end of each quarter only after certification of satisfactory services by authorized / concerned officer of the Institute.
- 2) The service provider's request for payment shall be made in writing accompanied by relevant document such as proper invoice and satisfactory performance report duly certified by authorized / concerned officer of the Institute.
- 3) The vendor should not sub-contract or permit any other third party other than the vendor's personnel to perform any work.
- 4) If the UPSs are not rectified within the time frame mentioned in AMC, the institute would get the same rectified by some third party and the amount spent for such repairs would be built to the vendors.
- 5) The vendor shall submit consolidated report furnishing the details of breakdown calls attended and status on quarterly basis.
- 6) The vendor shall identify one engineer as single point of contact for coordinating and providing services to the Institute.
- 7) The vendor shall make AMC services available on all days as and when requested by the Institute.

**ANNEXURE-A**

**Technical Criteria**

**Compliance Matrix must be submitted as follows:**

<b>S.No.</b>	<b>Must have Criteria/Compliance Points</b>	<b>Comply (Yes/No)</b>
1.	Status of Agency/ Propriety/ Partnership/ Pvt. Ltd. (attach proof in support)	
2.	Name of the Director/ Partner/ Proprietor along with his/her contact number and E mail	
3.	Registered Branch Office Address with Tel No. & E- mail	
4.	Agency should have Registered/ Branch Office at New Delhi	
5.	GST Number & Valid GST Registration Certificate	
6.	Vendor should have at least two years of experience in the AMC services of UPS. Documentary proof of the same to be attached.	
7.	A self-declaration to the effect of not ever been blacklisted by any Govt.Department.	

**Declaration by the bidder:**

I / we have very carefully read the terms and conditions of the contract and agree to abide by them. The decision of the institute on any dispute arising out of the contract, shall be binding on me / us.

I /we undertake to comply with all the conditions contained in the document.

Place:

Authorized Signature with seal:

Date:

Name:

**ANNEXURE-B**

**Quotation**

I / we submit my /our quotation for the AMC OF 04 Nos of UPS installed at CRIT Office, NAFED House, New Delhi.

S. No.	Description	Make/ Model	Qty	Cost per unit (In Rs.)	Cost of AMC (In Rs.) excl. taxes
1.	10 KVA UPS	PEGASUS GAMMA SERIES O/P 3	01		
2.	20 KVA UPS	PEGASUS GAMMA SERIES O/P 3	03		
	<b>GST (In Rs.) (as applicable)</b>				
	<b>Total Cost (In Rs.) (Incl. Taxes)</b>				

**Total amount in figures: Rs.** \_\_\_\_\_

**Total amount in words: Rupees** \_\_\_\_\_

**SCOPE OF WORK:**

1. All UPSs will be on-site comprehensive AMC excluding batteries.
2. The vendor will attend to the complaints, as and when called including Sundays/Saturdays/off- days.
3. Any complaint received up to 05.00 PM will have to be attended the same day.
4. The vendor will take up necessary preventive maintenance of all the UPSs on a periodical basis, at least once in a month, from time to time for smooth and uninterrupted functioning of the UPSs. A certificate, duly authenticated by Computer Professional /System Engineer/ Head of CWS, NAFED House, to this effect to be submitted in person as and when the maintenance is carried out.
5. The response time of the complaint shall be maximum four hours. In case, it is felt that the repair of UPSs would take more than 24 hours, a suitable replacement/standby will need to be provided.
6. Vendor will send his qualified Engineer at the time of changing of batteries i.e. at the time of disassembling and re-assembling of batteries of UPS.
7. Any other relevant requirement put across to the vendor.

Place:

Authorized Signature with seal:

Date:

Name: