

Vendor Qualification Criteria for Higher Value AMC Cases (More than Rs.50000/-) & Terms & Conditions of AMC

1. The vendor should be in the business of repair, Sales & AMC of UPS & allied items for at least three year.
2. The vendor should have experience certificate at least 3 of thee years for Sales & service.
3. The vendor should be authorized dealer of the UPS of APC Make & also have Manufacturer's Authorization Form (MAF) issued by the APC/OEM in the name of Deputy Commissioner-cum-President, DITS, Hisar for this Tender Only. **(Essential Condition)**
4. The annual turnover of the vendor should be minimum Rs.25 lacs during each last three years.
5. The vendor must have a valid GST number.
6. EMD: The bidder will submit offers with a Demand Draft of Rs.25000/- as EMD in favour of District Information Technology Society, Hisar. However, EMD of unqualified bidder will be refunded back. The EMD of qualified vendor will be retained for a period of minimum one year & no interest on EMD shall be paid.
7. Non-refundable empanelment fee: The bidder will deposit non-refundable Empanelment fee of Rs.1000/- in form of Demand draft in favour of District Information Technology Society, Hisar.
8. The AMC shall be for the period of twelve calendar months commencing from the date of signing the contract which will be mutually extendable for a period of one year, to be decided later at the same terms & conditions. In Case, the services are not rated satisfactory then the contract can be terminated in between by the competent authority. The services of the vendor will be reviewed by Head of the indenting Department/Organization or Senior nominated by him/her on quarterly basis/yearly basis as convenient by them.
9. The vendor should also paste a label on the UPS wherein the contact no. for logging of complaints. The content of the label should be clearly visible.
10. The vendor shall provide the following services during the course of AMC:-
 - a. Corrective maintenance, in case of a breakdown & repair/replacement of defective parts, if any, with the same or reasonably equivalent to be defective part removed.
 - b. Preventive maintenance including adjustments, cleaning of mechanical parts, and replacement of damage parts on quarterly/half yearly basis.
 - c. The AMC vendor will complete the service call within one working day for Hisar & within two working days for other location in district Hisar, failing which

penalty shall be levied @ 1% per working day for totally down system & 0.5% per working day for partially down system of the AMC amount from the date of logging complaint up to the date of attending the complaint. The penalty amount will not exceed the total AMC amount.

11. The provision of maintenance/service shall be from Monday to Saturday between 9.00 A.M. to 5.00 P.M. In emergency the services shall be provided by the vendor beyond these hours with prior arrangement without any additional cost.
12. UPS are installed at various locations (As per Annexure 'A') in District Hisar & vendor should repair/service of UPS on site.
13. The Contract covers all expenses of the engineer deputed by the vendor i.e. FRO, conveyance etc.
14. All the terms & conditions should be fulfilled by the vendors. If any single or more than single terms & conditions not fulfilled by the any vendor then the competent authority have reserve the rights not to open the Financial Bid & application of those vendor will be rejected.
15. All dispute arising out this contract subject to Jurisdiction of Deputy Commissioner, Hisar.

The Purchase Committee have following Rights:-

1. The Purchase Committee have rights to reject any application or all applications without any reason.
2. In any unavoidable circumstances DITS, Hisar is not bound to open the technical Bid as well as Financial Bid.
3. In future any changes may be made in tender or its process.

Check List for Technical Bid: - (Separate Envelope)

1. Demand draft of Rs.25000/- as EMD & Rs.1000/- as Document Cost. The original copy of Both Demand Draft should be submitted to the office of DITS, Hisar on or before last date of E-tender.
2. Copy of GST Number
3. Copy of Turnover & ITR of Last three F.Y.
4. Copy of MAF issued by APC/OEM in the name of Deputy Commissioner-cum-President, DITS, Hisar.

Check List for Financial Bid: - (Separate Envelope)

1. Rates of AMC of per UPS should be in the prescribed format at Annexure 'B'.

Note: - Both envelopes Must be submitted in working hour at the O/o DITS, Hisar, Room No.305, 3rd floor, Mini Sectt., Hisar on or before 08-01-2019 till 3 PM.

List of UPS installed at various locations

Sr.#	Make	Model	Location	Sr. No.
1	APC	SRC6KUXIQ	E-disha, Hansi	BQ14060000354
2	APC	SRC6KUXIQ	Tehsil Adampur	BQ1441000434
3	APC	SRC6KUXIQ	Tehsil Narnaund	BQ1506002616
4	APC	SRC6000UXI	Tehsil Hansi	6Q1225Z00383
5	APC	SRC6000UXI	Tehsil Barwala	6Q1238Z00259
6	APC	SRC10KUXI	MC,Hisar	BQ1538000909
7	APC	SURT6000UXIQ	Sub Tehsil Balasamand	NQ0846000736
8	APC	SRC6KUXI	Sub Tehsil Uklana	B21442001713
9	APC	SRC6KUXIQ	Tehsil Hisar	BQ1408004194
10	APC	SRC6KUXIQ	NIC	BQ1537002006
11	APC	SRC6KUXIQ	Tehsil Bass	BQ1522000116
12	APC	SRC10KUXI	Aadahr Office	B21539001001
13	APC	SURT6000UXI	E-disha, Barwala	NS0924003580
14	APC	SURT6000UXIQ	E-disha, Hisar	N/A
15	APC	SURT6000UXI	Balbhawan Hisar	N/A
16	APC	SRCE6KUXI	DITS HQ	B21719003219
17.	APC	SRCE6KUXI	E-disha, Narnaund	B21719003218

Annexure-B- (To be printed and signed with Stamp on the letter head of firm)

Format to fill-up the details and rates for AMC of APC UPS

(1) Certified that I/we, quote the following rates and description as per the advertisement number DITS/HSR/2018/UPS/AMC_01 and accepting the terms and conditions as laid on <http://hisar.gov.in>

S#	Description	Make/Model	Per UPS AMC Rates in Rs. (Including all Taxes, GST, Onsite Maintenance & all other charges etc.)
1	6 KVA Online UPS	APC	
2	10 KVA Online UPS	APC	

(Signature)

Name of Firm _____

Address _____

Mobile Number _____