



Tender reference No.CC/IITK/09/1327



Indian Institute of Technology Kanpur

Kalyanpur, Kanpur U.P

Kanpur - 208016

Computer Centre

Tender No: CC/IITK/09/1327 Dated 15-10-2020

Bid Submission Last Date 21-10-2020 (2:00 PM)

TENDER DOCUMENT

FOR

**“AMC of Precision Air Conditioning Units and Associated Manpower at Old
Data Centre, Computer Centre, IIT Kanpur”**



Tender reference No.CC/IITK/09/1327

BID DOCUMENT

Online bids (Technical & Financial) from eligible bidders which are valid for a period of 60 days from the date of Technical Bid opening (i.e. 22/10/2020) are invited for and on behalf of the Assistant Registrar, IIT Kanpur for “AMC of Precision Air Conditioning Units and Associated Manpower at Old Data Centre, Computer Centre, IIT Kanpur” for a period of three years.

<i>Name of Work</i>	AMC of Precision Air Conditioning Units and Associated Manpower at Old Data Centre, Computer Centre, IIT Kanpur
<i>Date of Publishing</i>	15-10-2020
<i>Bid Submission Start Date</i>	15-10-2020
<i>Last Date and time of uploading of Bids</i>	21-10-2020 (02:00 PM)
<i>Last Date and time of submitting , EMD and other documents at IIT Kanpur (if any)</i>	NA
<i>Date and time of opening of Technical Bids and Financial Bids</i>	22-10-2020 (02:00 PM)

Interested parties may view and download the tender document containing the detailed terms & conditions from the website <http://eprocure.gov.in/eprocure/app>

(The bids have to be submitted online in electronic form on www.eprocure.gov.in only. No physical bids will be accepted.)



INSTRUCTION FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal ie <http://eprocure.gov.in/eprocure/app> , using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

REGISTRATION

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online Bidder Enrollment” option available on the home page. **Enrolment on the CPP Portal is free of charge.**
- (ii) During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/ bidders through email-id provided.
- (iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv) For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard.
- (v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- (vii) Bidders can then log into the site through the secured login by entering their userID/ password and the password of the DSC/ eToken.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords, etc., to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

- (i) For preparation of bid Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.
After selecting the tender document same shall be moved to the ‘My favourite’ folder of bidders account from where bidder can view all the details of the tender document.
- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.



- (iii) Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- (iv) Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**
- (v) Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, EPF & other details etc., under “My Space/ Other Important Document” option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

SUBMISSION OF BIDS:

- (i) Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay.
- (ii) Bidder should prepare the EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BC/BG/ others physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidders shall select the payment option as offline to pay the EMD and enter details of the DD/BC/BG/others.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- (vii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- (viii) **If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.**

Bidders shall download the Schedule of Quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid) only.

If the template of Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected and further dealt as per provision of clause no 23.0 of ITB including forfeiture of EMD.

The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

- (ix) Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.**
- (x) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall **take print out of system generated acknowledgement** number and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- (xi) Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.



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- (xii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

ASSISTANCE TO BIDDERS:

- (i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender. The contact number for the helpdesk is 0512-679-7239 between 10:30 hrs to 17:00 hrs.
- (ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002 and 0120-4001005. The helpdesk email id is support-eproc@nic.in



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INSTRUCTION FOR e-PROCUREMENT

1. PREPARATION AND SUBMISSION OF BIDS :

- a. The detailed tender documents may be downloaded from <http://eprocure.gov.in/eprocure/app> till the last date of submission of tender. The Tender may be submitted online through CPP Portal <http://eprocure.gov.in/eprocure/app>
- b. The bidder should submit the bid online with Technical Bid and Financial Bid. Technical Bid and Financial Bid in “.Xls” should be upload online in same cover.

2. SUBMISSION OF THE BID : All interested eligible bidders are requested to submit their bids online on CPP Portal: <http://eprocure.gov.in/eprocure/app> as per the criteria given in this document:

- a. Technical Bid and Financial Bid should be upload online in same cover.

Both Technical and Financial Bid covers should be placed online on the CPP Portal (<http://eprocure.gov.in/eprocure/app>).

3. TECHNICAL BID: Signed and Scanned copies of the Technical bid documents as under must be submitted online on CPP Portal: <http://eprocure.gov.in/eprocure/app>.

List of Documents to be scanned and uploaded (Under Cover-1) within the period of bid submission: -

- i. Scanned copy of Registration Certificate and list of all company contact addresses (relevant to this document, and specifically the company address to which the order may be placed) and Scanned copy of signed declaration on rule 144(ix) (*Appendix-2*) and Scanned copy of signed vendor class declaration form (*Appendix-3*).
- ii. Scanned copy of Proprietary Certificate and Scanned copy of Authorization letter [*Refer Point 6 of Section C of Tender Document*]
- iii. Scanned copy of certificate of GST & Scanned copy of tender acceptance letter (*Appendix-1*)
- iv. Scanned Copy of Bank details on letter head duly signed and stamped
- v. Financial Bid

Please note that no indication of the rates/amounts be made in any of the documents submitted with the TC-BID.

4. Financial Bid:

- a. The currency of all quoted rates shall be Indian Rupees. All payment shall be made in Indian Rupees.
- b. In preparing the financial bids, bidders are expected to take into account the



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requirements and conditions laid down in this Tender document. The financial bids should be uploaded online as per the specified “.Xls” format i.e. Price Bid Excel sheet attached as ‘.Xls’ with the tender and based on the scope of work, service conditions and other terms of the Tender document. It should include all costs associated with the Terms of Reference/Scope of Work of the assignment.

- c. The Financial Bid should clearly indicate all applicable taxes, duties, fees, levies, and other charges imposed under the applicable laws. Price quoted should be in INR. Financial Bid should be strictly as per the Format of BoQ.

5. **Last Date for Submission of Tender:**

- a. Online bids complete in all respects, must be submitted on or before the last date and time specified in the schedule of events.
- b. The Indian Institute of Technology Kanpur may, at its own discretion, alter/extend the last date for submission of tenders.

6. **Bid Validity:**

- a. All the Bids must be valid for a period of 60 days from the last date of submission of the tender for execution of Contract. However, the quoted rates should be valid for the initial/ extended period of the Contract from the effective date of the Contract. No request will be considered for price revision during the original Contract period.
- b. A bid valid for a shorter period shall be declared as non-responsive.
- c. In exceptional circumstances, prior to expiry of the original time limit, the IIT may request the bidders to extend the period of validity for a specified additional period beyond the original validity of 60 days. The request and the bidders' responses shall be made in writing. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their Bid Security.

7. **Modification / Substitution/ Withdrawal of bids:**

- a. No Bid shall be modified, substituted or withdrawn by the Bidder after the Bid 's due Date.
- b. Any alteration/ modification in the Bid or additional information supplied subsequent to the Bid's due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

8. **Rejection of the Bid:** The bid submitted shall become invalid and tender fee shall not be refunded if:-

- a. The bidder is found ineligible.
- b. The bidder does not upload all the documents as stipulated in the bid document.



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Tender Document
Department of Computer Centre
Indian Institute of Technology Kanpur
Kanpur (UP) 208016 India

Enquiry Number: IITK/CC/09/1327

Enquiry Date: 15-10-2020

Online quotation is invited from M/S Schneider Electric IT Business India Private Limited with its registered office at 187/3 & 188/3, Jigani Industrial Area, Jigani, Bangaluru-562106 for the purchase of “AMC of Precision Air Conditioning Units at Old Data Centre and Associated Manpower, Computer Centre, IIT Kanpur” for Indian Institute of Technology Kanpur as per the specifications and terms and conditions listed below:

Off. Dean of Digital Infrastructure & Automation
Indian Institute of Technology Kanpur
Kanpur 208016, India

A. Name of services AMC of Precision Air Conditioning Units at Old Data Centre and Associated Manpower, Computer Centre, IIT Kanpur as per description in below:

B. Specifications:

- 1) Comprehensive AMC of PAC units covering all spares, replacements, materials and labor cost including refrigerant and oil.
- 2) Comprehensive AMC for Active Floor Modules Covering all Spares
- 3) Operations and maintenance contract for Deputing 4 technicians for 24*7*365 operations of the old server room

C. Terms and Conditions:

1. The AMC includes any Preventive Maintenance and Breakdown Maintenance
2. Maintenance shall include but not be limited to:
 - a. Site visit to check machines every 90 days to carry out the servicing of the units.
 - b. Routine Services, including preventive and remedial services
 - c. Attend Breakdown calls 24*7 and to attend and rectify faults even if the same requires continuous on site presence for necessary work.
 - d. Cleaning up of units and air filters, checking proper functioning of controllers, electrical components, loose connections and any necessary tightening, checking of temperature reading, logging of AMPS(Motors), verification of efficient working of compressors.
 - e. Ensuring unclogged drains and vibration free operations, inspections of filters and any necessary replacements.
 - f. Fault finding, troubleshooting, repair and replacement of defective parts.



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3. Schneider Electric shall also depute 4 persons comprising of one supervisor and one senior technician for 24*7*365 manned operations of the air conditioning units of the data centre.
 - a. The detailed breakup of the salaries provided to each person, the EPF and ESI contribution, Training Expenses and Logistics arrangements, and Schneider Electric Margin for providing the same must be uploaded in the financial bid.
4. Payments will be made on a post quarterly basis only after furnishing proof of remittance of salaries to the persons deputed and depositing of EPF and ESI. Any shortfall in EPF or ESI deposited from that submitted in the bid must be given as salaries to the persons deputed.
5. The period of the Maintenance Contract and appointment of associated manpower shall be deemed to be effective from July 1, 2020 in case the PO is released. Any actuals may be charged on maintenance during the interim period in case the PO is not released
6. The quoted commercials will apply for a period of 3 years. However, the contracts can be terminated on one month written notice at the end of a quarter.
7. The bid must be valid for at least 60 days from the date of bid opening.
8. The bid should also include proprietorship certificate for the software.
9. Service Level Agreement (SLA) should be signed on the award of the contract ensuring at least 99% uptime of the services. A penalty clause shall be the part of the SLA for the committed uptime.
 - a. MS Schneider Electric shall maintain the equipment fully functional for the duration of the agreement. MS Schneider Electric shall agree to provide an annual uptime of not less than 99%.
 - b. In case of system failure a complaint shall be made to the OEM telephonically or by mail. The complaint shall be attended by the OEM with a response time of 4 hours.
 - c. The system will be made operational on an emergency basis. However, the uptime of the entire system should not be less than 99%.
 - d. Penalty for down time if the machines dependent on the air conditioning do not receive cooling will be computed as follows:
2X per day of down time. Total penalty in a quarter will be limited to 10% of the quarterly contract value.
10. The bidder shall ensure that the insertion of rule 144(xi) in the General Financial Rules (GFR) 2017 is not violated and shall submit an undertaking as a part of the bid given in *Appendix-2*.
11. The bidder shall also declare the class that the bidder comes under as per *Appendix-3*

D. Final Decision Making Authority:

The decision of the Director, Indian Institute of Technology Kanpur will be binding on all bidders.



E. Disclaimer:

1. Information disclosed under and in accordance with the tender document will not constitute as an offer, also the acceptance of responses to this tender cannot be considered as a binding contract.
2. Applicants are solely responsible for all expenses associated with responding to this tender.
3. Indian Institute of Technology Kanpur reserves the right to annul the tender process at any time, without thereby incurring any liability to the affected bidders or specifying the grounds for the action.

F. Legal:

1. If any dispute, difference, question of disagreement or matter, whatsoever, before or after completion or abandonment of work, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, the same shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of dispute.
 - a. The venue of the arbitration shall be at Kanpur.
 - b. Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act. 1996 and any statutory modifications or re-enactment thereof and rules made there-under and for the time being in force, shall apply to the arbitration proceedings under this clause.
2. The contract shall be governed by and construed according to the laws in force in India. The Parties shall hereby submit to the jurisdiction of the courts situated at Kanpur
3. Settlement of Disputes:
 - a. The Parties shall use their best efforts to negotiate and amicably settle any disputes, controversies or claims arising out of, or in connection with, the Contract / Purchase Order or its interpretation.
 - b. If the Parties fail to settle the dispute amicably within thirty (30) Days of commencement of the negotiations, the dispute shall be settled through arbitration. One (1) sole arbitrator shall be appointed by the Director of IITK who shall have full powers to make final and binding decisions subject to prevailing laws of India. The appointing authority shall be the Director of IITK. The place of arbitration shall be Kanpur and the language used in the arbitration proceedings shall be English.
4. Force Majeure:

As soon as possible after the occurrence of any event constituting Force Majeure, but no later than three (3) Days, the Contractor shall give notice and full particulars in writing to the IITK of the Force Majeure. If the Contractor is thereby rendered unable, wholly or in part, to meet its obligations under the Contract, Indian Institute of Technology Kanpur



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may terminate the Contract / PO with immediate effect by providing written notice to the Contractor.



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Appendix-1

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)



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Appendix-2

Declaration about Restrictions on Procurement from a Bidder of A Country that Shares a Land Border with India

Date:

To,

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We / fully comply with GFR order number F.No.6/18/2019-PPD issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division dated 23 July 2020 that pertain to restriction under rule 144(ix) of General Financial Rules (GFR) 2017:
2. I / We hereby certify that I / we have read the entire terms and conditions of the said order including all documents like annexure(s), schedule(s), etc. which form part of the order and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. I / We have read the clause regarding restrictions on procurement from a bidder of a country that shares a land border with India and on subcontracting to contractors from such countries; I / We certify that this bidder is not from such a country, or if from such a country, has been registered with the Competent Authority. I / We hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.
4. I / We hereby unconditionally accept that if this declaration is found to be false then this may be ground for immediate termination of contract and further legal action in accordance with law.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)



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Appendix-3

Vendor Class Declaration

Date:

To,

Tender Reference No: _____

Name of Tender / Work: -

1. I/We have read the order No: P-45021/2/2017-PP (BE-II) dated 4th June'2020 with subject line Public Procurement (Preference to Make In India), Order –Revision regarding Department for Promotion of Industry and Internal Trade, in partial modifications (Paras 2,3,5,9a, 9b, and 10b modified and para 3A added) of Order No. P-45021/2/2017-B.E-II dated 25.06.2017 as amended by order No. P-45021/2/2017- B.E-II dated 28.05.2018 and order No. P-45021/2/2017-B.E.-II dated 29.05.2019, hereby issue the revised “ Public Procurement (Preference to Make in India), Order 2017” dated 04.06.2020 effective with immediate effect.

2. I / We hereby certify that with reference to the above tender we are _____ supplier (please fill in your appropriate class as per the mentioned order point 1).

3. I/ We hereby certify our local content is _____ per cent (please fill per cent in line with the order mentioned in point 1) for the purpose of this tender and we are value adding at the following locations.

_____ (Please attach an extra sheet if necessary)

4. I / We hereby unconditionally accept that false declarations will be in breach of Integrity Rule and liable for legal action as stated in point 9 regarding Verification of Local content in the said order.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)