

Ref. No.: NCSCM/2022/ CMC/ DELL/ SERVER

29.03.2022

RE-TENDER

**INVITATION FOR QUOTATIONS FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT (CMC) OF SERVERS**

To

Dear Madam/ Sir,

Sub.: Invitation for Quotations for Comprehensive Annual Maintenance Contract (CMC) of Servers

You are invited to submit your most competitive quotation for Comprehensive Annual Maintenance Contract (CMC) of Servers as follows -

Sl. No.	Name of the Item	Serial Number	Quantity (No.)	Date of Installation	Date of Expiry of Warranty
1.	Dell PowerEdge R720 Server	3SF7T02/ 1SF7T02/ 2SF7T02/ HRF7T02/ JRF7T02	05 (Five)	23.04.2014	22.04.2017

A. Bid Price

- The contract shall be for the full quantity as described above. Corrections, if any, shall be made by crossing out, initialling, dating and re writing.
- All duties, taxes and other levies payable by the contractor under the contract shall be included in the total price.
- GST shall be shown separately.
- The rate quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- The Price shall be quoted in Indian Rupees only.

- f) Each bidder shall submit only one quotation. Bidder shall not contact other Bidders in matters relating to this Quotation.

B. Documents to be Submitted

The bidders have to submit the following documents with their Quotations –

- a) Self-attested copy of Authorization Certificate from Dell as a proof of the bidder being a Dell Authorized Service Provider.
- b) Self-attested copy of PAN Card.
- c) Self-attested copy of GST Registration Certificate.
- d) Self-attested copies of documents such as Work Orders/ Completion Certificates/ Performance Certificates in support of relevant past experience of the bidder.

C. Terms of the Quotation/ Contract

- a) Quotations shall remain valid for a period not less than 60 days after the last date of submission of Quotations.
- b) The CMC price shall cover all the hardware products only. This contract shall cover technical support and replacement with regards to hardware failure.
- c) Hard disk retention is not a part of this contract.
- d) OS/Application/Virus Support is not a part of this contract. Upgradation of the Firmware upgrades and patches from OEMs may be made within the routine check.
- e) Any back up services are not covered under this contract.
- f) The CMC price shall not cover the price of the consumables.
- g) The contract shall be for a period of **one year** from the date of issue of Work Order or the effective date mentioned in the Work Order.
- h) The contract may be renewed for a further period with 5% escalation p.a. in the contract price, subject to satisfactory performance of the Service Provider and with the mutual consent of both the parties.
- i) The Service Provider shall provide ONE half-yearly routine service, which sums up to TWO routine services during the contract period of one year.
- j) The Service Provider shall provide 7x24x365 on-site service with 4-hours response for Hardware and 7x24x365 helpdesk support.

- k) If the Service Provider could not provide the required services as per the terms of the contract, Liquidated Damage @0.5% of the annual value of the contract will be deducted for every day of deficiency in performance subject to a maximum of 10% of the annual value of the contract. Once the Liquidated Damage exceeds 10% of the annual value of the contract, the contract may be terminated by NCSCM, Chennai and further course of action may be taken in this regard.

D. Dispute Resolution

The designated Representative of NCSCM, if any, and the Service Provider will make every effort to resolve amicably by direct negotiation, any disagreement or dispute arising between them under or in connection with the work assigned. In case of their failure to resolve the matter will be referred to The Director, NCSCM, whose decision will be final and binding on both the parties.

E. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Chennai courts only.

F. Evaluation of Quotations

The NCSCM will evaluate and compare the quotations determined to be substantially responsive i.e. which

- (a) are properly signed; and
- (b) conform to the terms and conditions and specifications.

GST shall not be taken into account for evaluation.

G. Award of Contract

1. The NCSCM, Chennai will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price i.e. **Total Excluding GST of Annexure I.**
2. Firms/ Agencies registered under SSI/ MSME are eligible for price preference of up to 15% over the non-MSE units as per directives of Ministry of Micro Small and Medium Enterprise. The bidder should enclose a copy of such registration under SSI/ MSME along with the Tender Document.
3. Local Suppliers shall be given purchase preference up to 20% as per the "Public Procurement (Preference to Make in India) order 2017 of GOI, Dept of DIPP". The bidder should enclose a self-certification in this regard.
4. In case of participation of both MSE and Local Suppliers, MSE bidder will be given preference to match with L1 bidder as per Public Procurement Policy for MSEs Order 2012. MSE Bidders will be evaluated with L1+15% bracket whereas Local Suppliers will be evaluated with L1+20% bracket as MSE doesn't fall under Public Procurement (Preference to

Make in India) Order 2017 as per Public Procurement Policy for MSE Order 2012 and Public Procurement (Preference to Make in India) Order 2017 is not applicable for MSEs.

5. Bidders declaring Local supplier/ MSE status to seek benefits of only one policy of the two. Bidders are not be allowed to change their status from MSE to Local supplier & vice versa.

H. General Instructions

1. Notwithstanding the above, the NCSCM, Chennai reserves the right to accept or reject any or all quotations and/ or cancel the bidding process and reject all quotations at any time prior to the award of contract.
2. The bidder whose bid is accepted will be notified of the award of contract by the NCSCM, Chennai prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the Work Order.
3. The total contract value will be divided into four equal parts and each part will be released after the completion of each routine service satisfactorily.
4. Normal commercial warranty/ guarantee shall be applicable to the goods/services.
5. You are requested to provide your offer latest by 11 A.M. of 05.04.2022.
6. All the pages of the quotation shall contain signatures of the authorized person and the office seal.
7. The quotation shall be submitted with a covering letter with printed Letter Head addressed to "The Director, National Centre for Sustainable Coastal Management, Anna University Campus, Chennai - 600025".
8. The bidder shall seal the quotation in an envelope along with the address of the bidder and addressed to the "National Centre for Sustainable Coastal Management, Anna University Campus, Chennai - 600025". The envelope will also bear the following identifications -

Quotation Ref. No. NCSCM/ 2022/ CMC/ DELL/ SERVER

Quotation for **Comprehensive Annual Maintenance Contract (CMC) of Servers**

Do not open before 11.30 A.M. of 05.04.2022

9. The Quotations will be opened at 11.30 A.M of 05.04.2022.

We look forward to receiving your quotations and thank you for your interest in this project. The bidders are requested to follow the instructions given in this document


Director

National Centre for Sustainable Coastal Management,
Anna University Campus, Chennai - 600 025

FORMAT OF QUOTATION

Sl. No.	Name of the Item	No.	Amount (Excluding GST) (Rs.)
1	2	3	4
1.	Comprehensive Annual Maintenance Contract (CMC) of Servers	05	
Total Excluding GST			
GST (..... %)			
Total Including GST			

Price Excluding GST: Rs. (Rupees.....) only

Note:

1. If there is a discrepancy between words and figures, the amount in words shall prevail.
2. If the firm submitting the lowest evaluated bid does not accept the correction of errors, its bid shall be rejected.

Place :

Date :

Signature:

Name of the Bidder:

Name & Designation of the Authorized Signatory:

