

Ref. No. 72051/01/2013/IT/

Date: 14/10/2016

To,

The Interested Firm.

Subject: Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI.

Dear Sirs,

Satyajit Ray Film & Television Institute (SRFTI) invites bids for **non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI**. The bids should be submitted in the enclosed form, furnishing the details of information as sought for therein. SRFTI reserves the right to accept or reject any or all the quotations without assigning any reason.

The quotation should reach the office latest by 11.11.2016 within 2:00 PM in a sealed envelope addressed to the Sr. Manager IT, Satyajit Ray Film & Television Institute, E.M. Bypass Road, Kolkata-700 094.

Thanking you,

Yours faithfully,

Somaditya Majumder
(Sr. Manager IT)

SATYAJIT RAY FILM & TELEVISION INSTITUTE
E. M. Bypass Road
Panchasayar
Kolkata - 700 094

TENDER NOTIFICATON

Tender No. 72051/01/2013/IT/

Subject: Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI.

Sealed tenders in prescribed forms (in two parts) are invited from agencies / firms having experience in maintenance of servers, storage, virtualization etc. for Non- Comprehensive Annual Maintenance Contract for servers, storage & virtualization software.

i)	Earnest Money	Rs. 7500/-
ii)	Security Deposit	10% of the Contract Value
iii)	Last date of submission of Tender	At 14-00 hours on 11.11.2016
iv)	Date & time of opening of techno- Commercial Bid	At 14:30 hours on 11.11.2016 at the conference room, SRFTI Animation Building
v)	Opening of Price Bid	14:30 hours tentatively on 13.11.2016 at the conference room, SRFTI Animation Building

The prospective tenderers may download the complete tender document from Institutes' website www.srfti.ac.in

The tender will be liable to be rejected if all requisite information are not furnished and all columns are not properly filled up and duly signed by the tenderer.

SRFTI reserves the right to reject any or all the tenders fully or partly without assigning any reason thereof.

Sr. Manager IT

SATYAJIT RAY FILM & TELEVISION INSTITUTE
E. M. Bypass Road
Panchasayar
Kolkata - 700 094

GENERAL INSTRUCTION TO TENDERERS

Tender No: 72051/01/2013/IT/

SUBJECT: Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI.

Sealed tenders in prescribed form are invited from experienced firms for awarding of non-comprehensive annual maintenance contract (AMC) for Servers, Storage, Virtualization Software.

“Special Conditions of Contract” etc. are enclosed.

1. Earnest Money Deposit (EMD)

Each tenderer shall have to deposit a sum of **Rs 7500/-** in Banker's cheque /Draft from any schedule Bank, drawn in favour of 'Satyajit Ray Film & Television Institute', payable at 'Kolkata', as Earnest Money Deposit. Any tender, which is not accompanied by Earnest Money Deposit, shall be summarily rejected. No interest shall be paid for the period during which the earnest money lies in deposit with the Institute.

2. Refund/Adjustment of EMD & Security Deposit (SD)

The amount of Earnest Money will be refunded to the unsuccessful tenderer (s) without interest, through A/C payee cheque / ECS, after finalization of the tender and against surrender of the original Money Receipt (MR) towards EMD. In case of successful tenderer, the EMD amount will be converted into SD (which is 10% of the total quoted value excluding the cost of AMC) and the balance amount of the Security Deposit will have to be deposited either in Banker's Cheque or in Draft from any schedule bank drawn in favour of 'Satyajit Ray Film & Television Institute', within 07 days from the date of receipt of intimation in this regard. A fresh MR will be issued (against surrender & cancellation of the original MR towards EMD). In case the successful tenderer fails to deposit the balance amount of the Security Deposit within the stipulated date or fails to execute the Contract Agreement within 07 days from the date of issue of "Work Order", then the EMD or SD amount, as applicable, deposited by the firm, will be liable to be forfeited.

However, in case, any damage is deducted from the aforesaid SD during the maintenance period, the same amount will have to be replenished within 15 days from the date of intimation in that regard.

3. Retention of SD

The Security Deposit (SD) will be retained by Satyajit Ray Film & Television Institute (SRFTI) without interest, till the time of successful completion of the contract period. In the event of the contractor failing to execute the contract without sufficient reason acceptable to SRFTI, the security deposit will be forfeited along with cancellation of the contract.

4. Refund of Security Deposit

On satisfactory completion of the contract period of 03 years from the date of commencement of contract and on due discharge of all obligations by the contractor under the contract, the Security Deposit without interest, will be refunded to them subject to the following conditions:

- a) After deducting the amount from the Security Deposit, which may fall due towards any claim for loss or for whatsoever reasons felt necessary by SRFTI;
- b) The contractor shall have to apply for the refund of Security Deposit along with original Money Receipt issued against the Security Deposit;
- c) Before releasing the Security Deposit, the contractor shall also have to submit a certificate to the effect that they have no claim(s) against SRFTI under this contract. If any Bill(s) for the job done under this contract is / are left pending at the time of releasing the Security Deposit, the contractor may furnish the certificate in the following format:

"I/We hereby certify that there are no claims against SRFTI under contract No
for the jobexcept to the extent of the claims preferred by me/us as per under-noted bills already submitted to you."

5. Validity period

The tender shall remain valid for acceptance for a period of 06 (six) months from the date of opening of the price part of the tender. If any tenderer withdraws his tender before the aforesaid six months, the Earnest Money Deposit will be liable to be forfeited. However, the tenderer's consent may be sought for an extension of the period of validity of tender beyond the aforesaid 06 (six) months and the tenderer will have the liberty to refuse such request without forfeiting his EMD.

6. Documents for Techno –Commercial Bid.

The tenderer shall submit self-attested copies of the following documents along with the Techno-Commercial part of the tender.

- a) Letter of application as per Schedule "A".
- b) Proof of experience in the system maintenance activities related to server, storage & virtualization at least in three (03) Government /PSU/ Academic Institutions/corporate bodies of repute
- c) The tenderer should have a fully equipped maintenance set-up / service centre in Kolkata and the details/proof of the same are to be provided.
- d) A detailed client list based in Kolkata indicating the name, address, contact person, phone no. are to be furnished by the tenderer.
- e) Earnest Money Deposit in the form of Bank Draft / Banker's Cheque in favour of SRFTI, Kolkata
- f) Valid & relevant Trade License.
- g) Partnership deed (duly attested) in case the tenderer is a partnership firm,

O R

Certified copy of Memorandum of Association in case the tenderer is a company,
OR
Statement indicating the firm is a proprietorship one.

- h) Valid Sales Tax Clearance certificate/ VAT Registration No.
- i) General information as per schedule “B”
- j) A separate forwarding letter of acceptance of SRFTI's Terms & Conditions.
- k) Signed & stamped copies of SRFTI's Tender Documents (i.e. each page of the tender document needs to be signed & stamped by the tenderer) including cancelled, Blank Rate Schedule i.e. without any price.
- l) Signed copy of the agreement as schedule “C”.
- m) Declaration of Availability of Genuine Spare from OEM as per schedule “E”.
- n) The bidder should be an authored partner of the OEMs (i.e IBM & Vmware) authorization certificates of OEMs are to be produced.

Tenderers may please note that non-submission of any of the aforesaid documents/non- fulfillment of any of the aforesaid criteria might lead to techno-commercial disqualification of their offers. The tenderer shall be required to produce documents as mentioned from (f), (g), & (h) in original, as and when called for by SRFTI.

7. Documents for Price Bid

The tender shall submit the following document as “Price Bid”.

- a) The rate schedule duly filled in (**as per schedule “D”**).

8. Manner of submission of tender

The tender must be submitted in sealed covers super scribed “**Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI**” and put in the Tender Box bearing the same superscription kept for the purpose in the office of the under-mentioned by **14.00 hours on 28.10.2016**.The manner of submission of tenders shall be as detailed below:

- i)The tender must be submitted in two parts, all under separate sealed covers duly superscribed “**Techno-commercial Bid**” & “**Price Bid**” and all the sealed covers should be kept within the main sealed cover superscribed “**Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI.**”
- ii) The sealed cover superscribed “**Techno-commercial Bid**” should contain the documents as mentioned at para 6 above.
- iii) The sealed cover super scribed “**Price Bid**” should contain only the Rate Schedule duly filled in (**as per schedule “D”**). The chosen currency for Price Bid will be Indian Rupee (INR). Price quoted in other currencies will liable to get rejected.

9. Evaluation criteria of the price bids:

- i) Tenders will be evaluated on the basis of the total cost of the contract i.e. non-comprehensive annual maintenance contract (AMC) value for three (03) years.
- ii) The lowest tenderer will be the firm for which the total financial implication of SRFTI as per the aforesaid criteria would be the lowest.

The successful Tenderer will be notified through "Work Order" that their offer has been accepted and the basis on which the same has been accepted. The "Work Order" will constitute the formation of a contract until the contract has been affected pursuant to Clause 12 of "General Instructions to Tenderers"

10. Rates to be fully inclusive of all expenditure:

The successful contractor must have cleared all duties / taxes and otherwise complied with all rules and regulations of the Central and the State Governments, Statutory bodies, local authorities etc. SRFTI shall not be liable to pay any money to the contractor at all in way of operation of this contract except for the total amount quoted and all other charges/costs should be borne by the contractor. However, in case of variation in taxes like VAT, ST, Octroi etc. in between the date of submission of tender and the original date of completion of the period of contract or extended period thereof not attributable to the contractor, the same would be considered at actual.

11. Terms of payment:

The payment for AMC will be made on quarterly basis after evaluating the performance of the contractor during the quarter. The amount of quarterly payment will be 1/4th of the quoted value of the entire year.

12. Contract Agreement

The successful tenderer (s) shall be required to execute within 07 days from the date of acceptance of the tender at his (their) own cost and expenses 'Contract Agreement' on a non-judicial stamp paper valued not less than Rs.50/- (Rupees fifty only) signed jointly by the representatives of SRFTI and successful tenderer under official seals, as per format at **FORM OF AGREEMENT** enclosed with this tender document. (as per schedule "C").

13. Damage payable by the contractors

- i) The contractor will remain responsible for proper spares support
- ii) The service call is to be attended within 04 hours from the time of receipt of the complaint and the system has to be made operational within 24 hours.
- iii) In the event of the failure of the contractor in fulfilling its obligation as mentioned hereinabove, an amount equivalent to 0.05% of the yearly AMC value would be deducted for delay of every day or part thereof beyond the aforesaid 24 hours, from the Security Deposit / yearly AMC value payable for the relevant period.

14. Risk Purchase

Without prejudice to any of its legal rights, SRFTI shall have the power to recover the said amount of compensation in clause 13 above, from any money due or likely to become due to the contractor. The payment or deduction of such compensation shall not relieve the contractor from

his obligation to complete the work or from any of his other obligation/liabilities under the contract and in case of the contractor's failure and at the absolute discretion of Director, SRFTI, the work may be ordered to be completed by some other agency at the risk and expense of the contractor after a minimum 07 days' notice in writing is given to the contractor by the Director, SRFTI.

15. Dispute:

In the event of any dispute, question or difference arising during the contractual period or during any other time, as to any matter connected with or arising out of the contract, the decision of the Director, SRFTI shall be final and binding upon all parties.

16. Termination of Contract

The contract may be terminated anytime within the currency period of the contract by SRFTI at its sole discretion for any of the following factors, after giving 7 days' Notice and for such cancellation, SRFTI will under no circumstance be subject to any liability:-

a) If the contractor fails to carry out the work as per desired specification and/or fails to commission the system within the stipulated period without any valid reason acceptable to Director, SRFTI.

b) Breach of any terms and conditions of contract.

c) Any unlawful act of the contractor(s) on any third party on behalf of the contractor entailing any damage / loss to the property / material of SRFTI or any inconvenience to SRFTI.

d) In case SRFTI has to deduct damages from the contractor due to non-fulfillment of the required warranty / AMC requirements, on more than two occasions during the during the AMC period of 03 years. The decision of Director, SRFTI to this effect shall be final.

17. Empanelment of Service provider

There may be a panel of service providers from where SRFTI can select a suitable Agency (L2 & other) at the selected rate (L1) in case the service of selected agency (L1) is terminated.

18. Escalation

During the entire period of contract (AMC) for 3 years the contractor shall not be entitled to receive any escalation for any increase in the quoted rate.

19. Deviation

It is impressed upon the tenderer that the instant tender should be based on the conditions and specifications stipulated in the tender documents and that the tenderer shall not stipulate his own terms and conditions in deviation thereof, as apart from the likelihood of vitiating the tender, such deviations will lead to non-uniformity of tender and make evaluation of tenders difficult and accordingly, will render such tender liable to rejection/cancellation. However, if the tenderer feels that deviation is unavoidable, he should enumerate the same clause-wise along with justification separately and submit the same within the stipulated time to the Director, SRFTI. The decision of the Tender Committee on the proposed deviation will, however, is binding on the tenderers and SRFTI.

20. Clarification regarding contents of the Bids:

During evaluation and comparison of bids, the customer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

21. Rejection of Bids:

Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected. The Authority can cancel/ disqualify any bidders any time of the tender process without assigning any reason. The Authority not bound to accept the price offer by "L1" firms.

Special conditions of contract

The tenderer have to undertake Non-Comprehensive Annual Maintenance Contract (AMC) (i.e. exclusive of the cost for replacement of all spares/components/PCBs) of the entire system for 3 years from the date of signing of contract, at the rates quoted by the tenderer, if awarded by SRFTI. The contractor will have to deposit 10% of the total contract value for AMC for 03 years, as security deposit, in Banker's cheque / draft on any schedule bank, within 15 days from the date of receipt of intimation in this regard. The payment for AMC will be made on quarterly basis after evaluating the performance of the contract during the quarter. The amount of quarterly payment will be 1/4th of the quoted value for the entire year.

1 .Scope of work:

Scope of work includes Maintenance support for Servers/ Storage/ KVM Switch & Virtualization software as mention below in Table 1.0.

Vender shall perform the following Server/Storage/KVM Switch & Virtualization Administration.

Essential details of Items/ Services required

Sl. No	Item	Model Type/Sr. No /Version	Qty./Licenses
01	IBM System x 3650 M4 server	7915-D2A; (Serial No: 06NTYC6)	1
02	IBM System x 3650 M4 server	7915-D2A; (Serial No: 06NTYC7)	1
03	IBM 3512 Storage	1746-C2A; (Serial No: 13D1HMB)	1
04	VM ware v-Sphere (Vmware VS-STD-C)	Esxi - Version - 5.1	4 licenses
05	KVM Switch with Console	ATEN CS 1308 (S/N- F3C81030DCD0036)	1
06	Slide away LCD KVM Console	ATEN CL1000M (S/N – Z8C91044XD00043)	1

Table 1.0

Server Management

- a) OS Installation, upgradation, configuration as per recommended standard,
- b) Server performance monitoring, fine-tuning and optimization.
- c) Server diagnosing and problem resolution.
- d) Server Applications and Configuration Changes.
- e) Understand and report performance bottlenecks.
- f) Firmware upgrades to recommended releases

Storage Management

- a) OS Installation, upgradation, configuration as per recommended standard,
- b) Storage performance monitoring, fine-tuning and optimization.
- c) Storage diagnosing and problem resolution.
- d) Storage Applications and Configuration Changes.
- e) Understand and report performance bottlenecks.

f) Firmware upgrades to recommended releases

Virtual Environment Management

- a) Virtual Operating Systems / Management/ monitoring applications Installation and configuration as per recommended standard
- b) Configuring of latest service pack & security patch of VM softwares.
- c) Software upgrades on management systems of VM softwares.
- d) Troubleshooting of VMware software

General Terms for maintenance

(a) The Bidder/Firm shall maintain the equipment's as per manufacture's guidelines.

(b) It shall be the responsibility of the firm to make all the Servers, Storage, Virtualization software and other peripherals (KVM Switch etc.) work satisfactorily throughout the contract period and to hand over the systems in working condition to the respective Officer in IT Section after the contract.

Call Registration and Completion:

All the maintenance calls will be logged using the complaint e-mail ID or the Call Register maintained in the IT Section or any other mutually agreed mechanism.

Service Provider will prepare the call service slips in duplicate. Controlling officers in IT Section & SERVICE provider Engineer will sign these. One copy will be given to the IT Sections' controlling officers and the other copy will be retained by Service Provider. No other documents will be used to work out downtime for penalty calculation

All the complaints received shall be attended by them in following manner:-

i) Minor faults within 4 hours.

ii) Major faults within 8 hours..

iii) The firm shall be responsible for taking backup data and programme available on Server before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the server, under acknowledgement.

iii) If the equipment is required to be transported to the firm's/ manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.

iv) The replacement of components shall be as per manufactures (OEM) instructions and as per the decision of the Officer In charge in the respective IT section.

v) The firm shall have the required drivers (CDs and Floppies) for maintaining the Servers and peripherals for configuring them.

vi) Repair and servicing of equipment can be carried out at site or at the firm's workshop after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints. The repair of components shall be free of charge.

The firm shall carry out preventive maintenance regularly (**at least once in a quarter**) and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment

The schedule of preventive maintenance shall be as follows:-

- i) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
- ii) Running of test programmes to ensure quality print/date reliability.
- iii) Checking of power supply source for proper grounding and safety of equipment.
- iv) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- v) Shifting of equipment as and when required.
- vi) Running of diagnostic software for system performance.

Other Conditions:

The Annual Maintenance Contract includes preventive as well as corrective maintenance of all hardware and software components under AMC.

Replacement of parts: Under the AMC period if replacement of server/storage part(s) is/are necessary for keeping the server/storage systems active and free from any defects/disturbance, vendor has to arrange for the same and the agency shall provide original make genuine parts/components of similar or higher configurations at OEM price, compatible to the existing system. The payment of the parts will be borne by the Institute against submission of the invoice of the spare/components and necessary authentication by the OEM (if required).

The agency shall ensure to abide by the copy right, intellectual property rights and other laws as may be applicable for providing any replacements for any malfunctioning the components/items/software under AMC and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequences aforesaid and the contractor will keep the corporation/customer indemnified against any liability which may arise on this account

Schedule - A

Tender No : 72051/01/2013/IT/

Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI

LETTER OF APPLICATION

Registered Business Name: _____

Registered Business Address: _____

Telephone: _____

FAX: _____

To:

Director

Satyajit Ray Film & Television Institute

E.M. Bye Pass Road

Kolkata 700 094

Sir,

We hereby request to be qualified with Satyajit Ray Film & Television Institute (SRFTI) as a Tenderer for **Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI** against Tender No. 72051/01/2013/IT/

We authorize SRFTI or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor. etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by SRFTI to verify statements and information provided in this application or regarding our competence and standing.

1. The name and position of persons who may be contacted for further information, if required, are as follows:

Name: _____

Designation: _____

Telephone: _____

E-mail id: _____

2. We declare that the statements made and the information provided in the duly completed application are complete, true and correct in every detail. On verification at any time in the future if it is found that information furnished with this application and statements made therein are not true, incomplete or incorrect, we hereby authorize SRFTI to reject our application.
3. I/We understand that Satyajit Ray Film & Television Institute reserves the right to reject any application without assigning any reason thereof.

Yours faithfully,

Seal of firm making (Authorized representative of applicant/the application principal tenderer)

Date:

Schedule – B

Tender No. 72051/01/2013/IT/

Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI

GENERAL INFORMATION

Company Name: _____
Head Office Address: _____

FAX No. : _____ Telephone No. _____
Regional Office Address: _____

FAX No. : _____ Telephone No. _____

Local Office Address: _____

FAX No. : _____ Telephone No. _____
Country and Year Incorporated *

Main Lines of Business:
1. _____ since _____
2. _____ since _____
3. _____ since _____

Organization chart showing structure of company including names and position of Directors, General Managers and other key Personnel and total number of qualified key technical Personnel in Company's current employment for execution of this project are enclosed.

Schedule - C

FORM OF AGREEMENT

CONTRACT AGREEMENT made this day of, 2016 between the Satyajit Ray Film & Television Institute, Kolkata (SRFTI), an academic Institution under Ministry of Information & Broadcasting, Govt. of India (herein after called the Institute) of one part and M/s. (herein called the 'the Contractor' which expression shall unless excluded by or repugnant to the context, be deemed to include its heirs, executors, administrators, representatives and assignees or successors in office) of the other part.

WHEREAS, the Institute is desirous that certain works should be undertaken towards Tender for non-comprehensive annual maintenance contract (AMC) for Servers, Storage and Virtualization Software, at the Institute and has accepted the Tender for the same submitted by the Contractor for execution of such works .

AND WHEREAS, the Institute issued Work Order No. Dated.....to the Contractor for Tender for non-comprehensive annual maintenance contract (AMC) for Servers, Storage, and Virtualization Software at the Institute

AND WHEREAS, as per Clause 12 of "General Instructions to Tenderers", the successful tenderer (i.e the contractor herein) is required to execute Contract Agreement to be signed jointly by the representative of the Institute and the Tenderer (i.e. the contractor herein)

NOW THIS AGREEMENT WITNESS AS FOLLOWS:

1. That in the Agreement, words and expressions shall have the same meanings as are Respectively assigned to them in "General Instructions to Tenderers" herein after referred to.
2. That the following documents shall be deemed to form and be read and construed as part of this agreement viz,
 - a) The said Tender document and the acceptance of the Tender
 - b) The General Instructions to Tenderer
 - c) Special Conditions of Contract
 - d) Rate Schedule
 - e) All correspondences, by which the contract is added, amended, varied or modified in any way, by mutual consent.
3. That in consideration of the payment to be made by the Institute to the Contractor as herein after mentioned, the Contractor hereby covenants with the Institute to execute the work in conformity in all respects with the provisions of the contract and the documents described hereinabove at para 2.
4. That the Institute hereby covenants to pay the Contractor in consideration of such execution at the contract prices at the time and in the manner prescribed by the contract.

In witness whereof the parties hereto have caused their respective common seals to be hereunto affixed (or hereunto set their respective hands and seals) the day and year first

above mentioned. The Common Seal of the SRFTI, Kolkata was hereunto affixed in the presence of.

Name.....
Address.....
.....

Representative of the Institute
.....
Signed, Sealed and delivered
at Kolkata in the presence of

Name.....
Address.....
Contractor
.....
.....

Date: _____

Schedule - D

PRICE BID

Tender. No: 72051/01/2013/IT/

SATYAJIT RAY FILM & TELEVISION INSTITUTE (An Academic Institute under Ministry of I&B, Govt. of India)
TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR SERVERS, STORAGE AND VIRTUALIZATION SOFTWARE AT SRFTI
LAST DATE FOR SUBMISSION: 11.11.2016

**TO BE SUBMITTED SEPARATELY IN A SEALED ENVELOPE AS PER INSTRUCTIONS UNDER GENERAL
TERMS & CONDITIONS OF THE TENDER DOCUMENTS AT CLAUSE NO. 8**

1	NAME OF THE FIRM/AGENCY:		
2	ADDRESS OF THE FIRM/AGENCY		
		TEL:	FAX:
		E-MAIL :	

	Yearly rate (Including all Taxes & charges) to be indicated digit as well as in words.
Rate for the 1st year (A)	
Rate for the 2nd year (B)	
Rate for the 3rd year (C)	
Grand Total (D=A+B+C)	

I/We hereby undertake that I/We are quoting the above rates after having read and understood the terms and conditions and agree to abide by the same understanding the job requirement.

Date :

Signature of the Authorized signatory with seal

Schedule – E

Tender No. 72051/01/2013/IT/

Tender for non-comprehensive annual maintenance contract (AMC) for Servers Storage and Virtualization Software at SRFTI

Declaration of Availability of Genuine Spare from OEM

We hereby declare that we agree to supply and replace the faulty parts of all the items mentioned in table 1.0 under “special condition of contract” with genuine and new spare parts (made/supplied by the Equipment manufacturing company).

Name.....
Address.....
Contractor

Date:

Signature of the Authorized signatory with seal