



# ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY AWANTIPORA, KASHMIR

## INVITATION OF QUOTATION

### FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR BIOMETRIC MACHINES

For and on behalf of Vice Chancellor Islamic University of Science and Technology, Awantipora, sealed quotations are invited from the authorised dealers/suppliers for Annual Maintenance Contract (AMC) of the Biometric Machines as mentioned in Annexure – A.

The bidding documents can be obtained from the office of **Assistant Registrar (Procurement & Stores)** or can be downloaded from the University website: [www.iust.ac.in](http://www.iust.ac.in)

The sealed quotations should reach in the office of the Assistant Registrar (Procurement & Stores) by or before 11-05-2021 **(2.00pm)**. Terms and Conditions apply.

Sd/-

Assistant Registrar (Procurement & Stores) /  
Member Secretary Central Purchase Committee.

No. IUST/Reg/P&S/Tender/21/364

Dated: - 26-04-2021



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The Bidders are expected to go through all instructions, terms & condition as specified in the bidding document. Failure to furnish complete required information or submission of a bid with incomplete information may result in rejection of the bid.

## GENERAL TERMS & CONDITIONS

1. **The Comprehensive Annual Maintenance Contract (CAMC)** is on “as is where is basis” will include:
  - a) Maintenance of the Complete Biometric Attendance System i.e. biometric face recognition /finger reader device and the Application software etc.
  - b) Ensuring the uptime of the application and providing of troubleshooting support as and when required.
  - c) This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem will be covered in the maintenance. In case an equipment or part thereof is taken for repair, responsibility of corruption in the back-up data will be borne by the firm. Losses if any will be compensated by the firm.
  - d) Preventive maintenance of all items which will include cleaning of all the equipments, checking individual and complete performance of the equipments of the Complete Biometric Attendance System.
  - e) Preventive maintenance will include monitoring the conditions in which the hardware is working and forewarning the in-charge of any factors detrimental to the satisfactory functioning of the hardware.
  - f) The responsibility of backup and retrieval of data during maintenance and service of the equipment will be with the firm.
  - g) This will also include the troubleshooting of any network issues arising in the Complete Biometric Attendance System.
2. **Period of Contract:** The contract is valid for one year from the date of signing of MOU on CAMC. This may be renewed from year to year subject to report of rendering of satisfactory service & fulfilling the terms & conditions.
3. **Payment Terms:** For all CAMC, the payment will be made on quarterly basis after completion of the said quarter, subject to their satisfactory performance, to be certified by University.
4. **Engineers:** For regular and proper maintenance of the equipments, the vendor will depute at least one qualified engineer / technician, with experience of at least two years in the field, to this University on working days throughout the contract period. The engineer should have sufficient and requisite knowledge of maintenance and trouble shooting of the Complete Biometric Attendance System. The vendor shall provide a mobile phone to the engineer for easy accessibility.



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5. **Replacement of Parts:** Maintenance of the Complete Biometric Attendance System includes supply & replacement of the defective/non functional parts of same or higher configurations. In case of non-functionality of an item due to non-consumable item, the expenditure of replacement will be borne by the vendor in totality. University will not make any payment other than the AMC price mentioned in its clause.
6. **Statutory Levies:** The CAMC cost includes all statutory levies if any, charged by State or central Govt. for rendering this type of service.
7. **Quality of Spares:** The parts/components used for repair/replacement by the vendor will be of the same/equivalent or higher make and functional capability as original available in the systems
8. **Preventive Maintenance:** Periodical preventive maintenance will be made at least once every fortnight by the vendor and this is to be recorded in the service register.
9. **Working Hours:** a) The maintenance work shall normally be done during working hours of the University. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays with prior arrangement through proper communication with the University.  
  
b) The maintenance work shall be carried out, primarily, at the University premises. In case the vendor feels that equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly within the response time agreed upon in the AMC. During that period the vendor shall provide replacement of the machine without any extra cost.
10. **Response Time:**  
  
The system down time should not exceed 24 hours from the time at which the complaint was made. If the downtime is more than 24 hours, the vendor will provide a standby system. In case the system is not repaired or an alternate system is not provided within 24 hours from the time of failure report, then the University may choose to get the same repaired or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the vendor.
11. **Reporting Authority:** The Service Engineer will be allowed to handle the respective equipment only with permission of the officer in-charge of the Complete Biometric Attendance System of the University.
12. **Service Register:** The vendor would be required to maintain a call/ service register, both at his end and at the University, along with the call report, giving details of the maintenance work done and the downtime of the equipment. This register is to be shown to the University authority and signed by the person in charge of the equipment every fortnight. The register will have the following details
  - a) Name of the Equipment.
  - b) Date of periodical maintenance.



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- c) Due date of the next periodical maintenance.
  - d) Nature of defect noticed.
  - e) Details of the repair work done with date.
  - f) Name of the service engineer.
  - g) Name of the officer in-charge from the college with signature and office seal.
13. The firm must have experience of maintenance contracts of Complete Biometric Attendance System for at least 3 years with Govt. Deptt. /Public sector/other organizations. The firm should provide a list of organizations for which it has/ had AMC's in the last 3 years
  14. In case services are not satisfactory, this office shall reserve the right to foreclose the contract without any prior notice.
  15. The quotation should be sent under sealed cover addressed to The Member Secretary Central Purchase Committee, Islamic University of Science and Technology (IUST), Awantipora, Kashmir not later than **11-05-2021**, on or before **2:00 PM**
  16. The word **Quotation for AMC of Biometric Machine** should be superscripted prominently on the envelope.
  17. The intending bidders shall have to paste transparent tape on the rates quoted by them in Indian Rupees (INR) only both in figures and in words, inclusive of all charges and taxes including GST. In case of a discrepancy, the amount quoted in words will be taken as final.
  18. In case of non-compliance with the contract or if the service is not satisfactory, the University reserves the right to cancel/rescind/revoke the contract and impose penalty in proportion to damages.
  19. The University reserves the right to include an item during the AMC period whose rate of maintenance will be decided afresh, depending on configuration and AMC tenure, by mutual consent of the vendor and University
  20. Physical observation/visit of the equipment is possible with prior intimation and approval during the working days between 1:00PM to 4:00PM.
  21. In case of any dispute the jurisdiction will be courts at Awantipora only.
  22. Quotations received after due date, improperly sealed, or with incomplete marking or with overwriting/corrections are liable to be rejected.
  23. During evaluation of bids, the University may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.



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## **Compulsory Documents to be placed in the tender:**

- a. Authorization dealership certificate/
- b. GST Registration.
- c. PAN Card
- d. Experience proof documents in shape of supply orders of similar nature of work.

I/We hereby declare that the information furnished in this tender document by us is true and correct and also we have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. In case the provided information is found incorrect at any stage, the University may take appropriate action as warranted.

Name and sign of the authorized person of the firm along with seal

Place:

Date:



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## Annexure - A

S.No.	Device with Model	Total No. of device	Rate in INR inclusive of all charges & taxes including GST.															
1	Facial Time and attendance System with Access Control. Model: uFace-602 <table border="1"><tr><td>3576154102040</td></tr><tr><td>0IN6120066121100175</td></tr><tr><td>0IN6120066121100301</td></tr><tr><td>0IN6120066121100164</td></tr><tr><td>0IN6120066121100292</td></tr><tr><td>0IN6120066121100267</td></tr><tr><td>0IN6090066091900418</td></tr><tr><td>0IN6090066091900123</td></tr><tr><td>0IN6120066121100151</td></tr><tr><td>0IN7010066122100553</td></tr><tr><td>0IN7010066122100596</td></tr><tr><td>0IN7010066122100537</td></tr><tr><td>0IN6120066121100176</td></tr><tr><td>0IN7010066122100490</td></tr><tr><td>0IN7010066122100647</td></tr></table>	3576154102040	0IN6120066121100175	0IN6120066121100301	0IN6120066121100164	0IN6120066121100292	0IN6120066121100267	0IN6090066091900418	0IN6090066091900123	0IN6120066121100151	0IN7010066122100553	0IN7010066122100596	0IN7010066122100537	0IN6120066121100176	0IN7010066122100490	0IN7010066122100647	15	
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