



MAHARSHI DAYANAND UNIVERSITY

Rohtak-124001, Haryana (INDIA)

(A State University established under Haryana Act No. XXV of 1975)

'A+' Grade University Accredited by NAAC

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR DATA CENTRE PROTECTION SYSTEMS & ASSOCIATED INFRASTRUCTURE

Document Date: **07.02.2026 10:00 AM**

Last date submission of the filled Tender document: 16.12.2025 up to 02:00 PM.
(The Tender document is to be submitted duly signed in blue/black ink on each page and stamped with official seal on each page)



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University Computer Center

NIT NO.:/ MDU/UCC/2026/Feb/001

Dated :**07.02.2026 10:00 AM**

Phone: **01262-293025**

E-mail: **dir.ucc@mdurohtak.ac.in**

STANDARD BIDDING DOCUMENT FOR **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR DATA CENTRE PROTECTION SYSTEMS & ASSOCIATED INFRASTRUCTURE**

PART1: COMPLETE BIDDING DOCUMENT

PRESS NOTICE

M. D. UNIVERSITY, ROHTAK Notice Inviting E-Tender	
Name of work	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR DATA CENTRE PROTECTION SYSTEMS & ASSOCIATED INFRASTRUCTURE
E-Service Fees+ Tender Doc. Fees	1180/- + 4,000/- =5,180/- (TO BE PAID ONLINE)
Earnest Money	40,000/- INR
Time Limit	22 DAYS
Tenders to be received: 02.03.2025. till 02:00 PM	
(1) THE TENDERS WILL BE RECEIVED ONLY THROUGH E-TENDERING FOR FURTHER DETAILS, VISIT THE WEBSITE https://etenders.hry.nic.in/nicgep/app	

- i The tenders will be received only through e-tendering. For further details, visit the website <https://etenders.hry.nic.in>
- ii Earnest Money (as mentioned above) is required to be deposited through online mode from <https://etenders.hry.nic.in>
- iii Willing bidders shall have to pay Rs.1000/- + GST as the e-Service/ Processing Fee through online mode from <https://etenders.hry.nic.in>
- iv The interested parties/bidders should visit the University website (<https://mdu.ac.in>) or <https://etenders.hry.nic.in> regularly for corrigendum(s) which may be issued regarding extension of date, modification of eligibility or amendments in other terms & conditions etc., as corrigendum(s) will not be published in newspapers.
- v The Bidder who is registered as MSME of Haryana State only for the similar category is exempted from payment of EMD, but the Bidder will have to submit an affidavit to this effect as per Annexure-I available on the website of the Department of Industries & Commerce, Govt. of Haryana.

REGISTRAR

DETAIL NOTICE INVITING E-TENDER

E-Tender is invited for purchase of below mentioned items in single stage two cover system i.e. Request for Technical Bid (online Bid under PQQ/ Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope).

KEY DATES

Sr. No.	M.D.U. Rohtak Stage	Vendor Stage	Start Date & Time	End Date & Time
1		Tender Document Download and Bid Preparation & Submission	07.02.2026 10:00 AM	02.03.2025. till 02:00 PM
3		Submission of Tender Fees and online EMD Fees	07.02.2026 10:00 AM	02.03.2025. till 02:00 PM
4	Technical Opening/ Technical Evaluation/		05.03.2025 02.00 PM	
5	Opening of Financial Bid		FINANCIAL DATE WILL BE DECIDED LATER ON	

- Any clarification regarding the detailed notice inviting tender may be sought from the Director UCC during office hours at 01262-293025 or dir.ucc@mdurohtak.ac.in
- Tender document is available on website <http://etenders.hry.nic.in> and <https://mdu.ac.in>
- The Bidders would submit bid through e-Tendering only on the website <http://etenders.hry.nic.in>

Under the process, the Pre-qualification / Technical online bid application as well as online Price Bid shall be invited at single stage under two covers i.e. Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) and with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/Technical Applications are responsive to eligibility and qualifications requirements as per Tender documents. The tenderer should read the terms & conditions and specifications in tender documents carefully before submission of e-tender. Tender documents can be downloaded/uploaded online on the Portal: <http://etenders.hry.nic.in>

- The payment of Tender Document fee as well as EMD and e-Service/Processing Fee shall be made by eligible bidders through online mode from <https://etenders.hry.nic.in>
- The interested bidders will be mandatorily required to online sign-up (create user account) on the website <https://etenders.hry.nic.in> to be eligible to participate in the e-tender

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates

IMPORTANT NOTE:

- The Applicants/bidders have to complete the 'Application / Bid Preparation & Submission' stage on the scheduled time as mentioned above. If any Bidder fails to complete his / her aforesaid stage in

the stipulated online time schedule for this stage, his / her application/bid status will be considered as 'Applications/bids not submitted'.

2. Bidder must confirm & check his/her application/bid status after completion of his/her all activities for e-bidding.
3. Bidder can rework on his/her bids even after completion of the 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Bidder Stage.
4. In the first instance, the online payment details of tender document fee + e-Service and EMD & PQQ/Technical Envelope shall be opened. After that the financial bids of all technically qualified bidders shall be opened online in the presence of such bidders who either themselves or through their representatives choose to be present.
5. The bids shall be submitted online in two separate steps

Envelope 1: Technical Bid

The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

Envelope 2: Commercial Bid

The bidders shall quote the prices in price bid format under Commercial Bid.

CONDITIONS: -

1. The tenderer should keep in touch with the University Website for any change in the DNIT till the last date/revised last date of online invited tender and incorporate such changes in DNIT and the tender bids.
2. DNIT and prequalification criteria can be seen on any working day during office hours in office of undersigned.
3. Conditional tenders will not be entertained & are liable to be rejected.
4. In case the day of the opening of tenders happens to be a holiday, the tenders will be opened on the next working day. The time and place of tender opening and other conditions will remain unchanged.
5. The University reserves the right to reject any tender or all the tenders without assigning any reasons.
6. The societies shall produce an attested copy of the resolution of the Executive/Governing body for the issuance of tenders.
7. The Jurisdiction of the court will be at Rohtak.
8. The tender of the bidder who does not satisfy the eligibility/qualification criteria in the bid documents is liable to be rejected summarily without assigning any reason, and no claim whatsoever on this account will be considered.
9. The bid for the contract shall remain open for acceptance during the bid validity period to be reckoned from the last date of submission of the tender. If any bidder/tender withdraws his bid/tender before the said period or makes any modification in the Terms and Conditions of the bid during the fixed validity period, the Earnest Money shall stand forfeited. Bids shall be valid for three months from the date of bid closing, i.e., from the last date of submission of EMD. In case the last day to accept the tender happens to be a holiday, the validity to accept the tender will be the next working day.
10. Any work/order, here tendered, may be withdrawn from further processing at any stage at the discretion of the competent authority without assigning any reason.

11. The University is competent to increase/decrease the volume of work/order. In case of a decrease in the volume of work/order, the contractor shall have no claim to any payment or compensation whatsoever on account of any profit or advantage that he might have derived from the execution of the work/order in full.
12. The University reserves the right to accept or reject or negotiate any of the tender or conditions/items without assigning any reason.
13. The Earnest Money (EMD) of the unsuccessful agency/firm shall be returned on completion of the Tender process.
14. In case of any dispute relating to this contract, the matter shall be referred to the Arbitrator to be appointed by the Vice-Chancellor, whose decision shall be binding on both parties.
15. Rates should be carefully filled up both in words and figures without any cutting, erasing, or overwriting.
16. In case the firm / agency quoting the lowest rates declines to accept the offer, the Earnest Money (EMD) of such firm shall be forfeited and firm shall be blacklisted by the University for any kind of dealing in future.
17. Any other conditions as may be deemed appropriate shall be announced at the time of Opening of Tenders in the presence of Bidders.
18. The agency / firm shall also append the following declaration with the tender

DECLARATION

I/We (Name) of the firm _____ do hereby solemnly affirm and declare that the facts stated in the Technical Bid are correct and true to the best of my / our knowledge and belief and nothing has been concealed therein. In case of any concealment or misrepresentation detected at any stage, I/We will be liable for legal action under Section 182 and Section 415 read with Section 417 and 420 of the Indian Penal Code as the case may be.

Place: _____
Dated: _____

(Signature of the Tenderer)
with full name and Address
with seal & stamp

For & on behalf of Registrar, MDU, Rohtak
Director UCC
M. D. University, Rohtak

INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM

These conditions will overrule the conditions stated in the tender documents, wherever relevant and applicable.

REGISTRATION OF BIDDERS ON THE E-PROCUREMENT PORTAL: -

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

REGISTRATION OF BIDDERS ON THE E-PROCUREMENT PORTAL:-

All the bidders intending to participate in the tenders process online are required to get registered on the centralized E-procurement portal i.e. <https://etenders.hry.nic.in/nicgep/app>. Please visit the website for more details.

For other details/help, please refer to the e-procurement portal <https://etenders.hry.nic.in/nicgep/app>.

COVERING LETTER:

FORMAT OF LETTER TO BE SUBMITTED WITH THE TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR DATA CENTRE PROTECTION SYSTEMS & ASSOCIATED INFRASTRUCTURE.

TO,

.....
 Director UCC
 MD University
 Rohtak – 124001 (Haryana)

Subject: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR DATA CENTRE PROTECTION SYSTEMS & ASSOCIATED INFRASTRUCTURE

Dear Sir,

1. This is with reference to your TENDER notice dated I have examined the TENDER document and understood its contents. I hereby submit a Bid for the **comprehensive annual maintenance contract (camc) for data centre protection systems & associated infrastructure**
2. The Bid is unconditional for the said tender. This bid is valid for a period of not less than 180 days.
3. It is acknowledged that the Authority will be relying on the information provided in the Tender and the documents accompanying such Tender for qualification of the bidders for the above subject items and we certify that all information provided in the Tender and in Annexures are true and correct; nothing has been misrepresented and omitted which renders such information misleading; and all documents accompanying the bid are true copies of their respective originals.
4. This statement is made for the express purpose of the above mentioned subject.
5. We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
6. We acknowledge the right of the Authority to reject our bid without assigning any reason or otherwise and hereby relinquish, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
7. It is declared that:
 - a) We have examined the Tender document and have no reservations to the Tender document.
 - b) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice in respect of any Bid or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any Centre/State Government or local bodies.
8. It is understood that the University may cancel the Bidding Process at any time without incurring any liability to the University and that you are neither bound to invite the applicants to Bid for the items nor to accept any bid that you may receive.
9. It is understood that the University can use any evaluation scheme/evaluation metrics/weightage or take the help of any consultant, as required in selecting the successful agency/agencies and we agree to abide by it.

- 10. It is certified that we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority that could cast doubt on our ability to undertake the Services or which relates to a grave offense that outrages the moral sense of the community.
- 11. It is hereby certified that the firm has not been debarred/blacklisted for any reason/period by any central/state Govt. department/University/PSU etc. if so particulars of the same may be furnished. Concealments of facts shall not only lead to cancellation of the order but may also warrant legal action. University may reject bids of firms which has been blacklisted at any time.
- 12. It is hereby affirmed that we are in compliance of/shall comply with the statutory requirements, as applicable.
- 13. We hereby irrevocably relinquish any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of bidders, selection of the Tenderer, or in connection with the selection/Bidding Process itself, in respect of the above-mentioned items and the terms and implementation thereof.
- 14. We agree to undertake to abide by all the terms and conditions of the TENDER document.
- 15. We agree to undertake to be liable for all the obligations of the Tenderer under the Agreement. In witness thereof, we submit this application under and in accordance with the terms of the TENDER document.

Place:-

Date :.....

Yours faithfully,

(Signature, name and designation of the Tenderer/Authorized Signatory)

Official Seal

CHECK LIST FOR DOCUMENTS TO BE SUBMITTED ALONGWITH TECHNICAL BID

Documents to be Submitted with Technical Bid

1. Basic Details of Firm
 - Name & address of the firm with contact number.
 - Name of the authorized signatory (with designation).
2. Statutory Registrations
 - Copy of PAN Card.
 - Copy of GST Registration Certificate.
 - Registration number of the firm.
3. Financial Documents
 - Copies of Income Tax Returns (ITRs) for the last 3 years.
 - Proof of average turnover (₹60 lacs or above, depending on the condition applied) during the last 3 years, certified by a Chartered Accountant.
4. Experience Proof
 - Copies of Work Orders / Completion Certificates / Purchase Orders showing experience of at least 3 years in Government/PSU/Universities/Boards/MNCs for similar Supply/Installation and maintenance of items.
 - At least one Satisfactory Performance Certificate from an institution where similar work was undertaken.
5. Affidavit / Declaration
 - Affidavit on Non-Judicial Stamp Paper, duly attested by a Notary/1st Class Magistrate, stating the firm has not been blacklisted or debarred by any Govt/PSU/University/Private organization (Annexure-II format).
6. Eligibility Compliance Documents
 - OEM authorization is required for AMC for PACS, UPS, DCIM, and IP PDU for all other items is optional.
 - Declaration regarding authorized signatory:
 - Sole Proprietor / Partner / Company Director as applicable.
7. Tender Related Submissions
 - Forwarding letter by the bidder.
 - Scanned copies of all documents (points 1–7 above) were uploaded with the tender.
 - EMD (Earnest Money Deposit) – 40,000/- Fixed to be paid online.
 - Tender Processing Charges (non-refundable).
 - E-Service Fee (as per Haryana Govt. portal).

NOTE

1. In case of any queries on technical specifications, please refer to the specifications mentioned in “Annexure A” only.
2. Delivery/Repair is to be carried at :

UNIVERSITY COMPUTER CENTRE
MD University
Rohtak-124 001
Haryana, India
3. The decision of acceptance of the Bids will lie with the competent authority of the University, which does not bind itself to accept the lowest Bid and who reserves the right to reject or accept any or all bid received, without assigning any reason.

4. The Bids are liable to be rejected if any of the above conditions are not fulfilled or if the bid is not accompanied by EMD and Processing Charge.
5. The quantity may increase or decrease or obsoleted without any notice.
6. The University reserves the right to split the order among more than one Tenderer.
7. Financial Bid of the Tenderers who qualify in the Technical Bid shall be opened in the presence of the authorized designated representatives and Tenderers who wish to be present there. The date of Financial Bid opening will be informed to the shortlisted bidders subsequently.
8. The University will be at liberty to involve any expert or consultant in evaluating the bid for completing the entire bid process.

SUBMISSION OF TENDER

SEALING AND MARKING OF TENDER:

1. The TENDER must be complete in all aspects and should contain requisite certificates, informative literature, etc.
2. The Tender Document can be downloaded from the MD University Rohtak website (mdu.ac.in).
3. This is a two-part bid consisting of a Technical Bid and a Financial bid
4. The bid shall include:
 - a. Forwarding letter by the Tenderer
 - b. All required documents
 - c. Tender processing charges (non-refundable)
 - d. Interest-free EMD (Earnest Money Deposit) to be deposited online on e-tender portal
 - e. Technical Bid
 - f. Financial Bid
5. TENDER should be addressed to: -

UNIVERSITY COMPUTER CENTRE
MD University
Rohtak-124 001
Haryana, India

EXPENSES OF AGREEMENT:

All the expenses on the execution of the Agreement (if any) including the cost of a stamp paper or any other kind of expenditure incurred in the process of TENDER submission till final compliance shall be borne by the Tenderer.

DEADLINE FOR SUBMISSION OF BIDS:

TENDER must be received by the MD University Rohtak at the date, time and address specified in the TENDER notice/TENDER documents.

LATE BIDS:

Any TENDER received after the deadline specified for submission of TENDER shall be rejected without any further correspondence to the Tenderer.

TENDER OPENING

OPENING OF FINANCIAL BID:

Financial Bid (Tenders) of the Tenderers who qualify in the Technical Bid shall be opened in the presence of designated Authority and Tenderers who wish to be present there. The date of financial bid opening will be informed to the shortlisted bidders subsequently.

CLARIFICATION OF TENDER:

To assist in the examination, evaluation and comparison of Tender, University may at its discretion ask the Tenderers for a clarification on the Tender which is submitted by him. The request for clarification and the response shall be in writing.

EVALUATION OF TENDER:

The university will be at liberty to involve any expert or consultant and use appropriate metrics and weightages in evaluating the bid for completing the entire bid process.

AWARD OF PURCHASE ORDER

Successful Tenderer shall be awarded the Purchase/Work Order. If after accepting the Purchase/Work Order, the agency fails to supply the items, EMD will be forfeited and the agency will be blacklisted, in addition to recourse to other penal measures. No grievance will be entertained in this regard.

- 6.1 University reserves the right to negotiate with eligible tenderers before finalization of the Tender and/or contract.
- 6.2 University reserves the right at the time of award of Purchase Order to increase or decrease even obsolete the number of items without any change in terms and conditions.
- 6.3 The bidders must quote rates and other terms and conditions for all the equipment/items, failing which tender may be rejected. Total cost of the bid will be one of the important deciding factor while deciding the bid in favor or against any bidder.

NOTIFICATION OF AWARD

Prior to the expiration of the period of Tender validity, the University will inform the Tenderer appropriately that the Bid has been accepted and the Purchase Order has been awarded.

(Signature of Tenderer)

Official seal _____

BIDDER'S ELIGIBILITY CONDITIONS:

1. **Average Turnover Requirement**
The bidder must have an average annual turnover of ₹ 60 lacs or above during the last three financial years. Proof of turnover (CA-certified or audited balance sheets) must be enclosed.
2. **Relevant Experience**
The bidder must have prior experience in executing IT-related supply/ installation or configuration of similar items for State Government-affiliated Universities / Boards / Institutions / PSUs, etc. Documentary proof, such as purchase orders or completion certificates, must be attached.
3. **Affidavit of Non-Blacklisting**
The bidder must submit an affidavit on non-judicial stamp paper, duly attested by a 1st Class Magistrate / Notary, declaring that they have not been debarred or blacklisted by any State / Central Government, PSU, University, or private organization. (Refer Annexure-II)
4. **Performance / Satisfactory Certificate**
The bidder must furnish at least one satisfactory performance certificate from an institution where similar IT items were supplied or installed, as declared in their eligibility documents.
5. **Authorized Signatory Declaration**
The bidder must provide a declaration confirming the authority of the individual signing the bid:
 - If a Sole Proprietor, a self-certification or power of attorney must be attached.
 - If a Partnership Firm, the signing partner must have proper authorization or all partners must sign the bid.
 - If a Private Limited / Public Limited Company, the signatory must be an authorized signatory of the company.
6. **Income Tax Returns**
The bidder must attach self-attested copies of the last two years' Income Tax Returns (ITRs) along with the tender.
7. **PAN and GST Registration**
The bidder must attach self-attested copies of PAN and GST registration certificates.
8. **Fees Submission (Mandatory Online Mode)**
EMD, Tender Fee, and e-Service Fee must be submitted through online mode only. Any other mode of payment will not be accepted.
9. **OEM Authorization**
The bidder must submit a bid-specific OEM Authorization Letter from the original manufacturer for the items offered.
10. **OEM Support Commitment**
The OEM must provide a bid-specific support commitment letter confirming:
 - i. Five (5) years warranty coverage, and
 - ii. Lifecycle assurance and spare parts availability.
11. **OEM Certified Technical Resource**
The bidder must have at least one OEM-certified technical resource on their payroll for a minimum of one year. Supporting document such as EPF statement must be submitted as proof.
12. **Deployment Experience Proof**
The bidder must have prior deployment experience in similar server solutions. Copies of Purchase Orders, BOQ, and Installation Reports must be submitted as evidence.

TERMS AND CONDITIONS

Comprehensive Annual Maintenance Contract (CAMC) for Data Centre Protection Systems & Associated Infrastructure, is required for the University. Vendors are requested to submit their bids in accordance with the detailed terms and conditions outlined below.

GENERAL TERMS & CONDITIONS

1. **Price Inclusion:** Any charges not mentioned in the bid shall not be paid by the University. Prices should include all taxes, duties, and charges up to **delivery at M.D. University, Rohtak**.
2. **Bid Validity:** The offer/rates must be valid for at least **180 days (six months)** from the date of bid submission.
3. **Financial Standing of the Vendor:**
 - The supplier must be financially sound with an **average annual turnover of ₹60 Lacs in each of the last three years or a cumulative turnover of ₹1.80 Crores or above in the last three years**.
 - A statutory **audited turnover statement certified by a Chartered Accountant (CA)** must be submitted along with the technical bid.
4. **Quantity Variation:** The University reserves the right to **increase, decrease, or cancel** any item based on requirements. The quantity changes shall be communicated within **30 days of bid acceptance**.

SERVICE & MAINTENANCE OBLIGATIONS

5. If the contractor fails to complete the work within the stipulated time, a penalty of ₹1,000 per day shall be imposed, subject to a maximum of 10% of the total contract value.
6. Comprehensive Warranty Clause:
 - All replaced parts and serviced equipment must carry a minimum 5-year comprehensive warranty from the date of successful Implementation /completion of the Project.
 - The comprehensive warranty shall cover all spare parts, labor, and service charges.
7. Technical Documentation:
 - The contractor shall provide a detailed service completion report indicating:
 1. Components replaced (with serial numbers).
 2. Gas refilling details (including weight and pressure values).
 3. Pre- and post-repair test results.
8. The contractor must ensure safety compliance while handling refrigerants, electrical components, and air filters.
5. **Failure to Execute Contract:**
 - If the vendor fails to execute the order as per the agreed terms, the University reserves the right to **blacklist/debar** the vendor, forfeit the security deposit, or initiate legal action.

PAYMENT TERMS

8. **Payment Schedule:**
 - **100% payment will be made only after successful delivery, installation, and acceptance** of the entire solution by the University.

- No **advance payment** shall be made unless it is for **imported items** requiring a **customs duty exemption**, for which security must be provided.

TECHNICAL & COMPLIANCE REQUIREMENTS

9. Experience & Eligibility Criteria:

- The vendor must have at least **three years of experience** in **direct supply, maintenance, and commissioning** of **Similar Equipments** for Government/Public Sector/Reputed Institutions.
- At least **two similar work orders must be submitted as proof** along with an OEM authorization letter/certificate.

10. Licensing Requirements:

- All required software and **licenses must be included from day one** without additional costs.

WARRANTY, SUPPORT & SECURITY COMPLIANCE

12. Comprehensive Five-Year Warranty:

- The CAMC shall commence from the issuance of the release of the Work order by the **Director, UCC, MDU**.
- Any hardware/software failures must be resolved **within the next working day**.
- Defective components must be replaced **at no extra cost**.

13. Software & Security Updates:

- The system must support **secure authentication mechanisms** for the Datacenter.

14. Performance & Uptime Guarantee:

- The datacenter must remain online and provide **99.99% availability**.

15. OEM & Vendor Certifications:

- The vendor must submit **OEM authorization letters** and a certification confirming:
 - The product is **not obsolete**.
 - The product is **backed by OEM support** for at least **five years**.
 - Hardware replacements will be directly from the **OEM with a next-business-day response**.

PERFORMANCE & ACCEPTANCE TESTING

16. Site Acceptance Testing (SAT):

- Vendors must demonstrate **all key performance parameters**, including:
 - Uptime of all CAMC equipment.
- Acceptance tests will be signed off by the **Director, UCC, MDU** upon successful validation.

17. Compliance with Global Standards:

- Products must comply with:
 - **RoHS India (E-Waste Management) Rules, 2016**
 - **BIS norms for safety (IS 13252:2010)**
 - **Energy Star 6.1 Certification or equivalent**
 - **Indian Common Criteria Certification Scheme (IC3S) for EAL2 or higher**

PERFORMANCE SECURITY & EMD

18. Performance Guarantee:

- The successful vendor must deposit a **Performance Guarantee (5% of the total project value)** in the form of **FDR/Bank Guarantee/TDR** valid for the warranty period **plus six months**.
- The **EMD will be refunded after submission of the Performance Guarantee**.

19. Earnest Money Deposit (EMD):

- Bidders must submit an **EMD of 40,000 online through the E-Tender portal**.
- MSMEs registered in **Haryana only** for similar work are **exempted from EMD submission**, subject to proof.

TENDER EVALUATION & AWARD

20. Bid Evaluation Criteria:

- **L1 selection will be based on the total cost for five years.**
- Partial bids will be **rejected**.

21. Tender Submission:

- Vendors must quote for **all listed components**; incomplete bids will be **disqualified**.
- The university reserves the right to **modify or cancel** any component **before awarding the Work Order..**

LEGAL & DISPUTE RESOLUTION

22. Jurisdiction:

- Any legal disputes shall be under the **jurisdiction of the Courts in Rohtak, Haryana**.
- Any **other jurisdiction mentioned in vendor documents will be invalid**.

23. Governing Terms:

- Terms and conditions mentioned on the **University's supply order** shall prevail over those on the **vendor's invoices or other documents**.
- The **University reserves the right to amend these terms** before contract finalization.

24. Company Registration:

- The supplier must be a **legally registered company in India under the Companies Act, 1956**.

Final Provisions

By submitting a bid, the vendor agrees to **all terms and conditions** stated above. The **University reserves the right to negotiate** with the L1 bidder before finalizing the contract.

Signature _____

Name of the firm with seal/stamp _____

Affix Rubber Stamp of the firm

BOQ

PROCUREMENT OF SERVERS IN UNIVERSITY DATACENTER MDU ROHTAK

S. No.	Equipment / System Description	Make	Model	Quantity	Location	CAMC Coverage
1	Precision Air Conditioning (PAC) Unit – PAC-1	Schneider	As installed	1 No.	Data Centre	Comprehensive
2	Precision Air Conditioning (PAC) Unit – PAC-2	Schneider	As installed	1 No.	Data Centre	Comprehensive
3	Rodent Repellent System	Maser	As installed	1 No.	Data Centre	Comprehensive
4	Water Leak Detection System	C-System	As installed	1 No.	Data Centre	Comprehensive
5	Access Control System	ESSL	As installed	2 Nos.	DC Entry / Racks	Comprehensive
6	NOVEC Gas Fire Suppression System	Minimax	As installed	1 System	Data Centre	Comprehensive
7	Fire Alarm System	Ravels	As installed	1 System	Data Centre	Comprehensive
8	VESDA Smoke Detection System	Xtralis	As installed	1 System	Data Centre	Comprehensive
9	Electrical Main Input Panel (PAC / UPS / Raw Power)	Electron	As installed	1 Panel	Electrical Room	Comprehensive
10	Modular UPS System – UPS-1	HM33	As installed	1 No.	UPS Room	Comprehensive
11	Modular UPS System – UPS-2	HM33	As installed	1 No.	UPS Room	Comprehensive
12	DCIM / IBMS Monitoring System	APC	AP9465	1 System	NOC	Comprehensive
13	Intelligent IP PDU	APC	S628A	28 Nos.	Server Racks	Comprehensive
14	Rack Foldable Monitoring System	Vertiv	As installed	1 System	Data Centre	Comprehensive
15	Diesel Generator Set	Kirloskar	125 KVA	1 No.	DG Yard	Comprehensive

SCOPE OF WORK(SOW)

Comprehensive Annual Maintenance Contract (CAMC) for Data Centre Protection Systems & Associated Infrastructure

1. OVERVIEW AND BACKGROUND

The University Computer Centre (UCC) operates a mission-critical Data Centre that hosts core University applications including ERP systems, student portals, examination systems, financial services, research platforms, and allied digital infrastructure. Continuous availability, safety, and reliability of this Data Centre are essential for uninterrupted University operations.

To ensure sustained performance, protection, and compliance with data centre best practices, a Comprehensive Annual Maintenance Contract (CAMC) is proposed for Data Centre Protection Systems and Associated Infrastructure.

2. CONTRACT PERIOD

- The CAMC shall be valid for a period of five (05) years,
- Renewable annually, subject to:
 - Satisfactory performance
 - Compliance with Service Level Agreements (SLAs)
 - Approval of the Competent Authority

3. OBJECTIVE OF THE CAMC

The objective of this CAMC is to:

- Ensure round-the-clock availability of all Data Centre protection and support systems.
- Minimize downtime through preventive and corrective maintenance.
- Maintain safety, power, cooling, fire detection, suppression, and monitoring systems.
- Ensure structured cable management, documentation, and operational discipline.
- Extend equipment life and ensure optimal performance.

4. SCOPE OF SERVICES

The selected vendor shall provide end-to-end comprehensive maintenance services, including the following:

4.1 PREVENTIVE MAINTENANCE

- Conduct scheduled preventive maintenance (quarterly / half-yearly as applicable) for all covered systems.
- Inspection, cleaning, calibration, tightening, testing, and verification of parameters.
- Identification of potential failures and proactive corrective action.
- Submission of Preventive Maintenance Reports (PMR) after each visit.

4.2 CORRECTIVE & BREAKDOWN MAINTENANCE

- 24x7 on-call support for fault reporting.
- Emergency on-site support for critical failures.
- Diagnosis, repair, and restoration of services within defined SLA timelines.
- Coordination with OEMs wherever required, at no additional cost.

4.3 EMERGENCY SUPPORT

Immediate response for critical alarms and incidents including but not limited to:

- UPS or power failures
- PAC / cooling failures
- Fire detection or suppression alerts
- Water leakage detection alerts
- DG set failure during power outages

4.4 EQUIPMENT & SYSTEMS COVERED UNDER CAMC

The CAMC shall comprehensively cover the following Data Centre infrastructure:

1. Precision Air Conditioning (PAC) Units
2. Rodent Repellent System
3. Water Leak Detection System
4. Access Control System
5. NOVEC Gas Based Fire Suppression System
6. Fire Alarm System
7. VESDA (Very Early Smoke Detection Apparatus)
8. Electrical Main Input Panel for PAC / UPS / Raw Power
9. Modular UPS Systems
10. DCIM / IBMS Monitoring System
11. Intelligent IP PDUs
12. Rack-level Foldable Monitoring System
13. Diesel Generator Set (125 KVA)

4.5 Electrical Maintenance, Earthing & Safety (Mandatory)

The CAMC shall explicitly include comprehensive electrical maintenance, including but not limited to:

- Preventive and corrective maintenance of:
 - Electrical Main Input Panels
 - Power distribution boards
 - Earthing strips and earth pits
 - Neutral and grounding conductors
- Periodic inspection, tightening, cleaning, and thermal checking of all electrical connections related to Data Centre equipment.
- Verification and maintenance of earthing continuity for:
 - Racks
 - UPS systems

- PAC units
- DG set
- Electrical panels
- PDUs and metallic structures
- Measurement and recording of earth resistance values, ensuring compliance with data centre safety norms.
- Identification and rectification of:
 - Loose connections
 - Overheating points
 - Improper grounding
 - Corrosion or damaged conductors
- Ensuring safe isolation procedures during maintenance activities.

5. CABLE/EQUIPMENTS MANAGEMENT, TAGGING & HOUSEKEEPING (MANDATORY)

The vendor shall be fully responsible for structured cable management across the Data Centre, including:

- Proper routing, dressing, fastening, and segregation of:
 - Power cables
 - Network cables
 - Fiber cables
 - Control and monitoring cables
- Standardized tagging and labeling of:
 - All equipment
 - Cables
 - Ports
 - Panels and racks
- Replacement of damaged, loose, or unsafe cable ties, ducts, trays, and accessories.
- Ensuring adherence to data centre airflow, safety, and maintenance best practices.

This activity shall be carried out quarterly, without any additional financial implications.

6. QUARTERLY CHECKLIST, REPORTING & SIGN-OFF

- The vendor shall maintain a Quarterly Maintenance Checklist, covering:
 - Preventive maintenance activities
 - Cable management and dressing status
 - Equipment health and uptime
 - Alarm and monitoring verification
 - Safety and compliance parameters
- A Quarterly Maintenance Report (QMR) along with the checklist shall be submitted.
- The checklist and report shall be verified and signed by the authorized official of the University Computer Centre, MDU.
- The signed checklist shall be treated as mandatory proof of service delivery.

7. EQUIPMENT FUNCTIONAL ASSURANCE & REPLACEMENT OBLIGATION

- All equipment covered under CAMC shall remain functional at all times.
- In case of failure, malfunction, or performance degradation:
 - The vendor shall repair or replace the faulty component at no extra cost.

- Replacement shall be with an equivalent or better specification product.
- Replacement shall preferably be from the same OEM.
- Temporary substitute equipment shall be provided immediately, wherever required, to avoid downtime.
- No equipment shall be declared beyond repair without written justification and approval of UCC.

8. BACK-TO-BACK AMC FOR CRITICAL DATA CENTRE INFRASTRUCTURE

It shall be a mandatory and non-negotiable condition of this Scope of Work that the vendor ensures the availability of valid, continuous, and back-to-back Annual Maintenance Contracts (AMC) for all critical data centre infrastructure components supporting the backup and disaster recovery environment. These AMCs shall be either directly provided by the vendor or arranged through authorized OEMs or service partners, and shall remain valid for the entire duration of the contract period without any lapse.

The minimum infrastructure components requiring uninterrupted back-to-back AMC coverage shall include Precision Air Conditioning (PAC) units, NOVEC-based fire suppression system, Online UPS systems, Data Centre Infrastructure Management (DCIM) system, and Intelligent Power Distribution Units (PDUs). The vendor shall ensure that all preventive maintenance, corrective maintenance, firmware updates, spares replacement, and emergency support related to these systems are covered under valid AMC agreements.

Any outage, degradation, or failure of the backup solution attributable to lapse, non-renewal, or inadequate AMC coverage of the above infrastructure components shall be treated as vendor responsibility, and no additional financial claim shall be admissible to the University on this account. The vendor shall submit documentary proof of AMC validity at the time of commissioning and upon each renewal during the contract period.

9. SERVICE LEVEL REQUIREMENTS (SLAS)

Category	Requirement
Response Time (Critical Issues)	Within 4 hours
Response Time (Non-Critical Issues)	Within 24 hours
Resolution Time (Critical)	Within 24 hours
Preventive Maintenance	As per the approved schedule
Equipment Availability	Continuous
Reporting	Mandatory quarterly

10. MANPOWER & COMPETENCY

- Vendor shall deploy trained, qualified, and experienced engineers.
- Engineers must be familiar with data centre environments.
- OEM authorization/certification shall be produced when required.

11. COMPLIANCE & SAFETY

- Maintenance shall be carried out as per OEM guidelines and safety standards.
- Fire and electrical systems shall comply with applicable statutory norms.
- No configuration or setting shall be altered without written approval from UCC.

12. EXCLUSIONS

Unless explicitly included, the following are excluded:

- Civil or structural modifications
- Capacity expansion or new installations
- Damage due to natural calamities, theft, or misuse
- Failures due to natural calamity, misuse, or negligence in handling.
- Batteries, being consumable items, are not covered
- Day-to-day routine operation of the units
- Refrigerant Gas (if found leakages due to physical damage/attempt of theft/natural calamity)

13. BILLING & PAYMENT TERMS

- Billing shall be on a quarterly basis only.
- Release of payment shall be subject to:
 - Submission of Quarterly Maintenance Report
 - Submission of signed quarterly checklist
 - Certification by the University Computer Centre that services were satisfactorily rendered
 - Quarterly bills shall be processed only after certification that electrical systems, including earthing and grounding, have been inspected and found compliant as per the signed Annexure-A checklist.
- No bill shall be processed without a quarterly sign-off.

14. NON-COMPLIANCE

- Failure to meet SLAs, cable management obligations, or reporting requirements may result in:
 - Withholding of payment
 - Proportionate deduction
 - Termination of CAMC as per contract terms

TECHNICAL ENVELOPE

Sr. No.	Description	Supplier's Response (Yes/No)	Page No.	Remarks / Document Reference
1.	Basic Details of the Firm. <ul style="list-style-type: none"> Name & full address of the firm with contact number. Name, designation, and contact details of authorized signatory. Email ID and official communication address. 			
2.	Statutory Registrations. <ul style="list-style-type: none"> Copy of PAN Card. Copy of GST Registration Certificate. Firm Registration Certificate / Incorporation Certificate (for Pvt. Ltd. / LLP) 			
3.	Financial Proofs. <ul style="list-style-type: none"> Copies of Income Tax Returns (ITRs) for the last three (3) financial years. CA-certified average annual turnover certificate showing ₹1.5 Crores or above for the last 3 years. Audited balance sheets/profit & loss statements. 			
4.	Firm Registration Details <ul style="list-style-type: none"> Valid registration number of the firm under the relevant Act. MSME / Udyam Registration (if applicable). 			
5.	Experience Documents <ul style="list-style-type: none"> Copies of Work Orders / Completion Certificates for similar CAMC in Govt./PSU/Universities/Boards/ MNCs during the last 3 years. 			
6.	Affidavit / Declaration <ul style="list-style-type: none"> Affidavit on Non-Judicial Stamp Paper, duly attested by a Notary / 1st Class Magistrate, declaring that the firm has not been blacklisted or debarred by any State/Central Govt., PSU, or private institution. (As per Annexure-II) 			
7.	OEM Authorization & Support Commitments <ul style="list-style-type: none"> Bid-specific OEM Authorization Letter from the manufacturer. 			

Note:

All the Technical Documents should be uploaded on the e-tender portal. The non-submission/poor management of documents may lead to disqualification as well with Page no digital printed on bottom of page

FINANCIAL ENVELOPE

Sr. No.	Name of Item / Description	Qty	HSN Code	Unit Rate without GST (₹)	Unit Rate with GST (₹)	Total Rate (Qty × Unit Rate with GST) (₹)
1.	Equipment / System Description	1 No.				
2.	Precision Air Conditioning (PAC) Unit – PAC-1	1 No.				
3.	Precision Air Conditioning (PAC) Unit – PAC-2	1 No.				
4.	Rodent Repellent System	1 No.				
5.	Water Leak Detection System	2 Nos.				
6.	Access Control System	1 System				
7.	NOVEC Gas Fire Suppression System	1 System				
8.	Fire Alarm System	1 System				
9.	VESDA Smoke Detection System	1 Panel				
10.	Electrical Main Input Panel (PAC / UPS / Raw Power)	1 No.				
11.	Modular UPS System – UPS-1	1 No.				
12.	Modular UPS System – UPS-2	1 System				
13.	DCIM / IBMS Monitoring System	28 Nos.				
14.	Intelligent IP PDU	1 System				
15.	Rack Foldable Monitoring System	1 No.				
16.	Diesel Generator Set	1 No.				
17.	Comprehensive Maintenance Support charges for 24x7	1 No.				

All the Financial Documents should be uploaded on the e-tender portal. The non-submission/poor management of documents may lead to disqualification.