

Request for Proposals on Comprehensive AMC of ICT Infrastructure at SAU

REQUEST FOR PROPOSALS

RFP NO. SAU/ICT/0105202501

MAY 2025

South Asian University
(A University established by SAARC nations)

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1. Data Sheet

Reference	Description
3.7	<p><u>Tender submissions</u>: should be made in a sealed cover containing technical bid documents and one sealed cover containing the financial bid.</p> <p>For detailed Tender Documents / Details/downloads and any other correction/amendments/modification/extension till the last date of submission of bids, please visit the SAU website: http:// www.sau.int</p> <p>IMPORTANT: BIDS MUST BE PAGINATED SEQUENTIALLY & BOUND PROPERLY. SPECIFIC PAGE NUMBERS FOR EACH ITEM IN FORM 8 AND FORM 9 MUST BE CLEARLY MENTIONED. ABSENCE OF SUCH PAGE NUMBERS MAY LEAD TO NON-INCLUSION OF RELEVANT INFORMATION FOR EVALUATION PURPOSES AT THE RISK & RESPONSIBILITY OF THE BIDDER.</p>
3.3	<p><u>Clarifications</u>: Bidders may submit requests for clarification(s) on this RFP document up to 5 working days before the proposal due date specified below. Any request for clarification must be sent via electronic email (as an editable spreadsheet document attachment) to SAU on the email ID: admin@sau.int</p> <p>Prebid meeting date, time, venue: 17.06.2025 @ 3:00 PM, Admin Block Ground Floor, SAU</p>
3.5	<p><u>Bid Security (EMD)</u>: of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks must be submitted by Bidders. The EMD instrument must be drawn in favour of South Asian University and payable at New Delhi.</p>
3.8(c)	<p><u>Bid Validity</u>: The proposal of the bidder shall be valid for 90 (ninety) calendar days from the Proposal Due Date.</p>
2	<p><u>Proposal Due Date (PDD)</u>: The last date of submission of Proposals is 20 June 2025 before 3:00 pm (IST). Proposals shall be opened the same day at 3:30 pm (IST) in the presence of vendor representatives who choose to attend.</p>
3.11	<p><u>Selection Basis</u>: of "Successful Bidder" through this RFP is the Quality cum Cost - Based Selection (QCBS) method. The weights given to technical and financial proposals are:</p> <ul style="list-style-type: none"> • Technical = 0.6 • Financial = 0.4 <p>The bidder achieving the highest combined technical and financial score will be considered the "Successful Bidder".</p>
3.6	<p><u>Contract term</u>: shall be for three years, subject to extension on a year-to-year basis, based on a satisfactory performance review of the Successful Bidder.</p>

2. Background Information

- (a) The South Asian University (SAU) invites responses ("Tenders") to this Request for Proposals ("RFP") from Agencies/ firms ("Bidders" or "Applicants") for undertaking Comprehensive AMC of entire ICT infrastructure at SAU as described in the "Scope of Work" in this RFP.
- (b) All clarifications/corrigenda/extensions will be published only on the SAU website. The website for accessing the information related to this RFP is: <http://www.sau.int> (the "SAU Website" or "University Website" or "Official Website"). [Note: From the "Home" page, access the "Tenders" section to access all the uploaded documents related to this RFP.]
- (c) Proposals must be received before the deadline mentioned in the Data Sheet.

3. Instructions to Bidders

3.1. General

- (a) While every effort has been made to provide comprehensive and accurate background information and requirements, Bidders must form their own conclusions about the level of support required.
- (b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by SAU based on this RFP.
- (c) No commitment of any kind, contractual or otherwise, shall exist unless and until a formal written contract has been executed by or on behalf of SAU. SAU may cancel this public procurement at any time before a formal written contract is executed by or on behalf of SAU.

3.2. Compliant Tenders / Completeness of Response

- (a) Bidders are advised to carefully study all instructions, forms, requirements, appendices, and other information in the RFP documents. Submission of the bid/proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- (b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant, and the Proposal may be rejected. Bidders must:
 - i. Comply with all requirements as set out within this RFP.
 - ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP
 - iii. Include all supporting documentation specified in this RFP

3.3. Pre-bid Meeting, Clarifications & Amendment of RFP Document

- (a) A pre-bid meeting will be held per the schedule mentioned in the Data Sheet.
- (b) A pre-bid meeting will be held in hybrid mode. Bidders who cannot attend in person may join online using the meeting link mentioned in the data sheet.
- (c) Bidders may submit queries for clarification prior to the the pre-bid meeting in the following format as an editable text file via email as specified in the Data Sheet:

S.No.	RFP Reference (Clause & Page No.)	Content of RFP Requiring Clarification	Points of Clarification

- (d) Bidders may seek clarification on this RFP document no later than the date specified in the Data sheet. SAU shall not entertain any queries post that date. The bidders are requested to submit an editable text file of the queries through email to SAU's office as mentioned in the Data Sheet.
- (e) At any time before the submission of Proposals, SAU may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP documents by an amendment. All amendments/corrigenda will be posted only on SAU's Official Website as noted above. In order to afford the bidders a reasonable time for taking an amendment into account, or for any other reason, SAU may at its discretion extend the Proposal Due Date.
- (f) Any corrigenda/clarifications posted on the Official Website shall be deemed to be incorporated into this RFP.

3.4. Right to Reject any or all Proposals

- (a) Notwithstanding anything in this RFP, SAU reserves the right to accept or reject any Proposals or terminate the Selection Process at any time and without assigning any reasons.
- (b) Without prejudice to the generality of the above, SAU reserves the right to reject any Proposals if:
 - i. A misrepresentation is discovered at any time, or
 - ii. The Applicant does not provide, within the time specified by SAU, the supplementary information sought by SAU.
- (c) Fraud, misrepresentation, or any other consent-vitiating response by the bidder may lead to the bidder's disqualification. If such disqualification occurs after the Proposals have been opened and the highest ranking bidder has been disqualified, SAU reserves the right to consider the next best bidder or take any other measure deemed appropriate by SAU, including termination of the Selection Process.
- (d) SAU makes no commitments, express or implied, that this RFP process will result in a business transaction with anyone.

3.5. Bid Security / Earnest Money Deposit (EMD)

- (a) Bid Security (EMD) is required to be submitted by each bidder (the "Bid Security") as specified in the Data Sheet.
- (b) Any proposal submitted without EMD, mentioned above, will be summarily rejected. No EMD exemption shall be permitted regardless of the category of the applicant being MSE, startup, or otherwise.
- (c) SAU would refund the EMD of all unsuccessful bidders. The EMD, for the amount mentioned above, of the successful bidder would be returned upon submission of a Performance Bank Guarantee as per the format provided in this RFP.
- (d) SAU will not be liable for paying any interest on bid security deposits.

- (e) SAU will be entitled to forfeit and appropriate the bid security as a mutually agreed loss and damage payable to SAU with regard to the RFP and without prejudice to SAU's any other right or remedy under the following conditions:
- If a bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as envisaged under this RFP¹;
 - If a bidder withdraws its Proposal during the period of its validity as specified in this RFP and as extended by the bidder;
 - In the case of the selected bidder, if the selected bidder fails to sign the contract or provide the Performance Security within the specified time limit, or
 - If the bidder commits any breach of the terms of this RFP or is found to have made a false or misleading representation to SAU.

3.6. Span of Engagement

(a) Comprehensive AMC will be awarded on a year-to-year basis and shall be valid for THREE YEARS from the date of engagement with the Successful Bidder. AMC will be subject to annual review of performance of the Successful Bidder by SAU. It shall be the sole discretion of SAU to extend the engagement contract on a year-to-year basis, subject to satisfactory performance of the Successful Bidder.

(b) The services will be provided per "Hours of Operations" mentioned in Section **Error! Bookmark not defined.** If required, additional manpower will be provisioned as and when required on any day, including Saturdays, Sundays, or other holidays, in case of exigency.

3.7. Submission of Responses

This is a two-bid tender and each submission should contain:

- Technical Bid / Proposal – should contain all such details as mentioned in the Bid Document, along with all required forms and enclosures.
- Financial Bid / Proposal – All admissible taxes, duties and levies etc. must be indicated separately. The financial quote must be in the format specified.
- Earnest Money (security) Deposit

These three parts should be submitted in separate sealed and appropriately superscripted envelopes. Type or print clearly EMD/Technical/Financial, due date and the vendor name/address on all the envelopes. All the three sealed envelopes shall be submitted in a larger envelope with vendor name and address and marked as **Request for Proposals on Comprehensive AMC of ICT Infrastructure at SAU** and submitted to the Office of The Assistant Director (Estate & Procurement), South Asian University, Rajpur Road, Maidangarhi, New Delhi 110 068 during normal office working hours up to the proposal due date mentioned in the Data Sheet. Tenders will be opened thereafter in the presence of the bidders' representatives who choose to attend.

3.8. Preparation of Proposal

- The bidder shall be responsible for all costs incurred in connection with participation in this RFP process. SAU will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- Bidders are requested to submit their Proposal in English language and strictly in the formats provided in this RFP. SAU will evaluate only those Proposals that are received in the specified forms and complete in all respects.
- The Proposal shall be valid for the period mentioned in the data sheet.

¹ – As per model RFQ of the Ministry of Finance (Guidelines Of The Ministry Of Finance, File No 24(1)/PF II/2006, Ministry Of Finance, Department Of Expenditure)

- (d) Power of Attorney for Authorised Representative shall be furnished as per the format available in the RFP.
- (e) Proposals are to be prepared and submitted in two parts; viz. Technical Proposal and Financial Proposal. While preparing the Technical Proposal, Coverage and emphasis shall be as per Technical Evaluation Criteria described later. The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.
- (f) Typed proposals prepared for submission shall be signed by an Authorised Representative of the bidder who shall initial each page, in **blue ink**. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal.
- (g) While preparing the Financial Proposal, bidders are expected to take into account the various requirements and conditions stipulated in this RFP document. While submitting the Financial Proposal, the bidders shall ensure the following:
 - i. All the costs associated with the Assignment shall be included in the Financial Proposal and must be tax exclusive. Taxes must be indicated separately. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
 - ii. The Financial Proposal shall take into account all the expenses and tax liabilities and cost of statutory employee benefits, levies, and other impositions applicable under the prevailing law on the bidder and their staff.
- (h) Bidders shall express the prices in Indian Rupees only.
- (i) The proposal should be submitted as per the submission forms prescribed in this RFP.

3.9. Submission, Receipt, and Opening of Proposals

- (a) The Proposal, in its complete form in all respects as specified in the RFP, must be submitted by the Proposal Due Date.
- (b) No proposal shall be accepted after the closing time for submission of Proposals as mentioned in the Data Sheet.
- (c) The Technical bid shall be opened first on the due date and time as mentioned in the Data Sheet. The time and date of opening of Financial bids of bidders qualifying Technical evaluation shall be communicated to them at a later date.
- (d) All pages of the Technical Bid/Proposal shall be numbered sequentially. The first page shall be the table of contents (as per Form 1) and the last page shall be the Page Numbering Certificate (as per Form 10). Various documents & forms required in the Technical Proposal as indicated below:

Forms

Form 1 Technical Proposal Index

Form 2	Power of Attorney for Authorized Representative
Form 3	Technical Proposal Submission Form
Form 4	Certificate of Financial Turnover from Chartered Accountant
Form 5	Undertaking for Repairs (OR letter from OEM)
Form 6	Format for Eligibility Experience
Form 7	Organization Details
Form 8	Eligibility Checklist
Form 9	Technical Evaluation Checklist
Form 10	Page Numbering Certificate
Form 11	Bid Security / Earnest Money Deposit (EMD)

Other Documents

1. ISO Certificate copies
2. NOC/Helpdesk Self Certification
3. Valid copy of PF & ESI Certificates
4. Authorized service partnership certificate/letter

3.10. Proposal Evaluation

3.10.1. Initial Scrutiny

Before evaluating Proposals, SAU will determine whether each Proposal is responsive to the requirements of the RFP. SAU may, at its sole discretion, reject any Proposal that is not responsive hereunder. Initial Bid scrutiny will be held, and the Proposal will be treated as non-responsive if it is:

- Not submitted as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Submitted with incomplete information or subjective/conditional/partial offers
- Submitted without the documents requested
- Non-compliant with any of the clauses stipulated in the RFP
- With a lesser validity period than required in the RFP

3.10.2. Eligibility Criteria

After initial scrutiny, responsive bids will be evaluated against the following eligibility criteria:

S.No.	Basic Requirement	Specific Requirement	Documents Required
1.	Sales Turnover from Services	Average Annual Turnover during the last three financial years should be at least Rs. 1 Crore, which is generated from services. Further, the bidder should have posted an average annual net profit in the last three financial years.	Form 4 (There is no need to upload entire voluminous balance sheets)
2.	Certification	The bidder should have a currently valid ISO 20000-1 certificate	Copy of a valid ISO certificate
3.	Repairs	Arrangement for repairs of computers/Servers /UPS/network systems from OEMs whose equipment has been procured by SAU	Either a copy of the letter from OEMs for a back-to-back arrangement or Undertaking by the

S.No.	Basic Requirement	Specific Requirement	Documents Required
			bidder that they shall get the equipment repaired from OEM only, in case they are unable to attend themselves. (Form 5)
4.	Experience	<p>Bidder must have successfully undertaken at least the following numbers of AMC engagements (s) for ICT Infrastructure in the last five years, of value specified herein:</p> <ul style="list-style-type: none"> One project of similar nature of value not less than Rs 50 lakhs; OR Two projects of similar nature of value not less than Rs 30 lakhs each; OR Three projects of similar nature of value not less than Rs 25 lakhs each <p><u>Note:</u> "similar nature" above implies work related to the Annual Maintenance Contract (AMC) of ICT infrastructure</p>	Form 6
5.	Legal Entity	The bidder should be a Company registered under the Companies Act, 1956, for the last 3 years and operating for the last three years.	Form 6, Form 7
6.	Blacklisting	A self-certified letter by the authorized signatory of the bidder that the bidder has not been blacklisted by any Central / State Government body or Public Sector institution or be under a declaration of ineligibility for corrupt or fraudulent practices as on proposal submission date must be submitted on original letter head of the bidder with signature and stamp.	Form 3
7.	Employee Benefits	The bidder should have valid PF and ESI registrations.	Valid copy of registration certificates
8.	Specialized System Administration Resources	Bidder should have readily available off-site support assistance, if and when needed, for providing general coordination for hardware / OS issues for infrastructure comprising IBM Power Servers, EMC SAN Storage, IBM Tape Library, Networker Software, AIX OS, and Oracle Databases. If and when needed, such off-site resources will provide on-site support for specific	Form 3

S.No.	Basic Requirement	Specific Requirement	Documents Required
		incidents.	

3.10.3. Technical Qualification Criteria

Bidders, whose bids are responsive and fulfil the eligibility criteria, would be scored on the following criteria:

S.No.	Criteria	Max. Score
1.	Average Services turnover during the last three financial years [for 1 crore 5 points to be given, and each additional 50 Lakh of turnover will be given 2.5 points- maximum marks 12.5]	12.5
2.	27000 Certification ^(a)	5
3.	Availability of 5 or more qualified resources ^(d) of each of the following types: EMC Storage Certified, AIX Certified, CISCO Networking Certified, RHCE, Oracle DBA <ul style="list-style-type: none"> 3 points for each type of certification category for which 5 or more qualified resources are available Resources must have been on the rolls of the company for more than six months and must have at least three years of relevant experience on the proposal due date 	15
4.	Authorized service partnership with any major hardware brand (HP / Cisco / Lenovo / Dell / Apple, etc.) ^(a) (2 points for each partnership, subject to a maximum of 10 points)	10
5.	Successfully executed at least one IT Services contract ^(b) of annual value ≥ Rs. 25 lakhs in the last five years	10
6.	Running IT services contract ^(b) of annual value ≥ Rs. 50 lakhs with any prominent University/academic or research institution	15
7.	Running IT services contract ^(b) of annual value ≥ Rs. 50 lakhs with any other (non-academic) organization	10
8.	Successfully executed at least one IT Services contract under a single purchase order having an annual value of Rs. 1 Crore or more in last 5 years ^(b)	10
9.	Bidder has their own Centralized Helpdesk / Network Operations Centre (NOC) ^(c)	7.5
10.	The bidding company has existed and operated for 10 or more years. <ul style="list-style-type: none"> Provide a company registration certificate and one relevant PO copy dated 10 or more years from the proposal due date. 	5

(a) Provide valid and current certificate copy (b) Include this in FORM 6; For scoring, contracts at S.Nos 5, 6, 7 should be different; same contract will be counted only once (c) Self-certify; SAU may ask for a site visit to verify claim (d) Include this in FORM 7

Each evaluated Proposal will be given a total technical score (S_t). Upon scoring as above, bids with a score of at least 60 would be technically qualified, and their financial bids would be considered. Other lower-scoring bids would not be considered further. If a sufficient number of bids do not technically qualify, SAU may, at its discretion, appropriately lower the qualifying technical score.

3.10.4. Financial Bid Evaluation

(a) The format for submitting financial bids is as per Form 13.

- (b) The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives who choose to attend.
- (c) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- (d) The bid price will exclude all taxes and levies and shall be in INR as specified in the Financial Bid Form.
- (e) Any conditional bid would be rejected
- (f) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
- (g) The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. The evaluation shall exclude applicable taxes. The lowest Financial Proposal (F_m) will be given a financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Proposals will be determined using the following formula:

$$S_f = 100 \times F_m / F;$$

in which S_f is the financial score, F_m is the lowest Financial Proposal, and F is the Financial Proposal (in INR) under consideration. F_m shall be considered for the entire three year period in totality.

3.11. Award of Contract

- (a) Proposals will be finally ranked in accordance with their combined technical (S_t) and financial (S_f) scores:

$$S = S_t \times T_w + S_f \times F_w$$

where S is the combined score, and T_w and F_w are weights assigned to Technical Proposal and Financial Proposal as mentioned in the data sheet.

- (b) The Applicant achieving the highest combined technical and financial score will be considered to be the "Successful Bidder" and will be invited for contract signing.
- (c) The manpower to be deployed by the successful bidder should be on its rolls and should not be subcontracted to a third party.
- (d) A successful bidder is expected to have authorized support/service partnership(s) for at least the following:
- (e)
 - HP Server / CISCO/ IBM Servers Equipment
 - Apple Desktop / Laptop Equipment
 - APC UPS Equipment

In case successful bidder does not have all four types of the above desired support partnerships, they shall undertake to engage with OEM or authorized third-party vendors to provision the desired services for the brands of equipment mentioned above for which they are not

authorized service partners. *Documentary evidence, addressed to the Registrar SAU, in support of the same must be submitted before signing of the AMC.*

- (f) Prior to the expiration of the validity period, SAU will notify the successful bidder by email that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, SAU may request the bidders to extend the validity period of the bid.
- (g) The notification of award & acceptance thereof by the successful bidder will constitute the formation of a contract. However, the contract shall come into force only upon fulfilling Clauses 3.11(c & d) above and furnishing of requisite Performance Security. Upon the successful bidder's furnishing of Performance Security, SAU will notify each unsuccessful bidder and return their EMD.
- (h) SAU is not bound to accept the lowest or any tender or to assign any reason for non-acceptance. SAU reserves the right to accept the tender either in full or in part. Conditional tenders will be rejected outright.
- (i) SAU reserves the right to place an order for the full or part of the quotations under any items of work mentioned in the scope of work.

3.12. Performance Security / Guarantee

- (a) Performance Security / Guarantee in the form of a Bank Guarantee (PBG) as per Form 12 and equivalent to 10% of the total cost of the work awarded shall be furnished by the successful bidder within 15 days from the Notification of award.
- (b) The Performance Security must be valid until fourteen (14) months from the date of the work order. If & when AMC engagement is extended, the PBG must be renewed so as to maintain a validity of fourteen (14) months from the date of extension.
- (c) In case the selected bidder fails to submit performance guarantee within the time stipulated, SAU at its discretion may cancel the order placed on the selected bidder without giving any notice. SAU shall invoke the performance guarantee in case the successful bidder fails to discharge their contractual obligations during the period or SAU incurs any loss due to successful bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.
- (d) No interest will be payable by SAU on the Performance Guarantee.

3.13. Fraudulent & Corrupt Practices

The bidders and their representatives, including their officers, employees, agents and advisers shall observe the highest standard of ethics during the selection process. SAU will reject a proposal for award if it determines that the bidder recommended for award has directly or indirectly, including through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

3.14. Resolution of Disputes

Any difference, question, claim, controversy, disagreement or dispute arising from or relating to this Agreement shall be settled amicably through direct and good faith negotiations/consultations

between the parties, recognizing their mutual interest and endeavouring to reach a mutually satisfactory solution.

If a dispute is not resolved amicably within 30 days, the dispute shall be referred to arbitration. The arbitrators selected by each party within 15 days of the referral of the matter to arbitration shall appoint a third arbitrator within 10 days of their appointment. If they are unable to do so, the third impartial arbitrator shall be appointed by the President of the South Asian University.

The place of the arbitration shall be New Delhi.

The parties shall bear the costs of the arbitration as determined by the arbitrators.

The Award of the arbitrators shall be final and binding on the parties. The parties undertake to comply with the award without delay. If the Implementer fails to comply with the award, SAU may terminate the Agreement by giving a 30-day notice to the Implementer and/or resort to any other available remedy.

3.14.1. List of equipment to be brought under maintenance services

Bidders must include any parts/components not included in any OEM delivered package but needed to install or operate the same, including termination (electrical or otherwise), cables (including any electrical cables needed for UPS installation), adapters, hardware, software, firmware, sockets, plugs, etc. No additional cost would be payable to implement/maintain the systems apart from the notified award.

The list of items to be included is mentioned in the Appendix.

3.14.2. Right to Alter Quantities

SAU reserves the right to alter either the number of personnel to be deployed or the number of hardware equipment specified in the tender in the event of a change in plans. Any decision of SAU in this regard shall be final, conclusive, and binding on the bidder. SAU reserves the right to include additional/fewer equipment or manpower in the AMC at the agreed rates during the contract period with the same terms and conditions.

3.15. Prices, Penalties & Payment Terms

- (a) SAU will not accept proposals structured as an open-ended or time and materials contract.
- (b) Payments will be made after the last working day of each quarter against a proper invoice. If any complaint is not resolved within the stipulated service level resolution time then, as per the downtime calculated, 1.0% of the monthly payable amount (for Severity Level – 1 problems) and 0.5% of the monthly payable amount (for Severity Level – 2 problems) will be deducted for each day (or part thereof) of down time from the payment due. Penalties for each incident shall be capped, subject to a maximum of 10% of the monthly payable amount.
- (a) The South Asian University is an International Organization declared by the Central Government in pursuance of Section 3 of the United Nations (Privileges and Immunities) Act, 1947 (46 of 1947) and is therefore entitled to claim refund of Goods and Services Tax (GST) paid on the procurement of Goods and/ or Services. Therefore, any invoice raised should be in conformity with the various provisions of respective GST Acts.

- (b) If Bidder fails to rectify the faults within reasonable time, SAU reserves the right to get it rectified through third party. The entire amount incurred towards rectification of such fault (configuration or otherwise) shall be deducted from bidder AMC amount.
- (c) All charges quoted by the vendor shall be on a yearly basis, exclusive of all taxes and levies applicable (all applicable taxes must be mentioned separately). No escalation of prices shall be permitted on any ground.

3.16. Termination Clause

SAU reserves the right to terminate the contract with the selected bidder and recover from the selected bidder any expenses incurred by SAU under the following circumstances:

- (a) The selected bidder commits a breach of any of the terms and conditions of the bid.
- (b) The bidder goes into liquidation, voluntarily or otherwise.
- (c) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- (d) If the selected bidder fails to comply with the service levels prescribed in the RFP, it will be a breach of the contract. SAU reserves its right to cancel the award of work in the event of a delay and forfeit the bid security as liquidated damages for the delay.
- (e) If deductions on account of penalty exceeds 10% of the total contract price.
- (f) In case the selected bidder fails to deliver the required service support, SAU reserves the right to procure the same from alternative sources at the risk, cost, and responsibility of the selected bidder.
- (g) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, SAU reserves the right to get the balance contract performed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which SAU may have to incur in the performance of the balance contract. This clause is equally applicable if the contract is terminated by the selected bidder.
- (h) SAU reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.
- (i) Undue delay and/or repeated failures to provide services as per tender document by the selected Bidder in the performance of its contract obligations shall also render the bidder liable to any or all of the following consequences:
 - 1. Forfeiture of its security deposit.
 - 2. Termination of the contract for default.

4. Bid Forms

Forms to be filled in by the tenderers for bid submission:

4.1. Form 1 – Technical Proposal Index

The first page of the set of documents to be enclosed in the "Technical Proposal" shall be a *Table of Contents as given below and shall be enclosed as page 01*. **The last page must be Form 10.**

(add additional items if included)

S.No.	Requirement	Documents Required	Page number of submitted proposal
1.	EMD	Form 11	
2.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory (Form 2)	
3.	Submission Form	As per Form 3	
4.	Turnover Certificate	As per Form 4	
5.	Arrangement for Repairs	As per Form 5	
6.	Eligibility Experience	As per Form 6	
7.	Organization Details	As per Form 7	
8.	Eligibility Checklist	As per Form 8	
9.	Technical Evaluation Checklist	As per Form 9	
10.	ISO Certificate copies		
11.	Technical evaluation reference documents		
12.	<<Any other documents>>		
13.	Page Numbering Certificate	As per Form 10	

4.2. Form 2 – Power of Attorney of Authorized Signatory

(Use this format or else the bidder company standard format may be used if it exists)

Know all men by these presents, We, [name of organization and address of the registered office] do hereby constitute, nominate, appoint and authorise Mr / Ms [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the “Authorised Representative”), with power to sub-delegate to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for **“Request for Proposals on Comprehensive AMC of ICT Infrastructure at SAU”** to the South Asian University (the “Authority”) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us until the entering into of the Contract with the Authority.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorised Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorised Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [name of organization], THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS [date in words] DAY OF [month] [year in ‘yyyy’ format].

For [name and registered address of organization]

[Signature] [Signature, Name & Designation of Authorized Signatory]

[Name]

[Designation]

Witnesses:

1. [Signature, name and address of witness]

2. [Signature, name and address of witness]

Notes:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

4.3. Form 3 – Technical Proposal Submission Form

[Location, Date]

To

The Registrar
South Asian University
Rajpur Road, Maidangarhi New Delhi – 110068

Phones: +91 - 11 - 20862652 | +91 -11 - 20862806

Email: registrar@sau.int

RFP No. SAU/ICT/0105202501 for “Request for Proposals on Comprehensive AMC of ICT Infrastructure at SAU.”

Dear Sir,

With reference to your above mentioned RFP, we, having examined all relevant documents and understood their contents, hereby submit our Technical Proposal for selection of AMC of ICT Infrastructure at SAU. The Proposal is unconditional and unqualified.

Our AMC, the proposal is compliant with the terms specified in the RFP document.

Our AMC, the proposal is backed by the following escalation matrix:

Escalation Matrix

After expiry of hours at the first level (Onsite)

Level-2

Contact Name	Contact Phone	Contact E-Mail	When to contact

After expiry of hours at the second level

Level-3

Contact Name	Contact Phone	Contact E-Mail	When to contact

We understand that you are not bound to accept any Proposal you have received. Further:

1. We acknowledge that SAU will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the vendor.
2. We shall make available to SAU any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
3. We acknowledge the right of SAU to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
4. We certify that in the last 5 (five) years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against this bidder, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
5. We hereby irrevocably waive 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 SAU in connection with the selection of bidder or in connection with the selection process itself in respect of the above mentioned RFP.
6. We agree and undertake to abide by all the terms and conditions of the RFP Document.
7. The prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the last date of submission of bids.
8. We hereby declare that in case the contract is awarded to us, we shall submit the performance Guarantee as specified in the above-cited RFP.
9. We hereby declare that:
 - (a) We are not involved in any litigation that may have an impact of affecting or compromising the delivery of the goods or services as required under this tender.
 - (b) We are not black-listed by any Central/State Government/Public Sector/Educational Institute Undertaking in India.
 - (c) We undertake that the documents submitted are genuine/authentic and nothing material has been concealed therefrom and that we are not debarred by any Government organization and are competent to have the contract. We understand that the contract is liable to be terminated, if found to be have been obtained, through fraudulent means and/or concealment of information.
10. We confirm that we have readily available off-site support assistance, if and when needed, for providing general coordination for hardware / OS issues for SAU infrastructure comprising IBM Power Servers, EMC SAN Storage, IBM Tape Library, Networker Software, AIX OS and Oracle Databases. If and when needed, such offsite resources will provide onsite support for specific incidents.
11. We have included relevant documentation in support of the eligibility and technical evaluation criteria.

We remain,
Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

(Name and seal of the Bidder)

4.4. Form 4 – Turnover Certificate

(TO BE ISSUED BY PRACTISING CHARTERED ACCOUNTANT ON THEIR LETTER HEAD)

This is to certify that M/s _____ (*Name & Address of Bidder*) are in the business of _____ for _____ completed years (considered upto 31st March of the last Financial Year). Their turnover and net profit in each Financial Year during the preceding 03 (three) years are as given below:

Financial Year*	Total Turnover (in INR)	Turnover from services business only (in INR)	Net Profit (in INR)
Average for three years		[indicate sum of above divided by 3]	[indicate sum of above divided by 3]

*The last three financial years to be counted from the year such data is certifiably available

It is further certified that:

(a) The above Turnover is in line with the Turnover declared by the Bidder in their Income Tax Returns filed under PAN No: _____, which are verified by us; and

(b) The computation of net profit is based on my/our scrutiny of the books of accounts, records, and documents, and is true and correct to the best of my/our knowledge and as per information provided to my/our satisfaction.

Place:

Date:

M No.:

Name:

Signature:

SEAL

4.5. Form 5 – Undertaking by The Bidder (on Stamp Paper Duly Notarized)

To

The Registrar
South Asian University
Rajpur Road, Maidangarhi, New Delhi – 110068

Phones: +91 - 11 - 20862652 | +91 - 11 - 20862806

Email: registrar@sau.int

RFP No. SAU/ICT/0105202501 for “Request for Proposals on Comprehensive AMC of ICT Infrastructure at SAU.”

We undertake that we shall get the IT Equipments, covered under AMC, repaired within stipulated time of Service Level Agreement through the OEM, in case the same cannot be repaired by in-house AMC Engineers.

Thanking you,

Authorized Signatory

Name:

Designation:

Seal:

Date:

4.6. Form 6 – Eligibility Experience

S. No.	Customer* (Name, Address, Contact person)	Calendar Month & Year of Work Order (MMM, YYYY)	Value of Order (INR)	Page No. of the Proof Document**

*Limit references to the period of five years from Proposal Due Date (PDD). References must pertain to services similar to those being solicited through this RFP. **Experience must be supported by copies of work orders & Completion certificates from the client; OR Work Order + Self Certificate of Completion. In case of running contracts citation, reference letter from client, OR Work Order + Self Certificate.

Ten (or more) & Five-Year-Old Experience

- Please mention below ONE relevant PO which is at least five-year-old from the Proposal Due Date (PDD) of this tender (for eligibility)
- Please mention below ONE relevant PO which is at least ten years old from the PDD of this tender (for scoring on technical criteria 10 of Section 3.10.3)

S. No.	Customer (Name, Address, Contact person)	Calendar Month & Year of Work Order (MMM, YYYY)	Value of Order (INR)	Page No. of the Proof Document***
1.		<at least 05 years from PDD>		
2.		<at least 10+ years from PDD>		

***Experience must be supported by copies of work orders & Completion certificates from the client; OR Work Order + Self Certificate of Completion.

Signature (Name and Designation)

Official Stamp

Date:

4.7. Form 7 – Organization Details

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S.No.	Item	Details	Page No. of the Proof Document
1.	Name, Designation and Contact Details of the Person Authorized to Make Commitments to the University		
2.	Company Registration No. (Copy of the Registration Certificate to be attached)		
3.	PAN No. (Copy of the Certificate to be attached)		
4.	GST No. (Copy of the Certificate to be attached)		

List of Certified Resources as per technical scoring criteria 3 (Section 3.10.3)

S.No.	Area of Specialization	Number of employees on the company rolls for more than six months who have three or more years of experience on the proposal due date
1.	AIX Certified	
2.	EMC Storage Certified	
3.	HP/CISCO Networking Certified	
4.	Linux Certified (RHCE)	...
5.	Oracle DBA	

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

Signature (Name and Designation)

Official Stamp

Date:

4.8. Form 8 – Eligibility Checklist

S.No.	Basic Requirement	Specific Requirement	Documents Required	Page No of Proof
1.	Sales Turnover from Services	Average Annual Turnover during the last three financial years ending March 2024 should be at least Rs. 1 Crores generated from services. Further, the bidder should have posted an average annual net profit in the last three financial years.	Form 4 (There is no need to upload entire voluminous balance sheets)	
2.	Certification	The bidder should have a currently valid ISO 20000-1 certificate	Copy of a valid ISO certificate	
3.	Repairs	Arrangement for repairs of computers/Servers/network/UPS systems from OEMs whose equipment has been procured by SAU	Either a copy of the letter from OEMs for a back-to-back arrangement, or Undertaking by the bidder that they shall get the equipment repaired from OEM only, in case they are unable to attend themselves. (Form 5)	
4.	Experience	<p>Bidder must have successfully undertaken at least the following number of AMC engagement (s) for ICT Infrastructure in the last five years, of value specified herein :</p> <ul style="list-style-type: none"> One project of similar nature of value not less than Rs 50 lakhs; OR Two projects of similar nature of value not less than Rs 30 lakhs each; <p>OR</p> <ul style="list-style-type: none"> Three projects of similar nature of value not less than Rs 25 lakhs each <p><u>Note:</u> “similar nature” above implies work related to Annual Maintenance Contract (AMC) of ICT infrastructure</p>	Form 6	
5.	Legal Entity	The bidder should be a Company registered under the Companies Act, 1956 since last 3 years and operating for the last three years.	Form 6, Form 7	
6.	Blacklisting	A self-certified letter by the	Form 3	

S.No.	Basic Requirement	Specific Requirement	Documents Required	Page No of Proof
		authorized signatory of the bidder that the bidder has not been blacklisted by any Central / State Government body or Public Sector institution or be under a declaration of ineligibility for corrupt or fraudulent practices as on proposal submission date must be submitted on original letter head of the bidder with signature and stamp.		
7.	Employee Benefits	Bidder should have valid PF and ESI registrations.	Valid copy of registration certificates	
8.	Specialized System Administration Resources	Bidder should have readily-available offsite support assistance, if and when needed, for providing general coordination for hardware / OS issues for infrastructure comprising of IBM Power Servers, EMC SAN Storage, IBM Tape Library, Networker Software, AIX OS and Oracle Databases. If and when needed, such offsite resources will provide onsite support for specific incidents.	Form 3	

4.9. Form 9 – Technical Evaluation Checklist

S.No.	Criteria	Page No of Proof	Remarks
1.	Average Services turnover during the last three financial years [for 2 crores 5 points to be given and each additional 1 crore of turnover will be given 2.5 points – maximum marks 12.5]	12.5	
2.	27000 Certification ^(a)	5	
3.	Availability of 5 or more qualified resources ^(d) of each of the following types: EMC Storage Certified ; AIX Certified ; HP/CISCO Networking Certified, RHCE ; Oracle DBA <ul style="list-style-type: none"> 3 points for each type of certification category for which 5 or more qualified resources are available Resources must have been on the rolls of the company for more than six months and must have at least three years of relevant experience on the proposal due date 	15	
4.	Authorized service partnership with any major hardware brand (HP / Cisco / Lenovo / Dell / Apple, etc.) ^(a) (2 points for each partnership, subject to a maximum of 10 points)	10	
5.	Successfully executed at least one IT Services contract ^(b) of annual value ≥ Rs. 25 lakhs in the last five years	10	
6.	Running IT services contract ^(b) of annual value ≥ Rs. 50 lakhs with any prominent University/academic or research institution	15	
7.	Running IT services contract ^(b) of annual value ≥ Rs. 50 lakhs with any other (non-academic) organization	10	
8.	Successfully executed at least one IT Services contract under a single purchase order having annual value of Rs. 1 Crore or more in last 5 years ^(b)	10	
9.	Bidder has their own Centralized Helpdesk / Network Operations Centre (NOC) ^(c)	7.5	
10.	Bidding company has been in existence and operating for 10 or more years. <ul style="list-style-type: none"> Provide a company registration certificate and one relevant PO copy that is dated 10 or more years in the past from the proposal due date. 	5	

(a) Provide valid and current certificate copy (b) Include this in FORM 6 (c) Self-certify; SAU may ask for a site visit to verify claim (d) Include this in FORM 7

4.10. Form 10 – Page Numbering Certificate

(To be enclosed as **last page** of Technical Proposal)

CERTIFICATE

Certified that this Technical Proposal is carrying ____pages (in figures and words) and **each page is numbered.**

Date:

Sig. of the tenderer &
With seal

RFP No. SAU/ICT/0105202501 for **“Request for
Proposals on Comprehensive AMC of
ICT Infrastructure at SAU.”**

4.11. Form 11 – Bid Security (EMD)

[The Bidder shall submit EMD in accordance with the instructions specified in Section 3.5]

4.12. Form 12 – Form of Bank Guarantee for Performance Security

(To be stamped in accordance with Stamp Act)

1. In consideration of South Asian University, New Delhi [hereinafter referred to as SAU, which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] having agreed to exempt M/S _____ [hereinafter referred to as 'supplier / contractor' which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] from depositing with SAU a sum of Rs. _____ towards security / performance guarantee in lieu of the said supplier / contractor having agreed to furnish a bank guarantee for the said sum of Rs. _____ as required under the Terms & Conditions of contract / work order / purchase order no. _____ dated _____ [hereinafter referred to as the order] placed by SAU on the said supplier / contractor. We, (Name of the Bank) _____ (hereinafter referred to as 'the bank' which expression shall include its successors and assigns] do hereby undertake to pay SAU an amount not exceeding Rs. _____ (Rupees _____) on the demand made by SAU on us due to a breach committed by the said supplier / contractor of the Terms & Conditions of the order.
2. We, the Bank do hereby undertake to pay the amounts due & payable under this Guarantee without any demur, merely on demand from SAU stating that the amount claimed as due by way of loss or damage caused to or would be caused to or suffered by SAU New Delhi, by reason of breach by the said Contractor (s) of any Terms & Conditions contained in the said Agreement or by reason of the Contractor (s) failure to perform the said Agreement. Any such demand made on the Bank under this guarantee, the decision of SAU in this count shall be final and binding on the Bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____).
3. We, the Bank undertake to pay to SAU, any money so demanded notwithstanding any dispute or disputes raised by the Contractor (s) in any suit or proceedings pending before any court or tribunal relating thereto our liability for payment there under and the Contractor (s) shall have no claim against us for making such payment.
4. We, the Bank further agree that the Performance Bank Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of SAU under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the Registrar of SAU, New Delhi certifies that the terms & conditions of the said Agreement have been fully and properly carried out by the said Contractor (s) and accordingly discharged the Guarantee. Unless a demand or claim under the Guarantee is made on the Bank in writing on or before _____, the Bank shall be discharged from the all liability under the Guarantee thereafter.
5. We, the Bank further agree with SAU, that SAU shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the Terms and Conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time to postpone for any time or from time to time any of the powers exercisable by SAU against the said Contractor(s) and to forbear or enforce any of the Terms & Conditions relating to the said Agreement and the Bank shall not be relieved from its liability by reason of any such variation, or extension being granted to

the said Contactor(s), or any forbearance, act or omission on the part of SAU, or any indulgence by SAU to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would but for the provision have effect of so relieving the Bank.

6. This Guarantee shall not be affected by any change in the constitution or winding up of the Consultant /the Bank or any absorption, merger or amalgamation of the Consultant /the bank with any other Person.
7. We, the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of SAU in writing.
8. Notwithstanding anything contained hereinabove the liability of the Bank in respect of this Guarantee is restricted to Rs. _____ (Rupees _____) and it will remain in force till _____. Unless a demand or claim under this guarantee is made on the Bank in writing within three months from _____ we shall be discharged from all liability under this guarantee.

This Guarantee is valid _____ to _____
dated the _____ day of _____.
For _____ (indicate the Name of the Bank).

[Official Address]

Designation

[With Bank Stamp]

4.13. Form 13 – Financial Bid*Tax Exclusive Rates in INR*

Sr No.	Items	Description	Quantity	Annual Unit Rate (INR)	Total Annual Rate (INR)
1	Server	IBM X3650 M2 Rack Server (HOD 300GB x 3)	2		
		HP ProLiant DL360P , Gen8 (32GB RAM, HDDS600GBx5)	6		
		DELL Power Edge 540	2		
		Server/Workstation Model Tyrone Camarero SS4000TR-54	2		
		CISCO Servers UCS M6	2		
2	KVM Switches	ATEN (with LCD console & Combo Keyboard & Mouse	3		
3	UPS	APC 20KVA online	5		
4	Sound System/Mic System	Amplifier (AHUJA)	4		
		Microphone Receiver -SR-40 AKG, BR 48 (Crown)	8		
		Wall Mount Speakers JBL and Others	8		
		Wireless MIC - AHUJA I Studio Master	8		
5	RISC Server	IBM Power Server 8231-E2D with AIX 7100-03-01-1414	2		
6	Storage NAS	IBM x 3650 M4 Win Storage Server, Sr. No. 06FBNAE, OS-Windows Storage Server 2012 R2	1		
7	Storage SAN	EMC VNX 5200, Model SAE	1		
8	Tape Library	IBM TS3200, Sr. No.78W5737	1		
9	SAN Switches	EMC MDS 9148 ,MTM 2417-C48, Sr. No. 13-T R5ST, 13-1 R5PF	2		
10	Network Switches	CISCO SG500-28-K9-G5, Sr. No. DN11849023F	1		
11	Backup Software	EMC Networker	1		
12	Monitor	Dell U4322QE	1		
13	Monitor	LG 27UL850	1		

4.14. Appendix: List of Items to be included in the AMC

Items to be included are as listed in Form 13. Serial numbers of server class/data centre hardware & switches are mentioned below. However, the bidder is expected to verify these, and inadvertently missing serial numbers do not exclude them from the purview of this AMC as long as the *item is listed in Form 13*.

Product Make & Model No.	Product Serial No.
HP ProLiant DL360p Gen8	SGC238CEF8
HP ProLiant DL360p Gen8	SGH238CEF2
HP ProLiant DL360p Gen8	SGH238CEF5
HP ProLiant DL360p Gen8	SGH238CP9Y
HP ProLiant DL360p Gen8	SGH238CEFB
HP ProLiant DL360p Gen8	SGH238CPA4
IBM System x3650 M3	99B2542
IBM System x3650 M3	99B2549
IBM System x3650 M4	06FBNAE
IBM Power 730	21AC62V
IBM Power 730	21AC63V
Dell PowerEdge R540	FSV22S2
Dell PowerEdge R540	FST22S2
HP ML350 G10	CN78510HRC
Tyrone Server	2X20072104
Tyrone Server	4X21482207
IBM Tape Library (MT-3573-LGV)	78W5737
EMC Storage VNX 5200	CKM00145103878
IBM X3650 M4 Windows Storage Server	06FBNAE
Austin Hughes (M/N :- N117e)	20313130644-2QN-35
ATEN Master View CS1708i	Z3E8-064DJ-0125
ATEN Monitor (M/N :- CL1000M)	Z8E9-051E0-0053
Austin Hughes (M/N :- N117e)	20313130644-2QN-45
Cisco San Switch (DS-C9148-16p-K9)	AMS18450881
Cisco San Switch (DS-C9148-16p-K9)	AMS18520415
CISCO UCS 220 M6	WZP2727041P
APC SURT20KUXI	B21826000071
APC SURT20KUXI	B21821001725
Cisco SG500-28-K9-G5	DN11849023F

Note: Repairs for desktops, laptops, printers, UPS, and other devices not covered under an Annual Maintenance Contract (AMC) will be conducted on a call basis.

A qualified engineer must be present at the onsite at SAU to address any complaints on all working days during office hours 9 AM to 6 PM. If assistance is needed on weekends or holidays, there should be a provision for handling these issues.