



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION
Powai, Mumbai 400076

PR No. 1000015248 (Rfx No. 6100000389)

Detailed Technical Specifications for AMC for Vertiv Smarttwo Solution with 90kva UPS for 3 years

Description of Equipment covered under AMC is as follows:

Entire System consists of one row of 4 racks with 90 kva UPS, 2nos. CRV PAC system, static switch, Rack Data Unit, WLD, Fire and Security System (Fire alarm, Gas based fire suppression system, Temperature sensor, VESDA, Access control system). Also includes configuration of all related software's necessary for functioning of all above system.

Model number: Smart Rack Model SR 435 RC

Terms & Conditions: -

1. The successful bidder will be fully responsible for registering a complaint on a call received from IIT Bombay staff, follow-ups / getting support from OEM, with respect to each and every Hardware parts, Software, Licenses and technical support for In Rack Cooling system of VERTIV mentioned in this tender.
2. Within this comprehensive on-site AMC (including labor, spares, technical support) of 3 years, minor defects must be rectified within 24 hours and major defects must be rectified within 48 hours. Initial response time must be within 3 hours. The aim of the AMC is to make the infrastructure available 24x7 with 99.99% up-time.
3. MAF (Manufacturer Authorization Form) stating the experience of the bidder in maintaining such devices to be submitted.
4. Payment for the 3 years Comprehensive AMC will be made semi-annually at the end of each half of the contract year.
5. Purchaser reserves all the rights to reject the quotation, if any bidder violates any of the above conditions.
6. IIT Bombay can terminate the contract at any time during the AMC period if the service is found unsatisfactory.
7. 0.3% of the total annual cost will be charged as a penalty on a daily basis for the non functional / failure of the entire single row after the initial rectification time specified in the tender. If both the rows are non functional / failed then penalty of 0.6% of the annual cost on a daily basis will be levied on the bidder.
8. An undertaking of acceptance of above terms & conditions must be given by the Bidder.

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