



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

Ref. No. 23SP357T

January 31, 2024

NOTICE INVITING TENDER FOR THE RENEWAL OF WARRANTY AND SUPPORT CONTRACT OF THE Wi-Fi CONTROLLER (RUCKUS SMARTZONE 100) FOR A PERIOD OF THREE YEARS TO IIM TIRUCHIRAPPALLI

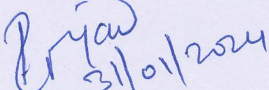
Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli), an Institute of National Importance, established by the Ministry of Education (Shiksha Mantralaya), Govt. of India. More details about IIM Tiruchirappalli are available on our website <http://www.iimtrichy.ac.in>.

IIM Tiruchirappalli invites Tender for the *Renewal of Warranty and support contract of the Wi-Fi Controller (Ruckus Smartzone 100) for a period of 3 years to IIM Tiruchirappalli* as per the specifications on the terms and conditions given below:

S. No	Description of Items	Quantity	Total Amount (excluding GST)
1	<i>Renewal of Warranty and support contract of the Wi-Fi Controller (Ruckus SmartZone 100) SI No. 361626001039</i> OEM's Direct Support and warranty for 3 years should also be provided for the WiFi Controller.	1 No.	
Total amount excluding GST and including all other charges			

Terms & Conditions:

- The above cost is excluding GST and including all other charges. *The Institute will not pay any extra-amount other than the above quoted price.*
- Work to be done at:**
Indian Institute of Management Tiruchirappalli,
Trichy- Pudukkottai High way, Tiruchirappalli – 620 024.
Contact: Email: purchase@iimtrichy.ac.in; **Phone:** 0431 – 2505121/22
- Scope of work:**
 - The vendor should activate the Support/Subscription Licenses on the controller.
 - During the support period the vendor should provide necessary support for the troubleshooting of major issues.
 - IIM Tiruchirappalli should be able to get support directly from the OEM.
- OEM letter(s) [single or multiple letters] from Wi-Fi OEM and Switch OEM needs to be submitted for the following:**
 - The letter (MAF) stating that the vendor is an authorized partner of the respective product.
 - OEM should mention in the letter that they will provide direct support to the client.


V Priya
In Charge (S&P)



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

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January 31, 2024

- iii. The RMA will be placed by the client (IIM Tiruchirappalli) directly with the OEM and the replacement of faulty items need to be done without delay.
 - iv. Quantity and period of all the licenses validity, warranty and support needs to be mentioned in the letter. The start date should be the activation date.
5. The Bidder (s) should be registered with the Goods and Services Tax Council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document. A copy of the GST Registration Certificate, PAN and Bank account details should be submitted along with the Bid. The names appearing on all these documents and the tender document should be the same or linked.
6. **Performance Security:**
- a) The Successful bidder should remit 5% of Order value as an interest free security deposit within 4 days from the receipt of the Provisional Work Order and the same will be refunded to the vendor on completion of the Warranty/Support period.
 - b) On receipt of the Security Deposit Confirmatory Work Order will be released.
7. **Delivery Schedule:**
- a. The Vendor should complete the activation within 5 days from receipt of the Work Order.
 - b. In case the firm fails to complete work within the specified period, the Work/Purchase Order as a whole will be terminated. Applicable penalties would be levied to the supplier/vendor. The decision of the competent authority in the matter of penalties would be final and binding.
8. **Payment Terms:**
- a. No advance payment will be made in any case.
 - b. Payment will be released within 25 days from the successful completion of supply/activation, subject to submission of Invoice/Bill along with Warranty Certificate.
 - c. TDS and any other Government levies applicable on bills as per Government instructions/notifications issued from time to time shall be applicable and deducted from Service Provider's bills.
9. **Penalty Clause:**
- Deficiency/delay in work/services will be construed as lapses on the part of the vendor. Such lapses due to Vendor will be viewed seriously, and penalties will be imposed on the Vendor in case of any delay in completing the required work covered by this Tender within the stipulated date and timings. IIM Tiruchirappalli reserves the right to impose the penalty, and the quantum of the penalty will be decided in individual cases, and the decision of the competent authority at IIM Tiruchirappalli shall be final and binding.

Priya
31/01/2024

V Priya
In Charge (S&P)



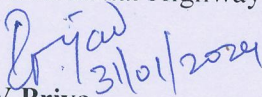
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January 31, 2024

10. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of the bid.
11. **Subletting of Work:** The firm/agency should not assign or sublet the work/job or any part of it to any other person or party. The Tender is not transferable. Only one Tender shall be submitted by one tenderer.
12. Bidder should take into account the corrigendum/Addendum published in the IIM Tiruchirappalli website on the tender page from time to time before submitting the bids.
13. If you have any technical queries, please e-mail: saict@iimtrichy.ac.in with a copy to purchase@iimtrichy.ac.in. You may also call in **Phone: 0431 – 250 5047/5073 before submission of the quotation.**
14. **The bidder should submit the tender/quotation duly signed and stamped on all the pages.**
15. IIMT reserves the right to change/ extend/ modify/ amend or delete any of the conditions, clauses, or items stated therein in any or all provisions of this tender document. Such revisions/amendments/ corrigendum will be made available on the website of the IIMT Tender portal.
16. IIMT also reserves the right to withhold or withdraw the process at any stage with intimation to all the bidders who have submitted the quotation/tender.
17. Tax will be deducted as per the rule in force.
18. **Jurisdiction:** All disputes arising out of this contract shall be subjected to the Courts at Tiruchirappalli.
19. **Force Majeure:**
 - a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations if the affected party, within 15 days of its occurrence, informs in a written form the other party.
 - b) Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts, i.e., beyond the control of either party.
20. GST Number of IIM Tiruchirappalli is **33AAAAI5004R1ZO.**

Tenders should be submitted in the sealed cover superscribing “*Renewal of Warranty and Support Contract of the WiFi Controller (Ruckus Smartzone 100) for a period of Three Years to IIM Tiruchirappalli*” addressed to “The Chief Administrative Officer (i/c), IIM Tiruchirappalli, Trichy Pudukkottai Highway, Trichy – 620 024 to reach us *on or before 05.00 PM, February 21, 2024.*”


V Priya

In Charge (S&P)