



NATIONAL AGRICULTURAL HIGHER EDUCATION PROJECT
(Project Implementation Unit)
INDIAN COUNCIL OF AGRICULTURAL RESEARCH
KRISHI ANUSANDHAN BHAWAN-II, NEW DELHI-12



RFQ.No.3(17)/2021-NAHEP

Dated: 08.11.2021

To
(AS PER THE VENDOR LIST)

**Limited Tender Enquiry Notice No. 3(17)/2021-NAHEP dated 08.11.2021
with Last date of submission of bid: 23.11.2021**

Sub: Enquiry for Comprehensive Annual Maintenance Contract (AMC) of Desktop Computers, Printers & UPSs.

1. Sealed quotations are invited from reputed registered firms for Comprehensive Maintenance Contract for a **period of Two Years** in respect of Desktop Computers, Printers, and UPSs (as per Annexure- C enclosed), installed at various Sections/rooms in the Office of the National Director, PIU-NAHEP, ICAR, 5th Floor, Krishi Anusandhan Bhawan-II, Pusa Campus, New Delhi.
2. Bid submission form for CMC along with Annexures for Technical and financial bid (both bids duly kept in one envelop) are as below: -
Annexure-A:- Declaration regarding acceptance of terms and conditions for Comprehensive AMC.
Annexure-B:- Performa for Technical Bid
Annexure C:- Performa for Financial Bid
Annexure D:- Terms and conditions for Comprehensive AMC of Desktops PCs, Printer and UPSs.
3. The interested firms/company should submit their tender in sealed cover duly superscribed with "Bid for Comprehensive AMC of Computers, Printers and UPSs" to the following office address at the earliest, but not later than 1600 hrs on 23.11.2021 .

Shri Dilip Roy,
Dy. Secretary (Proj. & Admn),
National Agricultural Higher Education Project, ICAR.,
5th Floor, Room No. 507, Krishi Anusandhan Bhawan-II,
Pusa Complex, New Delhi -110012
Email : diliproy.icar@nic.in

4. If the Purchaser's office happens to be closed on the date of opening of the Quotations as specified, the Quotations will be opened on the next working day at the same time and venue.
5. Interested bidders may inspect the equipment to be covered under contract from 15-17 November, 2021 (10:00 hrs- 16:00 hrs) before quoting the rates.
6. Other details can be seen in the RFQ document. The Purchaser shall not be held liable for any delays due to postal or any other reasons whatsoever. A Bidder requiring any clarification of the RFQ Document may visit the office at the address or may contact through email mentioned at S.No.3 above

(Dilip Roy)
Deputy Secretary (Proj. & Admn),
National Agricultural Higher Education Project, I.C.A.R.,
Email : diliproy.icar@nic.in

Encl. : As above

ANNEXURE-A

**BID SUBMISSION FORM & DECLARATION REGARDING ACCEPTANCE OF TERMS AND
CONDITIONS CONTAINED IN THE TENDER DOCUMENT**

To

Dy. Secretary (Proj. & Admn),
National Agricultural Higher Education Project, I.C.A.R.,
5th Floor, Room No. 507, Krishi Anusandhan Bhawan-II,
Pusa Complex, New Delhi -110012
Email : diliproj.icar@nic.in

Sir,

I have carefully gone through the Terms and Conditions as mentioned in Annexure D, contained in the Limited Tender Enquiry Notice dated _____ regarding on site Comprehensive Annual Maintenance Contract (AMC) of Computers, Printers and UPSs in the office of National Director, National Agricultural Higher Education (NAHEP) Project, I.C.A.R., 5th Floor, Krishi Anusandhan Bhawan-II, Pusa Complex, New Delhi -110012. Accordingly, we are submitting our bid in the forms as below: -

I declare that all the Terms and Conditions of this Tender Notice are acceptable to my Company. My Company does not have any terms and conditions of its own in respect of quotation being submitted for Comprehensive AMC. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

I also understand that your office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason(s) whatsoever.

Yours Truly,

Signature of authorized signatory with Date:

Name:

Designation:

Name of firm/ Company:

Address:

Office Seal

Performa for Technical Bid

(To be filled by the authorized signatory of the firm & to be put in sealed envelope superscribed with Technical Bid for Comprehensive AMC of Computer & Peripherals)

S.No	Particular	Detail	Page No.
1	Name of the Organization/Firm		
2	Name(s) of the Proprietors/ Partners / director		
3	Registered Address with Telephone (Landline/Mobile) & Email ID		
4	Other Address of any branches with their telephone No. and Email ID		
5	Self-Attested Registration Certificate of the firm/agency issued by the competent authority		
6	Self-Attested copy of GST Registration Certificate		
7	Permanent Account Number of the firm (Copy of Pan Card to be attached)		
8	Whether EMD amounting to Rs.10000/- in the favor of "National Director, PIU-NAHEP, ICAR, New Delhi attached?		
9	Proof of serving at least three departments of Central/ State Government department/ organizations/ Ministries/PSUs etc. situated in Delhi-NCR for the AMC of Computers & Peripherals as on the date of submission of bid. (Work orders/completion certificates etc.)		
10	Annual Turnover during last three financial years		
11	No. of Total IT Engineers/Technicians working under the firm.		
12	Whether the firm is willing to provide onsite support for PCs, Printers, Scanner and UPS etc. of different makes and models?		

Note: All the copies enclosed must be self-attested. Attach extra sheets if required.

Signature of authorized signatory with Date:

Name:

Designation:

Name of firm/ Company:

Address:

Office Seal

Performa for Financial bid

(To be filled by the authorized signatory of the firm & to be put in sealed envelope superscribed with Financial Bid for Comprehensive AMC of Computer & peripherals)

Statement showing details of Computer hardware and peripherals for Comprehensive AMC with spares for the period of 2 years from date of Contract agreement

PC make/model & installed at Room	Quantity	Serial No.	Month/Year of Purchase	Unit price for one year (in INR)	Total CMC with spares price for 02 years* (in INR)
HP All in One (Room No.518)	01	3CR0210F5M	Before 2017		
HP All in One (Room No.510)	01	3CR0220Z2H	Before 2017		
Acer Veriton	15	UXVPNS146014345292 UXVPNS146014345273 UXVPNS146014345280 UXVPNS146014345244 UXVPNS146014345333 UXVPNS146014345262 UXVPNS146014345404 UXVPNS146014345411 UXVPNS146014345266 UXVPNS146014345395 UXVPNS146014345300 UXVPNS146014345347 UXVPNS146014345260 UXVPNS146014345299 UXVPNS146014345253	February 2019		
HP All in One (Room No.507)	01	6CM3181FH9	Before 2018		
HP (Room No.507)	01	3CR0210DW2	Before 2017		
DELL (Room No.519)	01	8857B5	Before 2017		
Sub-total (A)	20				

Printers	Quantity	Serial No.	Month/Year of Purchase	Unit price for one year (in INR)	Total CMC with spares price for 02 years* (in INR)
Lexmark CX522	03	42C7870-005 42CT870-005 42CT870-005	August 2019		
Lexmark B2236DW	03	18M2810-007 18M2810-007 18M2810-007	August 2020		
Samsung M2876ND	11	CNB3L6N2WH CNB3L6N2WV CNB2L67FFV CNB2L67FDM CNB2L67FFT CNB1L67FFX CNB2L67FFN CNB2L67FGO CNB3L6N2WD CNB3N6N2W8 CNB2L67FFQ	February 2019		
HP Office Jet 6970	10	THBAJ2R065 THBH2ROTK THBAJ2R05X THBAJ2R025 THBAJ2R0TP TH8BH2R0TP TH8BH2R0R3 TH8BAJ2R06S THBAJ2R02R	September 2019		
HP 3015 (Room No.519)	01	VNC3Y08465 M1213FMFP	Before 2018		
HP M1213NF (Room No.519)	01	M1213FMFP	Before 2018		
Samsung 3320ND (Room No.515)	01	ZD7GBJAH1000JSK	Before 2018		
Sub-total (B)	30				

UPS model	Quantity	Serial No.	Month/Year of Purchase	Unit price for one year (in INR)	Total CMC with spares price for 02 years* (in INR)
Microtech UPS 1KVA	15	18KLPOAB183284 18KLPOAB178042 18KLPOAB186920 18KLPOAB188832 18KLPOAB187055 18KLPOAB182769 18KLPOAB182738 18KLPOAB182497 18KLPOAB182030 18KLPOAB188117 18KLPOAB188118 18KLPOAB188831 18KLPOAB188043 18KLPOAB182031 18KLPOAB182737	March 2019		
Venus UPS 1 KVA	10	GRP10130 GRP10131 GRP10132 GRP10133 GRP10134 GRP10135 GRP10136 GRP10137 GRP10138 GRP10139 GRP10140	December 2019		
BPE UPS 1 KVA	03	B13M20G00393 B13M20G00394 B13M20G00395	August 2020		
Sub-total (C)	28				
	GST at Total (A + B + C)				
	Grand Total				

* Total cost for Comprehensive AMC with spares (exclusion of consumable items as mentioned in Annexure D) shall be quoted by the bidder.

Note :

- a) In case of discrepancy between unit price and total price, the unit price shall prevail.
- b) The L-1 will be finalized on lowest composite rates (A+B+C) instead of rate of individual item quoted by all firms.
- c) The Composite rate shall be inclusive of GST or any other leviable taxes.
- d) The above list of Hardware is for the items to be covered under CMC for the period of **2 years from date of Contract agreement**. Items that are older than 5 Years will be removed from AMC & the newly purchased items eligible for AMC will be added to the list. The list of Hardware will be revised for each FY.

Signature of authorized signatory with date

Name:

Designation:

Name of firm/Company:

Address:

Office Seal

Terms and conditions for Comprehensive AMC of Desktops PCs, Printer and UPSs.

(A) GENERAL TERMS AND CONDITIONS:-

- (i) The firm/ Company should be in the business of maintenance/servicing of Computers and its peripherals from last 5 years.
- (ii) The firm/ Company must have three years' experience of successfully execution of AMC work in any **Central/ State Government department /organizations /Ministries / PSUs etc.** having **minimum at least 50 Computers, Laptops, Printer, etc. per contract per year in the last three years** in each year during 2018-19, 2019-20, and 2020-21. (Copy of three-year experience certificate and three years satisfactory performance certificate must be enclosed with the tender form)
- (iii) The firm/ Company must be willing to provide **onsite support** for PCs, Laptops, Printers, Scanners and UPS's of different makes and models.
- (iv) As the contract shall be awarded as comprehensive one, **the equipment to be covered under contract may be inspected from 15-17 November, 2021 (10:00 hrs- 16:00 hrs) by the contractor/bidder before quoting the rates as after being given the rates etc.,** it will be the sole responsibility of the contractor to provide full AMC and no additional charges will be paid for any parts thereof. Hence the whole responsibility rests with the successful tenderer, failing which the contract will be terminated with immediate effect and NAHEP cannot be sued for the any loss caused to the contractor. The National Director, NAHEP reserve the right to cancel and terminate the contract any time.
- (v) **Earnest Money Deposit (EMD)-** The firm/company should submit EMD amounting to Rs.10000/- in form of Demand Draft issued in the favor of "ICAR UNIT, NAHEP", payable at 'New Delhi' along with bid (Annexure-B) The EMD should be valid for a period of 45 days from the due date of the tender/RFP. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- (vi) **Performance Security Deposit (PSD)-** The successful firm shall have to deposit a DD/Bank guarantee/FDR of 5 (five)% of the contract value in favour of ICAR UNIT, NAHEP, New Delhi within 15 days of the award of contract. The PSD shall remain valid beyond 60 days from completion date of contract. The PSD would be refundable without interest only after successful completion of the contract. In case, the contract is further extended beyond the initial period, the PSD will have to be renewed accordingly by the successful bidder. The PSD shall be forfeited by the authority in the event of breach or negligence of any terms and conditions of the contract or unsatisfactory performance.
- (vii) The firm/ Company should be registered with GST Department and should submit a copy of **GST Registration Certificate along with the bid.**
- (viii) The firm/ Company should submit the complete name and contact number of the Hardware & Network engineers who are on the rolls of the firm/ Company.
- (ix) The successful firm/ Company must intimate the name and contact number of engineers whom they will be appointing in our office for providing service on the date of taking over AMC.
- (x) A general undertaking that all terms and conditions of this Bid Document are acceptable in the format placed at Annexure-A needs to be signed by an authorized person of the applying firm. Only the firms meeting the above terms & conditions should submit their quotations in sealed cover. **The bid shall include documentary proof in respect of each of the above points of Terms & conditions.** The bids of firms, who fail to fulfill any of the above conditions, **will not be considered.**
- (xi) The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by the Department, or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.

- (xii) The rate shall be quoted in the prescribed proforma "Annexure C". Tenders sent without the required entries in the Bid Performa will not be considered.
- (xiii) The rates shall be written clearly in figures/words in the prescribed Performa for financial bid (Annexure C). A bidder shall show the grand total of the whole contract. Corrections, if any, shall be made by crossing out, installing, dating and rewriting. In case of conflict between any figures in the rates, the later shall prevail.
- (xiv) The department shall have the right of rejecting all or any of the tenders and allot the work between two or more parties and also will not be bound to accept the lowest rate of any tender. The decision of the office of NAHEP, ICAR, New Delhi, in this regard shall be final and binding on all bidders.
- (xv) In case the selected bidder fails to cope up with the workload or does not render satisfactory services, the contract awarded to him shall be cancelled after serving notice allowing 30 days' time period. In this connection, the decision of the office shall be final and binding on the firm.
- (xvi) The L-I firm will be finalized on basis of the composite rate in respect of all computer hardware and peripherals.
- (xvii) The contract of AMC shall be initially for 2 years and the contract may be extended for further years only on the discretion of the competent authority, provided, the performance of the vendor is satisfactory throughout during the contract period.

(B) Scope of Work:-

- (i) The scope of work covers maintenance of Hardware (such as Computers, Printers and UPS's etc. of different make & model) and Operating System, installed at various Sections/rooms in this office. The scope of work for Computers shall include Onsite support, Virus and malware removal / Firewall Support, Security Support, Computer repair and diagnostics, Windows troubleshooting, speed up a slow computer etc. The scope of work for Printers shall include servicing/repairing/fixing replacement of all the parts, (except consumables like Toners, Imaging drum/unit, Fuser unit), Teflon, rubber parts, physical damage and burnt parts due to high voltage or power fluctuation. The maintenance for UPS includes maintenance of all parts of UPS including supply of spare parts except batteries.
- (ii) To provide regular on-site Preventive maintenance. Preventive maintenance service shall be done once in every 3 months.
- (iii) To provide service for replacement of old & defective parts with genuine/fully compatible parts whenever required.
- (iv) To provide stand-by system immediately in case a faulty system is not brought to work within 48 hours of reporting of fault.

(C) Deployment of Engineer: -

- (i) The vendor shall provide One Experienced Resident Engineer from 9.00 AM to 5.30 PM on all working days (Monday to Friday).
- (ii) The engineers should be well qualified with an experience of not less than three years in Computer & Peripherals Hardware as well as Software maintenance. The resident engineer that will be provided to this office shall have satisfactory performance record in the last two. The Resident Service Engineer provided by the successful bidder shall not be changed frequently. However, if found incompetent by this office, the Resident service engineer should be changed by the successful bidder immediately. The firm is required to submit required documents in support of qualification, experience etc.
- (iii) The engineers should be equipped with mobile phone to ensure their availability.
- (iv) The services of the engineer of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also, the engineer is deputed with no extra cost.

Service Assurance:-

- (i) The Firm would maintain a register of the inventory which will correspond to the numbers of equipment maintained by this office along with details of rooms/place where they are located. The successful bidder has to maintain all the relevant records, register and documents as required. If there is shifting of the equipment under this AMC, the firm will have to make changes in record accordingly. NAHEP Officials would assist the firm in this task and ensure this to be done under their supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the monitor, printer, key board, mouse, etc. from outside with liquid cleaner should be done once in a quarter.
- (ii) A preventive maintenance and cleaning report (Quarterly) of all the items installed at different branches would be submitted along with the quarterly bill of AMC in the name of "Dy Secretary (Proj. & Admn), PIU, NAHEP, ICAR, 5th Floor, KAB-II, Pusa Complex, New Delhi – 110012". The quarterly payment will be made strictly on the basis of satisfactory report of the users.
- (iii) The schedule of preventive maintenance shall be as follows: -
 - a. Cleaning of all equipment using blower/vacuum air, brush and soft muslin clothes.
 - b. Checking of power supply source for proper grounding and safety of equipment.
 - c. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - d. Shifting of equipment within the building as and when required
- (iv) The service engineers would take up any reported fault immediately but not later than 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. Also stand- by inventory of Monitor, CPU, Printer, HDD, RAM, Mouse and UPS should be kept in the Computer Cell. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non- availability of drivers of the machine (branded one like Acer, HP, Dell), they will be required to arrange themselves from their sources.
- (v) Wherever HP/Dell/Lenovo etc desktops are under warranty, minor related problems should be attended in case of emergency. However, department will log the call with HP/Dell/Lenovo etc. which are under warranty.
- (vi) The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.
- (vii) If any items /parts/components need replacement, the same shall be replaced with the same or equivalent make, specification and brand of item/component/part after the approval of competent authority. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system. Cost of the parts not covered under AMC contract will be borne by this office. The right of procurement of any parts/components/items will be reserved with this office.
- (viii) Being a contract, all liabilities arising out of any fault /replacement of any part, will be borne by the vendor, if not mentioned separately otherwise. Any damage or loss caused to the Computers, Printers, UPSs etc. or their parts due to negligence, mis-handling by resident engineer shall be made good by the company either by payment in cash at the prevailing market price of that items or by a new one (from OEM) of the same make and specifications.

(D) Period of CMC Contract:

- (i) The contract will be valid for a tentative period of Two Years and the period of AMC will be informed after finalization of the bidding process. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.
- (ii) The AMC of such computer hardware's and peripheral which are under two years OEM warranty will be commenced from expiry of warranty and AMC commencement and concluding date shall also be mentioned in "Performa of financial bid (Annexure-C)

(E) AMC exclusion clause:

- (i) AMC will not include computer consumables like toners/paper/ribbons/laser printer toners/UPS batteries/ inkjet cartridges/LCD/LED glass screens/ physically damaged parts/ parts damaged due to short circuit or water etc. The cost of other parts of printers like sleeve, roller, drum unit & fuserkit assembly and hardware parts of computer desktops will be included in comprehensive AMC.
- (ii) The Bidder shall check all the Computers/ Printers/ UPSs within 07 days of signing the contract and submit report to the Dy. Secretary (Proj. & Admn.), NAHEP. In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions, not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies / components, will be withdrawn from the maintenance contract. The decision of competent authority regarding non- availability and obsolescence of technology and withdrawal of these items from the main contract will be final. In this connection, the decision of the office shall be final and binding on the bidder.
- (iii) The L-I firm will be finalized on basis of the composite rate in respect of all computer hardware's and peripherals.

(F) Penalty :-

- (i) If the Successful vendor does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company, the penalty of Rs.500/-per day shall be levied w.e.f. time and date of complaint registered.
- (ii) If the Successful vendor fails to repair/replace the system for one week, this office is at liberty to get the system repaired from the other company/Firm & made functional and the expenditure incurred thereon shall be covered from the AMC holder vendor, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- (iii) If the company fails to clean the equipment (preventive maintenance) under AMC on quarterly basis, a penalty of Rs. 1000/- each month shall be levied.
- (iv) The Service Engineer will have to make attendance in the attendance sheet placed at Systems branch. In the event of Service Engineer remaining absent/on leave, without substitute thereof, deduction will be made @ Rs. 1,000/- for each day of absence, from the contracted amount.
- (v) Penalty shall be deducted from the running payments.

(G) Payment: -

- (i) No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- (ii) The company will not have any legal right to proceed against the Department in the event of latepayment due to unforeseen reason.

(H) Date and time of filing and opening of bids:-

- (i) The interested firms/ company should submit their tenders in sealed cover duly superscribed with "Bid for Comprehensive AMC of Computers, Printers and UPSs", addressed to 'The Deputy Secretary (Proj. & Admn.), PIU-NAHEP, ICAR, 5th Floor, Krishi Anusandhan Bhawan-II, Pusa Campus, New Delhi – 110012' and sent to this office at the earliest, but not later than 23.11.2021 at 16:00 hrs.

- (ii) Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. This office reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. In case contract is given for higher number of equipment than number as per the Annexure, then proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason(s) whatsoever.
- (iii) The rates quoted should be final and no discount, free services/offers quoted in the quotation will be considered.



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