



**ICAR –NATIONAL INSTITUTE OF AGRICULTURAL ECONOMICS
AND POLICY RESEARCH**

(An ICAR's autonomous body under Department of
Agriculture Research and Education (DARE),
Ministry of Agriculture and Farmers Welfare, Govt. of India)
D.P.S Marg, Pusa, New Delhi -110012
Tel – 011-25847628,8731 Fax -011-25842684

2-20(1)/16-17/NIAP

February 12, 2019

Notice Inviting Tender (NIT)

Director, ICAR-NIAP, New Delhi invites online tender from reputed firms for **“Comprehensive Annual Maintenance contract of Computers (Computers, Laptops, Printers, Scanners etc. and Networking along with Resources)”** at ICAR-NIAP, D.P.S. Marg,, Pusa, New Delhi -110012.

The information and schedule of dates are mentioned below:

Mode of Tender	Online at https://eprocure.gov.in/eprocure/app
Procedure and requirements for submission online tender.	Please refer https://eprocure.gov.in/eprocure/app
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	https://eprocure.gov.in/eprocure/app
Earnest Money Deposit EMD (DD, BG)	Rs 10000 /- (Rupees Ten thousand only)
Publishing Date & Time	12-2-2019 at 13.00 Hrs.
Document download Start Date & Time	12-2-2019 at 15.00 Hrs.
Pre-Bid Meeting	16-2-2019 at 14.30 Hrs.
Bid Submission Start Date & Time	20-2-2019 at 11.00 Hrs.
Bid Submission End Date & Time	13-3-2019 at 12.00 Hrs.
Submission of Demand Draft of Tender processing & document fee and EMD	13-3-2019 at 12.00 Hrs.
Bid Opening Date, Time	15-3-2019 at 11.00 Hours
Bidding Procedure	Two bid system
Bid Validity	90 days from the bid submission end date
Period of the Contract	Initially for one year(may be extended for another one year subject to performance of the firm and decision of the Competent Authority)
Submission of Physical Demand Draft	Administrative Officer, NIAP, D.P.S. Marg, Pusa, New Delhi-110012

In case any bidder fails to submit the original Demand Draft of tender processing& document fees and EMD up to **12.00 Hours on 13-3-2019**, the Bid of the bidder shall not be opened. The Demand Draft should be of Commercial Bank drawn in favour of “Director, NIAP”.

Important Notes:

1. Tender Documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Aspiring bidders who have not enrolled / registered in eProcurement should enrol / register before participating through the website <https://eprocure.gov.in/eprocure/app>. Bidders are advised to go through instructions provided at ‘Instructions for online Bid Submission’.

2. The tender will be available on <https://eprocure.gov.in/eprocure/app> and NIAP website ncap.res.in
3. Only bids received on e-procurement portal (CPPP) will be considered for opening. Bids in any physical form sent through fax/email/courier/post/delivered personally will not be considered.
4. ICAR-NIAP reserves the right to cancel this Notice of Invitation Tender (NIT) and / or invite a fresh with/without amendments to this NIT, without liability or any obligation and without assigning any reason. Information provided at this stage is indicative and ICAR-NIAP reserves the right to amend further details in the tender document
5. ICAR-NIAP will not be responsible for any delay in enrolment or submission of the offer/uploading the offer on above mentioned e-procurement portal for any reason whatsoever. Hence vendors are advised to register in the e-procurement website <https://eprocure.gov.in/eprocure/app> & enrol their Digital Signature Certificate (Class – II or above) and upload their quotations well in advance to avoid last minute problems.
6. Detailed **Terms & Conditions, Eligibility, Schedule of Requirement (SOR), SLA and other information** for the assignment are available on the website <https://eprocure.gov.in>. In case of any clarification, contact the following email: ao.naip@icar.gov.in
7. Any Corrigendum, extension of date(s) and others in respect of above tender shall be issued only on website <https://eprocure.gov.in/eprocure/app> and <http://ncap.res.in>. No separate notification shall be issued in the press. Therefore, bidders are requested to regularly visit the website to keep themselves updated.

Date : 12-2-2019

Place: New Delhi

Location : ICAR-NIAP

Administrative Officer

INSTRUCTIONS TO BIDDER.

1. GENERALS

- (a) Bidders are advised to study the Bid Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of all instructions, eligibility, forms, terms and requirement specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in every respect will be at the vendor's risk and may result in the rejection of the bid. Incomplete tender is liable to be rejected. Contracts envisaged under this contract are required to be executed in all respects up to the period of completion mentioned above.
- (b) All the Bids shall be prepared and submitted in accordance with these instructions.
- (c) The Bidder should quote for all the items mentioned in the Annexure-I.
- (d) The bidder should provide the services for all the items mentioned in the Annexure-I
- (e) Bidder shall bear all costs associated with the preparation and delivery of its Bid, and the purchaser will in no case shall be responsible or liable for these costs.
- (f) The Bid should be submitted by the Bidder in whose name the bid document has been issued and under no circumstances it shall be transferred/ sold to the other party.
- (g) The purchaser reserves the right to request for any additional information and also reserves the right to reject the proposal of any Bidder, if in the opinion of the purchaser, the data in support of Request for Quotation(RFQ) /NIT requirement is incomplete.
- (h) The Bidder is expected to examine all instructions, forms, terms & conditions and specifications in the Bid Documents. Failure to furnish all information required in the Bid Documents or submission of a Bid not substantially responsive to the Bid Documents in every respect may result in rejection of the Bid. However, the purchaser decision in regard to the responsiveness and rejection of bids shall be final and binding without any obligation, financial or otherwise, on the purchaser.
- (i) Only those agencies, who fulfil the Eligibility and Qualification requirements for Bidders should submit the tender documents.
- (j) ICAR-NIAP reserves the right to accept/reject any or all Tenders without assigning any reason thereof and alter the amount and quantity mentioned in the Tender documents at the time of placing purchase/ Contract orders. Tender will be summarily rejected if:
 - 1. Tender Earnest Money Deposit (EMD) of value INR Rs.10000/- (Ten thousand is not deposited in shape of Bank Draft in favour of Director, NIAP, payable at Delhi.
 - 2. Complete Technical details are not enclosed.
 - 3. Tender documents will be received after due date and time.

- (k) The successful bidder shall submit performance bank guarantee after notification of award and before signing the contract. The amount of performance bank guarantee shall be 10 % of contract value for a period of 15 months.

2. Availability of tender

Bidding will be On-line through Central Public Procurement Portal System. The NIT & other information is available at <http://www.ncap.res.in> and <https://eprocure.gov.in/eprocure/app>. Prospective bidders desirous of participating in this tender may view and download the tender document free of cost from above mentioned website.

Important dates and other details

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Websites for downloading Tender Document, Corrigendum's, Addendums etc.	https://eprocure.gov.in/eprocure/app
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1. Eligibility and Qualification requirements for Bidders:

- i. The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the bidding documents. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the support services sought by the NIAP/ICAR, for the entire period of the contract. The bids must be complete in all respect and

should cover the entire scope of work as stipulated in the bidding document. The bidder should meet the eligibility criteria as given below:

- ii. **Eligibility for participation:** The prospective bidder must qualify all of the following requirements to be eligible to participate in the bidding.
- iii. To fulfil the technical requirements of the tender, self-attested copies of the documents should be submitted as per **Annexure VI**

i) Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser will in no case, be responsible or liable for those costs.

3. Price format

- (a) Price currency is Indian Rupee i.e. INR
- (b) PRICE should be quoted with applicable taxes i.e. GST etc. All taxes shall be applicable as per notification of Govt. at the time of bill/invoice.
- (c) The tender has cell protected and digitally signed price sheets (BOQ) in excel format and the bidder shall have filled price(s) only in provided BOQ(s) in live excel format and upload on <http://eprocure.gov.in>.

4. Warranty and Support

- (a) All the hardware components may have warranty from Bidder or OEM.
- (b) Bidder/vender shall submit a list of item(s), if any, need to replace with equivalent or higher configuration, capacity, functions and licenses. The replaced item(s) shall be accepted with full satisfaction and consent of the purchaser. The replaced item(s) may be same or different OEM, provided;
 - i. No additional amount shall be paid and it is purely in lieu of.
 - ii. Compatibility and function remain intact.
 - iii. The proposed item(s) must not end of life.

5. Site Visit

For any clarification, site visit etc. pre-bid meeting is scheduled on 16-2-2019 at 14.30 Hours. The vendor may visit the site for better understanding and any clarification at the scheduled date. The Pre-bid meeting to be held at ground floor committee room at ICAR-NIAP, DPS Marg, Pusa, New Delhi-110 012

6. Address for communications, Demand Draft submission:

The Administrative Officer.

Address: NIAP, Library Avenue, Pusa
City: New Delhi, PinCode:110012
Telephone:91-11-25848731,

Terms& Conditions

- 1. Contract Period, Value and extension:** The contract value of all the items shall remain firm during the entire contract period. Initially Contract will be award for period of one year. The contract period may be extended another month/quarter/year(s) based on vender's performance and decision of the Competent Authority. Any further requirement of security will be paid based on the rate finalized by us for existing requirement.
- 2. Security & Payment:**
 - i. The successful bidder will have to deposit Security Deposit equal to 10% of the total value of the contract further reduced to the extent of Earnest Money Deposit which will be accordingly adjusted and also execute the contract within 30 days from the date of placement of order. If the firm fails to provide services to the satisfaction of the Institute as per the order during contract period, the contract will be cancelled and the Security Deposit will be forfeited or Bank Guarantee revoked. The Security Deposit will be released after completion of the contract to the satisfaction of the Institute. Additional Security money needs to be deposited in case more items are added in the AMC in future.
 - ii. The successful tenderer will have to sign an Agreement with the Institute on a non-judicial stamp paper of appropriate value before taking over the contract.
 - iii. No advance payment will be made. The vendor can take six monthly payment subject to submission of bills. The payment shall be released on satisfactory completion of assigned services. Income Tax and other taxes as per rules will be deducted from the bill as applicable from time to time
- 3. Penalty :**
 - a. No penalty will be chargeable for the first 24 hours from the time of call/complaints and wherever an equivalent standby system has been provided. But Penalty will be charged for downtime from time of complaint registered/informed as:

S.No.	Equipment	Time frame	Penalty beyond time frame Penalty per day in Rupees
1.	Computer/Workstation	After 48 hours	200.00
2.	Laser Printer		200.00
3.	Laptop		200.00
4.	Scanner		200.00
5.	UPS		200.00
6.	Server	After 24 hours	500.00
7.	Network Switch/Nodes		500.00
8.	In the case of absent of resident engineer		500.00

- b. In cases of downtime beyond those stipulated above, penalty will be automatically deducted from the half yearly payable amount.

- c. The firm will provide regular monthly preventive maintenance to the equipment under the supervision of AKMU. If the firm fails to provide satisfactory monthly preventive service, the Director, NIAP may impose a penalty, as deemed fit.
- d. Penalty to be imposed will be subject to a maximum of total value of the contract. In case of the gross negligence and downtime, security deposited by the firm can be forfeited besides immediate cancellation of the contract.
- e. Payments will be made to the firm on the basis of records maintained in respect of preventive and corrective maintenance service after deducting penalties, if any. The firm will ensure that all calls are got entered in the records.
- f. In case of intermittent failure and repeated failure the system will be considered continuously down and down time penalty clause will apply accordingly.

4. Quantities in the contract/BOQ:

- 4.1 The Purchaser reserves the right of deletion of any item in full, in part, reduce, increase or to modify the Scope of Work. The rates quoted by the Vender shall remain firm even if there are any variations in the quantities mentioned in the Bill of Quantities, or due to any idling of resources due to non-availability of fronts, details, etc.
- 4.2 The above items include components installed at various locations in the NIAP. There may be some items that may be given on AMC after their warranty period is over, during this contract period.

5 Last date for receipt of bids

- 5.1 The tender must be uploaded electronically on <https://eprocure.gov.in/eprocure/app> and complete in all respect latest by as per IMPORTANT DATES mentioned in the tender form.
- 5.2 The tender bids will be opened as per procure of online eProcurement as per IMPORTANT DATES mentioned in the tender form NIAP, New Delhi.

6 Evaluation of bid

- 6.1 **PROCESS TO BE CONFIDENTIAL:** Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process. Any effort by a bidder to influence the purchaser's processing of bids or award decisions may result in the rejection of the Bidder(s) Bid.
- 6.2 **CLARIFICATION OF BIDS:** To assist in the examination, evaluation and comparison of Bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its Bid. All responses to requests for clarification shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.
- 6.3 **PRELIMINARY EXAMINATION OF BIDS / RESPONSIVENESS**
 - i. The purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

- ii. Prior to the detailed evaluation, the purchaser will determine the substantial responsiveness of each bid to the bidding documents including production capability and acceptable quality of the Goods offered. A substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Documents without deviation.

6.4 EVALUATION AND COMPARISON OF BIDS

- i. A duly constituted committee will evaluate the technical bids. EMD and technical bid of the tender will be opened in the first instance. ICAR-NIAP reserved the right to seek fresh set of documents or seek clarification on the already submitted documents.
 - ii. The evaluation of Bids shall be done based on the Eligibility Criteria and Financial Lowest Cost Basis Selection (LCBS) competitiveness basis. The bids will be opened online (<https://eprocure.gov.in>) in two bidding i.e. Technical bid and Financial bid as per procedure on Central Public Procurement Portal. In the event of the specified date of bid opening being declared a holiday for ICAR-NIAP, the bids shall be opened on the next working day.
 - iii. The evaluation of the Bids shall be a stage-wise procedure. The following stages are identified for evaluation purposes: In the first stage, the Bids would be subjected to a responsiveness check for eligibility for participation. The responsive bidders of First stage shall be eligible for technical evaluation.
 - iv. Bidders shall base their Bid price on the terms and conditions specified in the Bidding Documents.
 - v. The Purchaser will evaluate and compare the bids that have been determined to be substantially responsive. The evaluation will be performed assuming that:
 - (a) The Contract will be awarded to the lowest evaluated Bidder for the entire Tender.
 - (b) The Purchaser's evaluation of a bid will be made on the basis of prices quoted in accordance with Bid Prices (BOQs/).
- 7.** The tenderer shall quote comprehensive consolidated rates, which will include the charges of maintaining the machines including accessories/parts in proper order throughout the contract period. Comprehensive AMC consolidated rates should be quoted for all the machine as per Annexure-I. Taxes if any, should be included separately in Annexure-I.
- 7.1.** The Institute has HP, Dell, Lenovo, Ricoh, Compaq etc. make computers/laptops/Printers/Scanners. The Firm should quote consolidated rate of the equipment's strictly as per Annexure-I The firm may inspect the equipment's, if considered necessary during office hours.
- 7.2.** The agency shall depute one full time well qualified and experienced resident engineer at this Institute. He should be capable and equipped with hardware and software skills to solve complex problem related to IT. He or she should be having knowledge to handle servers, networking equipment, firewalls besides possessing a good knowledge of hardware.
- 7.3.** He will be stationed on fulltime basis at ICAR-NIAP New Delhi during office hours for proper coordination. If required ICAR-NIAP reserves the right to call the engineer on Holidays/beyond office hours to facilitate the working of ICAR-NIAP. If the services of the engineer are not found satisfactorily, he must be replaced immediately.

- 7.4.** Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided as approved immediately.
- 7.5.** The competent authority of the Institute shall have the right to reject all or any of the offers, accept more than one offer and assign part of the job.
- 7.6.** The initial period of contract for one year which may be extendable on the performance of the firm and decision of the Competent Authority. The Director-ICAR-NIAP reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the organization.
- 7.7.** A Demand draft of Rs10000/- as Earnest money in favor of Director, NIAP, New Delhi is to be enclosed along with the quotation. No Quotation shall be considered without the earnest money deposit. Demand draft drawn in favor of any officer other than "Director, NIAP New Delhi" will not be accepted and the tender will be rejected. The earnest money will be refunded only after the finalization of the contract and no interest will be paid on earnest money. However, exemption will be given for the firm having registration certificate issued by National and Small Industries Corporation (NSIC), MSME etc. for the purpose under contract.
- 7.8.** The contract for maintenance of computers/laptops/printers/scanners/Networking equipment etc. Comprehensive (i.e. covers all the items like CPU, Memory, Monitors, Speakers, Mouse, and Key Boards etc.) and no extra charges whatsoever would be paid to the firm for replacement of any of the spare parts.
- 7.9.** In case of violation of any terms and conditions on the part of the firm is noticed and/or the services are found unsatisfactory, performance security can be forfeited at the discretion of the Competent Authority in the Institute. Further, in case the complaint is not attended to promptly within the specific time, the work will be got done from other sources at the contractors risk and cost. In this regards the decision of the Competent Authority in the Institute shall be final and binding on the contractor.
- 7.10.** Rates once finalized will not be enhanced during the currency of the contract.
- 7.11.** If the contractor is not able to rectify the fault within the stipulated period of maximum of three days, it would be open to this office to have the fault rectified through any our source and contractor shall have to bear the expenses so incurred on this account.
- 7.12.** The contract may be considered for extension by mutual consent and for such further period as may be agreed upon subject to proper services provided by the firm and approval of the competent authority in the Institute.
- 7.13.** In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded for the whatsoever reason(s), to honor the contract, the earnest money/ performance security deposited would be forfeited.
- 7.14.** The outer cleaning of the systems and accessories will be done free of cost once in a month.
- 7.15.** It shall be the responsibility of the firm(s) to make all the computers/laptops/printers work satisfactorily throughout the contract period and also to hand over the systems to the Institute in working condition on the expiry of the contract.
- 7.16.** The firm will provide branded and genuine parts of computers/laptops and in case of replacement of parts is needed; the parts shall be of the same make. In the event of their non-availability, good quality parts should be used under intimation to this office.
- 7.17.** To avoid interruption in the official work at the Institute, standby inventory of computers should be kept in the Institute.

- 7.18.** The equipment's are placed in various rooms of ICAR-NIAP, Pusa, New Delhi premises.
- 7.19.** The competent authority in the institute reserves the right to cancel the contract at any time during the currency of the contract without giving any reason.
- 7.20.** Mere quoting lowest rates will not amount to commitment for award of contract. L-1 will be selected on the basis of lowest combined total as per Annexure-I.
- 7.21.** The firm will provide maintenance and repair services on holidays, in case of emergency.
- 7.22.** If any dispute(s) arises between the Institute and the firm with reference to the contract, the Director of the Institute will decide and decision will be binding on the firms.

2. Risk & Expense clause

In event of the Vendor failing to honor contractual obligation within stipulated period risk offloading will be invoked by ICAR-NIAP at the expense to the Vendor. Whenever, the risk offloading is restored to, the Vendor is liable to pay the additional amount spent by the Institute.

Terms & conditions are acceptable

Dated

(Authorized Signatory)

Annexure-I**Detail of the Infrastructure/assets at ICAR-NIAP, but not limited****Location:** ICAR-NIAP, Pusa, New Delhi.**A. DESKTOP:**

S. No.	Equipment Name	CPU	RAM	HDD (IN GB)	Qty.	Period for which AMC Services required (months)
(a)	(b)	(c)	(d)	(e)	(f)	(g)
1	Dell OptiPlex 9020, with OEM Monitor, Keyboard and Mouse	Core i7	4	500	10	12
2	Dell OptiPlex 7010 with OEM Monitor, Keyboard and Mouse	Core i7	8	1000	25	12
3	HP Elite 8300, with OEM Monitor, Keyboard and Mouse	Core i7	3	1000	3	12
4	Dell OptiPlex 980, with OEM Monitor, Keyboard and Mouse	Core i5	2	500	15	12
5	HP 600 G3	Core-i7	8	1000	10	12
6	HP 600 G3	Core-i7	8	1000	2	12
7	Dell OptiPlex 3240,	Core-i7	16	1000	2	01
8	Dell OptiPlex 3240, All in one	Core-i7	16	1000	1	12
9	Dell Optiplex 9010	Core-i7	4	500	1	12
10.	Dell Optiplex 9030	Core-i7	4	500	6	12
11.	HP 406 GI	Core-i7	4	500	1	12
12	Dell Optiplex 9020	Core-i7	4	500	3	12
13	Dell Optiplex 9030	Core-i7	4	500	2	12
B.	WORK STATIONS					
1	Work Stations Dell Precision T-5500,	Intel Xeon Quad Core	8	2000	2	12
2	Work Stations HP Z 210CMT - Intel Core i7,	Core i7	8	2 000	11	12

3	Dell Precision T-7500	Intel® Xeon® 5600 series, Quad Core	12	1000	1	12
4	Dell Precision Tower 7810, WITH 4 GB NVidia Quadro Graphics Card,	Intel® Xeon® Processor E5-2600 v4 processor series	24	2000	1	12
C. SERVER						
1	Server HP ProLiant DL 580 G7 Server	(4) Intel® Xeon® E7-4870 (2.40GHz/10-core/30MB/130W) Processors	32	1000	3	12
2	Dell Power Edge R-720,	Intel Xeon E5-2630	32	500	1	12
3	Server Sun	Intel® Xeon® Processor	16	500	1	12
4	Blade Server Dell Power Edge VRTX-M630 Dell 16 S	Intel R-XeonES-2640 V3 @r.60Gh 2- 259 Ghz two processor	128	1200 GB each	3	12
5						

D. LAPTOP

S. No.	Equipment Name	CPU	RAM	HDD (IN GB)	Qty.	Period of AMC Services required (months)
(a)	(b)	(c)	(d)	(e)	(f)	(g)
1	Lenovo Y 500	Intel Core i7 (3rd generation)	4	1000	1	12
2.	Dell Inspiron 15R - 5537	CORE I7	4	500	1	12
3.	HP Pavilion DV6-6155TX	CORE I7	4	750	2	12
4.	Dell Latitude E 6410	CORE I5	2	250	5	12
5.	Dell Latitude E 6400	C2d	2	160	1	12
6	Dell XPS 13	CORE i7	8	256	6	12

9.	Dell 5570 Note Book	CORE i7	8	1000	2	09
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E.PRINTERS

S. No. (a)	Equipment Name (b)	Qty. (c)	Period of AMC services required (months) (d)
1	HP Colour jet CP 1025 Printer	1	12
2	HP Colour jet CLJ M551 DN	1	12
3	HP Colour jet 2025 dn	3	12
4	HP Colour jet CM 2320 NF	2	12
5	HP COLOUR PRINTER PRO M 452D	2	12
	hp cp3505N	1	12
6.	HPCLJ PRO M 377 FDW PRINTER (Colour printer)	1	06
5	HP LaserJet Printer 226dn	2	12
6	HP LaserJet Printer M-1536 dn	3	12
7	HP LaserJet 3015dn	5	12
8	HP LaserJet 1606dn	17	12
9	HP LaserJet Printer 128fw dn	2	02
10.	HP LaserJet 227dn Jet Pro	16	02
11	HP LaserJet 226dn Jet Pro	1	06
12	RICOH SP310SFN	5	12
13	RICOH SP210 SU	3	12
14	HP 226DN	1	12

F. SCANNERS

S. No. (a)	Equipment Name (b)	Qty. (c)	Period of AMC services required (months) (d)
1	HP Scanjet 5590	3	12
2	HP Scanjet G4010	4	12
3	HP Scanjet G3110	3	12

G. Networking

S. No. (a)	Equipment Name (b)		Qty. (c)	Period of AMC services required (months) (d)
1	24 port switch (Layer 2)	Each	1	12
2	16 Port Switch (Layer 2)	Each	4	12
3	8 Port Switch (Layer 2)	Each	03	12
4	LAN Nodes (CAT 6)- RJ-45 wall mount	Each	200	12

F. U.P.S.

S. No. (a)	Equipment Name (b)	Qty. (c)	Period of AMC services required (months) (d)
UPS OFFLINE			
1	APC UPS Offline - 500 VA	1	12
2	APC UPS Offline - 800 VA	8	12
3	APC UPS Offline - 1000 VA	7	12
4	APC UPS Offline - 1100 VA	56	12
UPS ONLINE			
6	APC 5 KVA - Online UPS	1	12
7	APC 2 KVA - Online UPS	1	12
8	Samtek 5 KVA online UPS	1	12
9	Samtek 3 KVA online UPS	5	12
10	Tata Emerson Libert 3 KVA online UPS	1	12
11	Datex 5 KVA Online UPS	1	12

Note: Quantity quoted against each equipment is tentative and may vary upwards or downwards

The resident engineer deputed at the institute should be capable to handle complex problems related to the above equipment/devices. The firm should quote amount in the BOQ for maintenance of all the items/equipment as per Annexure I

Annexure-II

(On the letter head of the Firm)

(MANDATE FORM FOR BANKING DETAILS)

Name of the firm :-----

Registered/Postal Address :-----

1	Name of the Account Holder	
2	Complete Contact Address	
3	Mobile No.	
4	E-mail address	
5	PAN No.	
6	GST No.	
7	Aadhar Number	
8	Bank Details; 1. Bank Name 2. Branch Address 3. Account No. 5. Type of Account (Current/Saving) 6. IFSC Code	

Date

Name of the Authorized Signatory

(Stamp & Signature)

The vendor should submit copy of all the relevant documents.

**TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

To,

Date:

The Director
ICAR-National Institute of Agricultural Economics and Policy Research
DPS Marg, Pusa, New Delhi-110 012

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too has/(have) also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirety.

5. I/We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

(On the letter head of the Firm)

Details of Works/job during the last 3 years

S.No.	Name of the Department Organization & Name of the Contact Person with Ph. No.	Period		Value of the Work Order (Rs.)	Remarks	Supporting documents Enclosed at Page No.
		From	To			
1						
2						
3						
4						
5						
6						
7						
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9						
10						
11						
12						

(Name & Designation of the authorized official with seal)

(on Company letterhead)

Certificate

Certified that (Name of the firm)_____

has qualified Technical resources as prescribed in tender document. The details of qualified Technical Resources (at least 5) are as follows:

Sl.No.	Name	Highest qualification	Name of the Institute (from where the degree/diploma obtained)	Employed with the firm since
1				
2				
3				
4				
5				

(Name & Designation of the authorized official with seal)

Check List of Documents Submitted

Sr. No.	Eligibility Criteria	Supporting Documents (self-attested documents should be attached)	Page No.	Enclosed Yes/Not
1.	<p>Constitution of the firm/agency</p> <p>(i) Indian Companies Act, 1956 (ii) Indian Partnership Act, 1932 (please give names of partners)</p> <p>(i) For partnership firms whether registered under the Indian Partnership Act, 1932 please state further whether by the partnership agreement to arbitration has been conferred on the partner who has signed the Tender.</p> <p>(ii) If answer to above is in negative. Whether there is any general power of attorney executed by all the partners of the firm authorizing the partners who has signed the tenders to refer dispute condemning business of the partnership to arbitration.</p> <p>(iii) If the answer to point (i) & (ii) above is affirmative, please furnish a copy of either the partnership agreement or the general power of attorney as the case may be. The copy should be attested by the Notary Public or its execution would be admitted by affidavit on a properly stamped paper by all partners.</p>	Submit the registration certificate with the bid.		
2.	The Bidder should be an Established Information Technology company / IT System Integrator and should have been in the business for a period of at least five years as on the date of opening of Bids.	Work Orders confirming year and area of activity.		
3.	The bidder should be a profit making company and have the average Annual Financial turnover Rs.80.00 Lakhs during the last 3 years (2015-16, 2016-17 and 2017-18)	Copy of the Audited Profit & Loss Statement/Balance Sheet of the company showing turnover for the last three years		

4.	<p>A Bidder should have experience in the following areas and shall have at least Six different awarded work orders of Min. Order value of Rs.5 Lakhs during the last three years (total Six) from Government organization, State Government organization, PSU</p> <p>i.) Maintenance of servers and computer, Printer, Networking etc. systems</p> <p>ii) Maintenance/Installation of system software – Various windows O/S</p> <p>iii) Multi-vendor hardware maintenance.</p> <p>iv) Handling virus issues through antivirus tools.</p>	<p>Annexure-IV to be filled along with supporting documents like work order/signed agreement copy etc.</p>		
5.	<p>The bidder must have on its roll at least 5 technically qualified(Govt/AICTE) recognized 3 years diploma/degree/higher in computers) resources with prior experience in providing services in maintenance of ICT Infrastructure.</p>	<p>Certificate from bidder's HR of the company (details of Technically qualified resources in Annexure V)</p>		
6.	<p>The Bidder should possess ISO Certification for services</p>	<p>The vendor should submitted the copy of ISO Certificate</p>		
7.	<p>The Vendor should have a well thought out mechanism for servicing The computer hardware and peripherals.</p>	<p>The Vendor should provide details approach and methodology for carrying out the AMC at ICAR-NIAP with details about online logging, escalation, standby items/period etc.)</p>		
8	<p>The bidder should have their own service Center in Delhi/NCR and they should have complete tools & tie-ups for support /repair of computers, peripherals, UPS (online and offline) etc. as mentioned in the Annexure-I)</p>	<p>Attach supporting document. (Physical inspection may be done by officials).</p>		
9	<p>The bidder should have a valid Registration / VAT / Service tax Certificate / GST, PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes / duties.</p>	<p>Attached relevant document like PAN, VAT/GST etc.</p>		
10	<p>Scanned copy of EMD of Rs.10000/-</p>	<p>The vendor should have provide the copy of scan copy of EMD</p>		

11.	Exemption of EMD if any	If the vendor is exempted for EMD, the copy of certificate may be provided		
12.	Copy of Bank details	Annexure-II		
13	Tender Acceptance letter & the bidder should not be currently be debarred or blacklisted by any Govt./department/ agencies	Annexure-III		

Note: the above documents may be uploaded in the given sequence only.

(Name and Designation of the Authorized Person with seal)