

**TENDER DOCUMENT
(Advertised Tender Enquiry)**

Tender Notice No.2-3(45)/2011-12 ST

**TENDER ENQUIRY
FOR Maintenance of computers and its peripherals**

NAME AND ADDRESS OF BIDDER

M/s. -----



Government of India
Central Research Institute for Dryland Agriculture
Santoshnagar: Hyderabad-500 059
☎ # (40) 24530161 / 223 # Fax 91-040-24531802
Website # <http://www.crida.ernet.in>



Government of India
Central Research Institute for Dryland Agriculture
Santoshnagar: Hyderabad-500 059
☎ # (40) 24530161 / 223 # Fax 91-040-24531802
Website # <http://www.crida.ernet.in>

[Tender Notice No. 2-3(45)/2011-12 ST Dated :19.09.2011]

INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

Dear Sir(s),

On Behalf of the Director, Central Research Institute for Dryland Agriculture I invite you to tender for Maintenance of Computers and Peripherals. The conditions of contract applicable to the orders placed by Central Research Institute for Dryland Agriculture, Indian Council of Agricultural Research and Research Institutes under it, requirements and price schedule are given in the tender Document enclosures (attached herewith). If you are interested to quote Network Service Management and Maintenance of computers and its related equipments in accordance with the requirements stated, please submit your Tender in the prescribed Tender Form enclosed, in original, on or before the prescribed date and time indicated in the conditions of contract.

The closing date and time for submission and opening of the bids for Annual maintenance contract for Network Service Management and Maintenance of IT facilities are as follows:

Tender document No.	Description	Submission time of bids
2-3/(45)/2011-ST	Annual Maintenance Contract for Computers and Peripherals	28-09-2011 at 1400hrs

Complete set of bidding documents is available on the website <http://www.crida.ernet.in> interested eligible vendors may download the bidding documents and furnish their bids before the due date. The Tender will be issued in person @ ₹ 1,000/- or ₹ 1,030/- by post, drawn in favour **ICAR UNIT – CRIDA UNIT A/c. (non refundable)** with a request letter addressed to the Director, CRIDA, SANTOSNAGAR, Hyderabad 500 059. The firms who have downloaded from website have to deposit ₹ 1,000/- in the form of DD or Bankers Cheque drawn in favour of ICAR Unit – CRIDA A/c. along with the tender at the time of submission, failing which your tender will not be accepted.

DIRECTOR,
CRIDA
Hyderabad – 500 059

CHECKLIST

Please verify the following before submission of the tender and submit the required documents in the sequence listed below, to avoid rejection or disqualification of your tender.

Tender should accompany with an EMD of ₹ 50,000/- (Rupees Fifty Thousand only) for both the schedules drawn on any nationalized bank in favor of “**ICAR Unit – CRIDA A/c**” in the form of Demand Draft valid for six months. The tenders without EMD will be rejected.

Following documents as indicated in the Tender document printed on the tenders letterhead with date signature and seal.

1. The entire original tender document with seal and signature on each page. (**Annexure-I**)
2. Annual Turnover for the past three years (**Annexure II**)
3. Certificates of registration for sales tax and incorporation etc. Issued by appropriate government for the required services with seal of the tenderer. (**Annexure –III**)
4. Income tax clearance certificate issued by the concerned IT circle for the past five years with the seal of the tenderer. – (**Annexure –IV**)
5. Sealed cover containing the Essential qualification requirements and Technical Specifications compliance Bid , for both the schedules. Bidder has to write the same on the top of the cover. (**Annexure V**)
6. Sealed cover containing Tender Document and Financial Bid “. Bidder has to write the same on the top of the cover. (**Annexure VI**)
7. Performance statement proof of Certificates issued by firms where the similar services were rendered / being rendered with seal of the tenderer. (**Annexure –VI**)
8. Any other formats, if any provided in the tender. (**Annexure –VII**)

NOTE

All enclosures/annexures must be filled properly and enclosed along with Tender document, failing which the tender may be rejected.

Enclosure -1

GENERAL TERMS AND CONDITIONS OF THE CONTRACT

Tender cost : The Tender will be issued in person @ ₹ 1,000/- or ₹ 1,030/- by post, drawn in favour **ICAR UNIT – CRIDA A/c.(non-refundable)** with a request letter addressed to the Director, CRIDA, Santoshnagar, Hyderabad 500 059. The firms who have downloaded from website have to deposit ₹ 1,000/- in the form of DD or Bankers Cheque drawn in favour of ICAR Unit – CRIDA A/c. along with the tender at the time of submission, failing which your tender will not be accepted.

Period of Contract: The period of contract will be initially for one year from the date of signing the contract by CRIDA. However, the period is extendable on mutual consent but not automatic.

Tender Schedules: Tenders are invited for maintenance of computers and related equipments (Schedule–A). If the work share agreement in the form of MOU may be submitted along with tender document indicating the main firm who would be responsible for the work contract. The work will be awarded in the name of the main firm only and they would be responsible for the work. If two firms applying in a consortia mode must include MOU between the firms along with the tender document, failing which, such tender may not be considered.

Charges: The charges have to be quoted on annual basis specifying the charges for each individual item. Lump sum offers and the offers, which are not having item-wise rates of contract charges, will be rejected.

EMD: Tenders should accompany with and EMD of ₹ 50,000/- of contract value in favour of “ICAR UNIT – CRIDA A/c.” in the form of Demand Draft valid for six months. The tenders without EMD will be rejected.

Termination of Contract: If services are not satisfactory the CONTRACT will be terminated at any stage. No correspondence in this matter will be entertained.

Payment : No advance payment is permissible. However payment will be made after satisfactory services provided in each quarter of the year after the date of completion of quarter of the year on receipt of bills in Triplicate by the Director CRIDA, after the services duly certified by the OIC (Computers)

Security Deposit: An amount of ₹ 1 lakh (Rupees one lakh) towards security deposit and the same will be released within one month from the date of expiry of the contract. No interest shall be paid on such security deposit.

Taxes: Income Tax and other statutory levies applicable to such contracts / services will be deducted at source, as per the rate applicable at the time of payment.

Validity period: Firms tendering should note that their offers should remain open for acceptance for 90 days from the date of opening of tender.

Right of acceptance: This office does not pledge itself to accept the lowest or any tender and reserves to itself, the right of accepting the whole or any part of the tender.

Site Visit: The bidder may visit the site of CRIDA and obtain information such as network diagram and IT facilities at CRIDA from the OIC (Computers). The OIC (Computers) will arrange any of their personnel to gain access to the site. The failure of a bidder to visit a site will not be a cause for its disqualification.

Clarification on bidding document: Any prospective bidder requiring any clarification of the bidding documents on any working day of the CRIDA.

Bidding procedure: Offers should be made in two parts namely “Essential requirement and Technical Specifications compliance bid” and “Financial Bid” in the format given in the bid document. All the two parts are to be submitted in separate sealed covers and super scribing the name of the cover with company stamp and place these two covers in a single big sealed cover with scribing on this cover as TENDER FOR AMC for NMS and IT Facilities” and also name of the firm and address Bidding procedure will be done in two Stage Procedure. At the end of each stage short listed bidders will be informed.

Evaluation Criteria (to both schedules): Tenders will be evaluated in two stages for Schedule-A and Schedule-B . *In the first stage of the evaluation, only the bid consisting of “Essential requirement and Technical Specifications compliance bid” will be evaluated. Bids satisfying in the first stage of evaluation only will be considered for the second stage evaluation i.e. “Financial Bid”.*

Documents comprising the Bid

Stage – I: Essential Requirements and Technical Specifications Bid (First Sealed Cover)

- a. The entire original tender document with seal and signature on each page (**Annexure– I**)
- b. Annual Turnover for the past three years with document proof (**Annexure-II**)
- c. Certificates of registration for sales tax and incorporation etc. Issued by appropriate government for the required services with seal of the tenderer. (**Annexure – III**)
- d. Income tax clearance certificate issued by the concerned IT circle for the past five years with the seal of the tenderer. – (**Annexure –IV**)

For Schedule A

- e. Statement of Compliance for Essential Requirements for Schedule A (**Annexure –**)
- f. Maintained set of servers and network services in at least two Govt./Public Sector units in Hyderabad in the past three years at an annual value of more than rupees Five lakhs (enclose proof and contract details of person in charge) (**Annexure-**)
- g. Experienced certified engineers for service application development in LINUX, Unix Environment; WINDOWS, Network systems in Hyderabad (enclose proof of the individuals certificates) (**Annexure –**)
- h. Provide a brief write up on approach and strategy based on the existing Network setup, hardware and software available at the Academy. However, the vendor may free to give suggestion for effective network setup diagram and any additional equipment with cost with justification. But the solution will be provided only based on the existing equipment (**Annexure -**)
- i. Details of previous contracts with document proof (**Annexure-**)
- j. Schedule A – Network Management Services Compliance Statement (**Annexure -**)
- k. Performance statement proof of Certificates issued by firms where the similar services were rendered / being rendered with seal of the tenderer (**Annexure –**)
- l. Local Service support Center details enclose a list of certified service engineers in the support centre (**Annexure -**)
- m. Must have at least three Govt./Public Sector Institutions in Hyderabad under AMC at present, each having about 150 PCs or more under AMC in single contract worth above

Rupees five lakhs in the past two years (Provide proof and contract details of person in charges (**Annexure –**)

- n. Details of services under AMC of IT facilities (**Annexure –**)
- o. Any other formats, if any provided in the tender (**Annexure –**)

Stage II : Financial Bid : (Second Cover)

The financial proposal of the technical qualification bidders in Stage –I will be opened. It should contain price schedule for both the schedules as per enclosure 3 of tender document.

- a. Item wise price schedule for schedule A as mentioned in the tender document
- b. Item wise price schedule for schedule B as mentioned in the tender document

The successful bidder must physically verify the equipments to be placed under AMC before entering the contract and intimate the same to the purchase department for preparing final list of equipments under AMC.

Director, CRIDA reserves the right to accept or reject any or all the tenders either in part or in full without assigning any reason thereof.

Director reserves the right to decrease or increase the quantity at the time of placing the purchase / work order for repairs / replacements. The list included is indicative. The final list of equipments to be placed under AMC would be notified at the time of award of contract.

The decision of the Director, DIRECTOR on any dispute will be final and legally binding. All disputes will be subject to Hyderabad Jurisdiction only.

Tenders not complying with the above conditions are liable to be rejected.

Any bid received by the CRIDA after the bid submission deadline prescribed in the document will be rejected and returned unopened to the bidder.

Important Date

- Last date and time for sale of physical tenders: Upto 1200hrs IST on 28-09-2011
- Last date and time for submission of tenders : Upto 1400 hrs IST on
and open of tenders 1530 hrs 28-09-2011

Essential Requirements (ER)

Vendor should have

1. Maintained set of servers and network services in at least two Govt./Public Sector unit in Hyderabad in the past three years at an annual value of more than rupees five lakhs (enclose proof and contract details of person in charge)
2. Experienced engineers for service application development in LINUX, SUN, WINDOWS, Network systems in Hyderabad (enclose proof).
3. Provide a brief write up on approach and strategy specifying the hardware and software to be used using the existing on the following services:
 - a. Network, Security and bandwidth integration of multiple ISPs
 - b. Portal management covering web, e-learning and knowledge management and providing solutions in customizing open source software.
4. Ability to bring in resources in terms of manpower / hardware etc in case of computer security threat / intrusion / hacking / virus / Trojan attack etc. A report indicating the course of action planned by the firm in such events should be included along with tender document.

Scope of Contract: The contract will be on comprehensive basis and for on-site network services. The vendor has to provide a **System Administrator** to provide the requisite network services and coordinate with computer maintenance engineers for smooth running of the network services. The **System Administrator** should have **experience** in large network management using various servers (specifically high end servers like Sun Solaris, Linux, and Windows, Itanium dual processor and Xeon servers, 64bit servers). Vendor to make arrangement to provide backup manpower to ensure sufficient help to meet the contingency needs in providing value added services. CRIDA has full rights to reject the services of engineer and can ask for a change, if found not fit for the academy. The firm has to provide backup strategy wherever there is "single point" failures / bottleneck failures. The system administrator should coordinate / manage other workers and report the progress / problems with OIC (Network Computers). A Single point contact that would look after the entire contract should be specified.

Enclosure – 3

PRICE SCHEDULE

(To be submitted on the letterhead of the bidder and enclose in a separate envelope titled "Price Schedule")

Schedule – A Maintenance of computers and its equipments

S.No.	Name of the Equipment in category wise	Total	Unit rate	Total cost
01.	Computers	253		
02.	Laptops	36		
03.	Printers	157		
04.	Scanners	34		
05.	UPS	271		
06.	Network	17		

Tender Form and Price Schedule

(To be submitted on the letterhead of the bidder

Tenderer's Ref.No. Dated :

Tenderer's Telegraphic

Address

Telephone No.

Fax No

Pin Code No.

To
The Director,
Central Research Institute for Dryland Agriculture
Santoshnagar, ,
HYDERBAD – 500 059

Dear Sir,

I/We hereby offer for your requirements detailed in the schedule hereto or such portion thereof as you may specify in the Acceptance of Tender at the rates given in the said schedule and agree to hold this offer for 90 days for acceptance. I / We shall be bound by a communication of Acceptance dispatched within the prescribed time and also execute agreement required in this regard.

I/We have understood the Instructions to Tenderers and General Conditions of Contract governing such contracts placed by Indian Council of Agricultural Research and its Research Institutes and the Special Conditions of Contract, and have thoroughly examined the details indicated in the Schedule to Tender thereof and am / are fully aware of the goods and / or services required and my / our offer to supply / provide the goods and / or services strictly is in accordance with the requirements .

D.D.No., dated, for ₹ (in words)
Rupees, only) drawn on (Bank)
..... is enclosed towards Earnest Money Deposit.

The following pages have been added to and form part of this tender.

Yours faithfully,
Signature :.....
Name :
Address :
Signature of the Witness
Name :
Address :
.....
.....

List of Annexure

1. The entire original tender document with seal and signature on each page
2. Annual turnover for the past three years with document proof
3. Certificates of registration for sales tax and incorporation etc. Issued by appropriate government for the required services with seal of the tenderer.
4. Income tax clearance certificate issued by the concerned IT circle for the past five years with the seal of the tenderer.
5. Sealed cover containing “ Essential Requirements and Technical Bid “
 - a. Statement of Compliance for Essential Requirements for Schedule A
 - b. Maintained set of servers and network services in at least two Govt./Public Sector units in Hyderabad in the past three years at an annual value of more than rupees five lakhs (enclose proof and contract details of person in charge)
 - c. Experienced certified engineers for service application development in LINUX, Unix Environment; WINDOWS, Network systems in Hyderabad (enclose proof of the individuals certificates)
 - d. Provide a brief write up on approach and strategy based on the existing Network setup, hardware and software available at the Academy. However, the vendor may free to give suggestion for effective network setup diagram and any additional equipment with cost with justification. But the solution will be provided only based on the existing equipment
 - e. Details of previous contracts with document proof ,
 - f. Schedule A – Network Management Services Compliance Statement
 - g. Performance statement proof of Certificates issued by firms where the similar services were rendered / being rendered with seal of the tenderer
 - h. Local Service support Center details enclose a list of certified service engineers in the support centre
 - i. Must have at least three Govt./Public Sector Institutions in Hyderabad under AMC at present, each having about 150 PCs or more under AMC in single contract worth above Rupees five lakhs in the past two years (Provide proof and contract details of person in charges
 - j. Details of services under AMC of IT facilities
6. Sealed cover containing “ Financial Bid “ for Schedule A
7. Any other formats, if any provided in the tender

Annexure 1

The entire original tender document with seal and signature on each page

Annexure – 2

Annual Turnover for the last three years for Schedule A and Schedule B

Name and address of the Bidder

Address :

Year of Established:

Essential Required

Name of three major customers to whom facility management contract of computer systems, printers and scanners etc., were provided in the preceding three years:

(i)

(ii)

(iii)

Enclose a copy of the certificate issued by the above clients as proof.

Above Rupees Two crores for the past three years

Year	Turnover (₹ In Crores)	Compliance with the Tender Document (Yes/No)	Document proof Enclosed or not (Yes/No)	Page no. n the Bidding Document
2007-08				
2008-09				
2009-10				

Details of personnel in various grades of employment :

S.No.	Grade/Post	Name	Age	Educational Qualifications	Period of employment with the firm
A. Managerial					
1. C.E.O/M.D.					
2. General Manager					
B. Service Engineers					
1 Sr. Service Engineers					
2.Jr.Service Engineers					
3. Other staff, if any					

Total No.

EMD details : DD No. _____ for _____ Bank Branch)
 _____ (Nationalised Bank only) drawn on _____

Date :

Signature of the Bidder & Stamp

ANNUAL MAINTENANCE CONTRACT FOR COMPUTER SYSTEMS, PRINTERS & SCANNERS

1. Vendor should have :

- i. Annual turnover of at least ₹ 30 Lakhs from AMC Services
- ii. Maintained set of servers and network services in at least 3 Govt./Public Sector unit in Hyderabad in the past three years at an annual value of ₹ 5 lakhs or more (enclose proof and contract details of person in charge).
- iii. Certified engineers for service application development in LINUX, WINDOWS, Network systems in Hyderabad (enclose proof).
- iv. Provide a brief write up on approach and strategy specifying the hardware and software to be used in addition to the existing on the following services.
 - a. Network, Security and bandwidth integration
 - b. Portal management covering web Services.
- v. Ability to bring in resources in terms of manpower / hardware etc in case of computer security threat / intrusion / hacking / virus / Trojan attack etc. A report indicating the course of action planned by the firm in such events should be included along with tender document.
- vi. Satisfactory Certificates from the client where the FMC services provided.
- vii. ***The vendor has to provide their own LAN based call logging Software with secure provision to close a call by CRIDA and to obtain periodic reports on status of complaints.**
- viii. The following spare part may be kept at the site to endure immediate replacement. At any point of time the following spare parts must be available at the site. If any equipment is to be replaced on permanent basis in a quarter, the vendor should take the prior approval of the competent authority.

S.No.	Name of the Item	Quantity
01.	Complete set of Computers	03 Nos.
02.	Printers (Laserjet)	02 Nos.
03.	Keyboards & Optical Mouse	05 each
04.	Network cards, Display cards	05 each
05.	Fiber & UTP Patch cables (cat.)	05 each
06.	Switch 24 port with Fiber modules	02 Nos.
07.	RAM (1/2 GB)	02 Nos.
08.	SMPS	05 Nos.
09.	Vacuum cleaner with blower	01 No.
10.	HDD/DVD/CD Writers	05 each

ix. Three Qualified Resident Engineer

1. One System Administrator, RHCE / SUSE Certified should be available on all working days between 0930 to 1700 to take care Qmail Mail Server, Squid Proxy Server, Joomla Webserver and Network related Problems.
2. Two Desktop Support Engineer, MCSE certified to take care of Desktops, Printers, network related problems

Technical Bid : I Terms and Conditions

The below mentioned document should be enclosed along with the Technical Bid

1. The firm must provide Proof of maintaining at least Three AMC (Annual Maintenance Contract) of Computers and its peripherals worth ₹ 5 Lakhs.
2. The company must provide the experience of maintaining a minimum of 250 Computer Systems or more with peripherals for any one of the last three preceding years in Central or State Government Departments / Ministries/ Govt. undertakings/ Nationalised Banks.
3. The company should have at least an annual turnover of ₹ 30 Lacs from its AMC business only, in last five financial years each. Turn over certificate from Chartered Accountant is to be enclosed.
4. The company should have Maintained at least three Similar Govt. organization like CRIDA in last three years.
5. The company should have adequate physical infrastructure to support AMC project like in-house Test and Repair Center at Hyderabad. This may be inspected by CRIDA authorities in case if needed. Necessary documents may be provided accordingly.
6. Demand Draft prescribed towards earnest money deposit.
7. Testimonials
8. Attested Photostat copies of
 - (i) The registration certificate of the firm/agency;
 - (ii) Income tax return/assessment order for last year.
 - (iii) Sales tax return/assessment orders for the three years i.e., 2007-08, 2008-09 and 2009-10
 - (iv) Copies of audited financial statements showing the annual turnover during the last 3 years.
 - (v) TIN Number/Service Tax Registration number along with copies of Registration under VAT & Service Tax Acts.
 - (vi) Certificate issued by the clients.
9. The bid is liable to be rejected in the absence of the above documents.

10. Part – I (Technical Bid) and Part-II (Financial Bid) of the bid document should be filled in, signed with seal on every page and kept in separate covers. The sealed quotations are to be dropped in the bid box kept in Stores Section of the Institute.

11. Bids are not transferable.

12. Earnest Money Deposit prescribed will be returned to the unsuccessful bidders. Bids not accompanied by Earnest Money shall be summarily rejected.

13. Director CRIDA reserves the right to accept or reject the bid(s) without assigning any reasons whatsoever.

II. TERMS AND CONDITIONS:

1. The sealed bids for this work are accepted upto 2.00 p.m. on 28-09.2011. The technical bids will be opened at 3.30 p.m. on the same day in the presence of those bidders or their authorised representatives. After thorough scrutiny of the details in Part-I, the financial bids i.e. Part-II of those firms who are qualified will be opened in the presence of those bidders who may choose to attend after due intimation to those who are qualified and the bids will be finalized thereafter.

2. The bidder should enclose Demand Draft for ₹ 50,000/- (Rupees Fifty thousand only) in favour of ICAR Unit a/c. CRIDA towards EMD drawn on any commercial bank to the bid document towards EMD. The EMD will not carry any interest whatsoever. EMD furnished for previous bids will not be adjusted against the present Bid.

3. The bids received after due date will be rejected. Similarly, bids not accompanied with the requisite EMD will be rejected.

4. The contractor shall service and maintain the computer systems, printers and scanners etc., and keep the equipment in good running condition. All the software used should also be reloaded and maintained as and when necessary. If the problem is not rectified within 24 hours, stand by system/parts are to be arranged until such repair or other. Failure to adhere to this clause will render the bidder liable for 10% deduction the AMC bills. The list of computer equipment that is under AMC are indicated in Annexure-I and II.

5. The servicing should include preventive and proactive maintenance of equipments. Including quarterly cleaning of outer parts/covers with appropriate non-corrosive cleaner. Vacuum cleaning of the internal areas of the workstations.

a. Hardware & software trouble shooting.

b. Installation and up-gradation of system software.

c. Performance monitoring, fine tuning and optimization.

d. Support for WIN 98 /2000 /NT /XP / Vista / 7 / Linux (Redhat & Suse)

6. AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computer systems active and free from any defects/disturbance. The replacement of all defective parts with good quality and OEM branded parts will be done by the service provider without any extra charge. Used / Repaired/ refurbished parts of any other brand from any other source are not acceptable. The following should be taken into consideration:

a. Hardware – This would include the actual components/assemblies/sub-assemblies of the PC i.e. the hard disk, monitor, mouse, Keyboard, floppy disk, DVD/CD-ROM, Zip disk drive, etc. This would also include the components/ assemblies / sub-assemblies / sub-assemblies of peripherals and other accessories and Connectors/ Calves / Cords and any other physical appliances required for running the computers etc.

b. Peripherals – This would include printer (LaserJet, DeskJet, Inkjet, Dot Matrix), DVD/CD-Writer, Modem, Network Interface Card, Speakers and any other unspecified but existing item in the Computer System.

c. Software – This would include all the software related to Operating Systems, System Software, and any other unspecified software required to run the components/peripherals/applications etc. This would also include the application software installed in the computers.

d. Services – This would include back-up solutions, cleaning of the computer system/s and peripherals, disaster recovery solutions, general antivirus checks and regular maintenance like running diagnostics tests to ensure if all the components are working fine/efficiently.

7. The Contractor is required to maintain adequate stocks of spares to meet the requirements. CRIDA reserves the right to verify the stocks at any point of time.

8. The contractor should Provide a LAN Based Call Logging Software For :

- a. Registering Call online by Users
- b. Generating Reports of Call Registered, Completed and Pending call Details.
- c. Call Summary.
- d. Call pending reports.
- e. Calls report Weekly, Monthly and Quarterly.

9. The service shall be provided from Monday to Saturday from 9.00 am to 5.00 pm. The contractor or his employees or authorized representative can attend to the service at all reasonable times to inspect and service the equipment covered under this bid.

10. The contractor has to deploy 3 Qualified Resident Service Engineers on full time basis on all working days as aforementioned with following skill set.

Linux Certified Sr. System Administrator	– 1 no.
Certified Desktops Engineers	– 2 nos.

11. The engineer must be equipped with mobile phone by company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided by the contracting firm.

12. The Engineer shall maintain a daily record of complaints Received/Attended/Not attended, whether received on-line or otherwise and put up bi-weekly report on each Friday to the authorized officer of the institute and if Friday happens to be a holiday than the next working day.

13. The Contractor's Call Escalation Matrix shall be mentioned in the quote along with the Land Line Telephone, Mobile and email addresses. A simple Toll-Free number will not do.

14. The successful bidder will be required to pay security deposit in the form of Demand Draft or Bank Guarantee for Rs 20,000/- (Rupees twenty thousand only) and the security deposit so collected will not carry any interest.

15. The bidder should enclose attested photostat copies of (i) the registration certificate of the firm/company (ii) Latest Income Tax return/assessment order and (iii) Sales Tax return/assessment order for the last three years i.e. 2007-08, 2008-09 and 2009-10, along with the bid quotation. The bid is liable to be rejected in the absence of these documents.
16. List of Offices/Departments/Institutions where the bidder has already provided such services should be attached.
17. CRIDA reserves the right to forfeit the EMD of empanelled bids on account of (i) premature withdrawal from the bid (ii) non-payment of security deposit. The decision of the Director, CRIDA shall be final in this regard.
18. Penalty as may be decided by the Director, CRIDA is liable to be levied on the firm/agency who do not attend to the service as per requirement and time limit specified.
19. The Institute shall enter into contract agreement indicating the type/model of equipment to be repaired/serviced in favour of the successful bidder.
20. The contractor should attend to the service at the premises of CRIDA, Santoshnagar, Hyderabad. in accordance with the agreement.
21. Part-I and Part-II of the quotation should be sent in two separate sealed envelopes superscribing the "Quotation for providing Annual Maintenance Contract (AMC) for systems, printers and scanners." Part-I and "Quotation for providing Annual Facility Management Contract (AMC) for systems, printers and scanners." – Part-II.
22. Corrections, if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between the amount quoted in words and figures, amount quoted in words shall prevail.
23. Payment terms are full payment on quarterly basis, after certification by the authorized officer of the Institute and on receipt of bill. No advance amount will be paid. Statutory taxes as applicable at source will be deducted from the bill. All payments will be made by crossed cheque payable at Hyderabad.
24. Deduction will also be made from the bill of the empanelled firm on account of any damages occurred during the service.
25. The rates quoted will be valid for a period of one year from the date of providing AMC service and may be extendable for two more year subject to mutual agreement.
26. In the event of any question, dispute or difference arising under these conditions or any conditions contained in the Work Order or in connection with this contract, the same shall be referred to the sole arbitration of the Director or some other persons appointed by him. The award of the arbitrator shall be final and binding on the parties to this contract.
27. The sealed quotation should be dropped in the tender box kept at Stores Section, CRIDA, Hyderabad.
28. Director, CRIDA reserves the right to reject any or all the quotations received without assigning any reasons whatsoever.

PART II

Financial BID

Specifications and Price Schedule :

Annexure 3

Certificates of registration for sales tax and incorporation etc. Issued by appropriate government for the required services with seal of the Bidder.

Annexure 4

Income tax clearance certificate issued by the concerned IT circle for the past five years with the seal of the bidder

Annexure 5

Schedule A :PERFORMANCE STATEMENT
(Shall be submitted on the Tenderer's Letterhead)

Name of the Bidder

Address :

Year of Established :

Essential Requirement

Maintained set of servers and network services in at least two Govt./Public Sector unit in Hyderabad in the past three years at an annual value of more than rupees five lakhs

Year	Order placed (full address of Purchaser)	Order No. and Date	Description and quantity of ordered equipment	Value of order	Date of completion of delivery		Remarks indicating reasons for late delivery, if any	Has the equipment been satisfactorily functioning? (Attach a certificate from the Purchaser / Consignee)
					As per Contract	Actual		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

Signature and Seal of the Bidder: _____

Business Address: _____

Annexure 6

Details of previous contracts for Schedule A (i.e NMS)

Name of the Bidder

Address:

Year of Established:

Essential Requirement

Details of previous contracts for Maintenance of servers , Network equipment and Management of network services (Enclose the documents)

S.No	Customer Details	AMC Date & Period	Equipment under maintenance	Qty.	Cost of AMC Current (Lakhs)	Service Rendering Under AMC

Signature and Seal of the Bidder

Annexure 7

Performance statement proof of Certificates issued by firms where the similar services were rendered / being rendered with seal of the tenderer