

**TENDER DOCUMENT**  
**(Advertised Tender Enquiry)**

**Tender Notice No. F. No. 2-3/(45)/2014ST**

**TENDER ENQUIRY FOR**  
**Annual Maintenance Contract for**  
**Computers, Computer Peripherals, UPS and Networking**

NAME AND ADDRESS OF BIDDER

M/s. -----

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

## 1. INVITATION TO TENDER



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

***[Tender Notice No. F. No. 2-3/(45)/2014ST Dated: 01-07-2015]***

Dear Sir(s),

On Behalf of the Director, Central Research Institute for Dryland Agriculture I invite you to tender for Annual Maintenance Contract for Computers, Computers Peripherals, UPS and Networking . The conditions of contract applicable to the orders placed by Central Research Institute for Dryland Agriculture, Indian Council of Agricultural Research and Research Institute. If you are interested to quote, 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 Computers, Computer Peripherals, UPS and Networking are as follows:

<b>Tender document No.</b>	<b>Description</b>	<b>Closing time and date of bids</b>
<b><i>F. No. 2-3/(45)/2014ST</i></b>	Annual Maintenance Contract for Computers, Computers Peripherals, UPS and Networking	Last date:22-07-2015 at 1430 hrs

Complete set of bidding documents is available on the website <http://www.crida.in> interested eligible vendors may download the bidding documents and furnish their bids before the due date. Tender is available free of cost for download.

**Important Dates:**

Last date and time for submission of tenders :Upto 1430 hrs IST on 22-07-2015

Date and time of opening of tender on 22-07-2015 at 15:00hrs

**DIRECTOR**

## **2. 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.

- 2.1. Bid security Deposit
- 2.2. Attested copies of registration certificate of the firm/agency;
- 2.3. Attested copies of Income tax return/assessment order for last year.
- 2.4. Attested copies of Sales tax return/assessment orders for the three years i.e., 2012-13, 2013-14 and 2014-15.
- 2.5. Attested copies of audited financial statements showing the annual turnover during the last 3 years.
- 2.6. TIN Number/Service Tax Registration number along with attested copies of Registration under VAT & Service Tax Acts.
- 2.7. Provide information on company's physical infrastructure to support AMC project
- 2.8. The entire original tender document with seal and signature on each page.
- 2.9. All relevant proofs, supporting documents and compliance statement for chapter 3 to 6 wherever required.
- 2.10. Tender bid with detailed price schedule & summary of total cost of bid.

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

### **3.GENERAL TERMS AND CONDITIONS OF THE CONTRCT**

**3.1. 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 only on mutual consent but not automatic.

**3.2. Tender Schedules :** Tenders are invited for maintenance of computers and related equipments from reputed, experienced Registered Companies/ Firms.

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

**3.4. Bid Security (EMD):** Tenders should accompany with an Bid security of ₹ 30,000/- of contract value in favour of "ICAR UNIT A/c. CRIDA" in the form of Demand Draft valid for six months. The tenders without Bid security will be rejected. Bid security furnished for previous bids will not be adjusted against the present Bid. The Bid security will not carry any interest whatsoever. The prescribed Bid security will be returned to the unsuccessful bidders. CRIDA reserves the right to forfeit the Bid security 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.

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

**3.6. Payment:** No advance payment is permissible. However payment will be made after satisfactory services provided in each quarter of the year after date of completion of quarter of the year on receipt of bills in triplicate by the Director CRIDA. Statutory taxes as applicable at source will be deducted from the bill. All payments will be made by e-transfer/crossed cheque payable at Hyderabad/Online transfer. Penalty amount will be deducted from the bill of the empanelled firm on account of any damages occurred during the service.

**3.7. Performance Security Deposit:** The successful bidder is required to pay an amount of ₹ 1,50,000/- (Rupees One Lakh Fifty thousand only) 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. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

**3.8. 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.

**3.9. Validity Period :** Firms tendering should note that their offers should remain open for acceptance for 90 days from the date of opening of tender. The rates of successful tenderer will be valid for a period of one year from the date of providing AMC services or subsequent extension if any on mutual consent.

**3.10. 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. The Director, CRIDA reserves the right to cancel the bid at any stage without specifying any reasons. 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.

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

**3.12. Site Visit :** It is responsibility of tenderers before tendering to see the physical infrastructure of IT facilities available at CRIDA. It is presumed that tenderer had submitted their tender only after having full knowledge of CRIDA infrastructure maintenance requirements.

**3.13. Clarification on bidding document:** Any prospective bidder requiring any clarification of the bidding documents can approach Stores Purchase Officer on any working day of CRIDA.

**3.14. Bidding procedure** The bid document should be filled in and signed with seal on every page. All the bids are to be submitted in sealed cover with scribing on this cover as "TENDER FOR AMC for IT Facilities" and also name of the firm and address. Bids are not transferable. 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.

**3.15. Bid Submission and Opening:** The sealed bids for this work are accepted upto **1430hrs on 22-07-2015**. The sealed bids are to be dropped in the tender box kept in Stores Section of the Institute. Any bid received by the CRIDA after the bid submission deadline prescribed in the document will be rejected and returned unopened to the bidder. The bids will be opened at 1500hrs. on the same day in the presence of all bidders or their authorized representatives. The bids received after due date will not be accepted. Only one person of successful bidder is allowed and to participate.

**3.16. Penalty:** 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.

**3.17. Information to Successful Bidder:** The successful bidder must physically verify the IT equipments to be placed under AMC before entering the contract and intimate the same to the Stores purchase department for preparing final list of equipments under AMC. The Institute shall enter into contract agreement with successful bidder indicating that the firm would be responsible for the work contract with agreed terms & conditions and service assurance. Bank details of the firm must be furnished for payment purpose.

**3.18.** AMC cannot be transferred or outsourced to third person during entire period of contract

#### **4. Essential Technical Qualification of Participating Firm**

- 4.1. Maintained a minimum set of 5 servers, more than 150 computer systems and large network services in a single institutes/units, at least two such Govt./Public Sector units per year in the immediate past two years (2013-14 and 2014-15). Tenderer should enclose proof of awarded contract(s), satisfactory certificate(s) from the claimed Institutes.
- 4.2 Must have at least two Govt./Public Sector Institutions under AMC at present, each having minimum a set of 5 servers, more than 150 Computer systems and large network services or more under AMC in single contract in the present year (2015-16).Tenderer should enclose proof of awarded contract(s), satisfactory certificate(s) from the claimed Institutes and contact details of person in charge at each institute/unit
- 4.3. The firm must have enough Man power of certified experienced engineers for facility management/maintenance services on LINUX, Unix, WINDOWS Environment, Networking systems to do installation fault finding, trouble shooting in Hyderabad. Detailed copy of trained employees may be provided with qualifications and experience details.
- 4.4. Physical infrastructure: Company must have adequate physical infrastructure to support AMC project like in-house Test and Repair Center at Hyderabad.
- 4.5. Ability to bring in rapid and all required resources in terms of manpower/hardware etc. in case of computer security threat / intrusion / hacking / virus attack etc for necessary and trouble shooting and up keeping of the facility without lose of time.

## 5. Essential requirement of AMC at CRIDA

**5.1 Scope of Contract:** The contract will be on comprehensive basis and for on-site Facility Management/Maintenance Services for non-warranty IT peripherals which includes Hardware & Software installation, fault finding and trouble shooting, Installation and up-gradation of system software, Performance monitoring, fine-tuning and optimization and Support for all types of Server, workstations & desktop versions OS. *OEM warranty IT peripherals require service for all kinds of software issues only and work with OEM support if needed.* The vendor has to provide System Administrator to give requisite network services support and coordinate with computer maintenance engineers for smooth running of the IT services. The System Administrator should have experience in large network management using various servers (specifically high end servers like Linux, and Windows, HPC, GPU, Itanium dual processor and Xeon servers, 64 bit 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. 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 concerned Officer. A single point contact that would look after the entire contract should be specified.

### 5.2 List of IT Hardware and its Peripherals at CRIDA, Hyderabad

The whole tender is considered as a **single item only for comprehensive solution**. Bids for individual category would not be considered.

#### 5.2.1. Summary of IT Hardware and its Peripherals

Sl. No.	Name of the IT Peripherals	Total
01.	Desktops	195
02.	Apple Computers	006
03.	Server	012
04.	Workstation	026
05.	All-in-one	010
06.	Laptops	051
07.	Printers	193
08.	Scanners	043
09.	UPS	017
10.	Network	059

**5.2.2.** Detailed item wise information (Non-Warranty and OEM Warranty) of each category is enclosed as Annexure 1

### 5.3 AMC Terms And Conditions For Hardware, Software And Its Peripherals

**5.3.1. Hardware** – This include the actual components/assemblies/sub-assemblies of the PC i.e. the hard disk, RAM, mother board, processor, monitor, mouse, Keyboard, DVD/CD-ROM, SMPS, etc. This would also include the components/ assemblies / sub-assemblies of peripherals and other accessories and Connectors/ Calves / Cords and

any other physical appliances required for running the computers as it is. The servicing of Laptop / Notebook / Netbook should also include replacement of screen, battery and battery charger.

**5.3.2. Peripherals** – This include all LaserJet Printer, DVD/CD-Writer, Network Interface Card, All types VGA cards, Network Switch, Speakers and any other unspecified but existing item in the Computer System. Maintenance of LaserJet Printers cover all parts, including Fuser Assemblies, Teflon sheets, drum kit, etc. Scanner maintenance covers all assemblies including lamp.

**5.3.3. Software** – All IT peripherals of CRIDA (OEM warranty + non-warranty) have to be attended for all kinds of software related issues (Operating Systems, System Software, Software required to run the components/peripherals etc. and any other office working software).

**5.3.4. Services** – This would include back-up solutions, cleaning of the computer systems 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. System Administrator has to take care Zimbra mail Server, Active directory services, DNS, DHCP, Proxy Server, Virtual Machines, CMS & web servers and Network related issues.

**5.3.5. Network** - The maintenance of entire network including networking hardware and cable connectivity is covered under this tender. Network related issues, installation and configuring all types of Modems, Switches, Firewall and Routers.

**5.3.6. UPS** - The bidder shall provide both services and spares for the maintenance of UPS at CRIDA. The cost of all the spares (excluding batteries) that are replaced in the UPS system will be covered under the AMC. If the battery becomes defective due to non-performance of the UPS system, the bidder would replace the battery/batteries free of cost within a day. The preventive maintenance service testing, cleaning and checking of general performance of UPS and the contractor shall inform in advance minimum 2 to 3 months for replacement of UPS batteries, if required.

**5.3.7.** Unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system including Networking. This includes replacement and / or repair of unserviceable parts with either new parts or parts equivalent in performance to the new parts with the approval of the user.

**5.3.8.** In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.

**5.3.9.** Provide Institute Network diagram and year plan for scheduled maintenance of all computers, printers and scanners

**5.3.10.** The bidder has to provide three (03) Qualified Resident Service Engineers who shall be at least one Linux Certified Sr. System Administrator and two Certified Desktops Engineers from recognized institutions to be available in this office from 0930 to 1630 hrs on all working days. System Administrator must know to maintain Zimbra mail Server, Active directory services, DNS, DHCP, Proxy Server, CMS, web servers and



Solving Network related issues. He should also have experience in installing and configuring all types of Modems, Switches, Firewall and Routers.

**5.3.11.** The bidder has to provide One (01) Resident Regular Helper for cleaning and dusting of servers, computers as well as printers on all working days (Monday to Saturday) during 0930 to 1630 hrs.

**5.3.12.** All Service personals should report to concerned Officer CRIDA. All service personal availability is maintained at CRIDA. Failure to comply with requisite qualitative and quantitative strength may attract suitable penalty.

**5.3.13.** The engineer must be equipped with mobile phone by company for quick communication. If any engineer is absent for CIRDA, a suitable replacement has to be provided by the contracting firm immediately with advance intimation.

**5.3.14.** The Engineer shall maintain daily records of complaints Received/Attended/ Not attended, whether received on-line or otherwise and put up a report for every 15 days to the authorized officer of the institute and if the day happens to be a holiday than the next working day.

**5.3.15.** Service Engineers should attend maintenance calls at HRF and GRF of CRIDA. Office Transport is provided for accessing the sites.

**5.3.16.** In addition to the above, an additional service which was agreed to be performed at the time of consideration of the tender or which may mutually agreed upon subsequently for which a separate communication is undertaken, shall also be treated as integrated part of tender and be bidding on the contractor.

**5.3.17.** All IT peripherals under AMC have to be handed over back to concerned Officer CRIDA in good working condition after completion of AMC Period. In writing with all accountability of Hardware / Software and other IT infrastructure details.

## **6. SERVICE ASSURANCE**

**6.1.** 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 service provider without any extra charge will do the replacement of all defective parts with good quality and OEM branded parts. Used/ Repaired/refurbished parts of any other brand from any other source are not acceptable. A suitable heavy penalty would be imposed for not adhering to these conditions.

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

**6.3.** Preventive maintenance of all systems and its peripherals should be scheduled at least once in three months.

**6.4.** Uptime should at least 99.9% for all Systems, Printers, Scanners and Network Switches. Therefore, we agree to maintain the uptime of 98%. Failure Rate / Time should not be more than 2%.

**6.5.** Bidder should provide stand by system of an equivalent configuration as on immediate replacement of any faulty machine and printers. They should also stock adequate number of spares/components at the site (at least three sets of stand by Computers and Printers).

**6.6.** Bidder is required to maintain adequate stocks of spares to meet the daily requirements, such as Computers, LaserJet Printers, Keyboards & Optical Mouse, Network cards, Display cards Fiber & UTP Patch cables (cat.), Switch 24 port with Fiber modules, RAM (2 GB DDR1, DDR2, DDR3), SMPS, HDD/DVD/CD Writers, Vacuum cleaner with blower etc. CRIDA reserves the right to verify the stocks at any point of time

**6.7.** Maximum down time for Servers 4:00 hrs. and all other Systems, LaserJet Printers, scanner and UPS will be one working day.

**6.8.** During down time standby should be provided for systems, LaserJet Printer, scanner and UPS by the AMC holder within one working day for major repairs falling which down time penalty will be attracted as per point number 6.9.

**6.9.** Penalty for Server: ₹ 1500 per 2:00 hrs. per server, Workstation: ₹ 250 per day per workstation, All other computers: ₹ 200 per day per system, Printer/Scanner: ₹ 150 per day per unit, Network: ₹ 100 per day per unit, UPS: ₹ 75 per day per UPS.

**6.10.** Any item (Computer, Printer, Scanner, Laptop, UPS & Network) is not repairable by the firm within 15 days of time, the item has to be replaced with the same brand with same specification or higher specification within 15 days of time.

**6.11.** In the event of Service Personnel remaining absent/on leave without substitute thereof, deduction will be made @ ₹ 250/- per personnel for each day of absence, from the contracted amount.

**6.12.** During the maintenance visits, the systems will be cleaned and general performance shall be checked regularly. Apart from the maintenance visits, all breaks down calls in between emanating from the user will also be attended to.

**6.13.** The bidder will render maintenance services during working hours on working days as applicable to the respective site. No work will be undertaken on holidays and beyond office hours on day to day except by prior arrangement.

**6.14.** If for any reason the bidder is not able to attend the complaint / problem, the job shall be outsourced to some other firm or from the open market at the cost of the bidder and the expenditure incurred shall be recovered from the bidder. This may also entail termination of the tender.

**6.15.** Any penalty amount worked out due to deficiency of service /contract / damages occurred during the services will be deducted from the bill amount of the empanelled firm on account of penalty.

**6.16.** The contractor should provide LAN Based Call Logging Software for:

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

## 7. APPLICATION FORMAT

To  
The Director  
CRIDA (ICAR)  
Santoshnagar  
Hyderabad – 500 059

Sir / Madam,

I / We hereby accept the terms and conditions mentioned in the Tender No. \_\_\_\_\_ dated \_\_\_\_\_ for Annual Maintenance for Computers, Peripherals, UPS and Networking in the Director, CRIDA, Hyderabad.

I / We agree that the offer shall remain open for acceptance for a minimum period of 90 days from the date fixed for opening the tender and thereafter till it is withdrawn by me / us by notice in writing duly addressed to the authority opening the tender and sent by registered post or delivered at the office of such authority.

Demand draft No/s (s) \_\_\_\_\_ dated \_\_\_\_\_ for ₹ 30,000/- payable at Hyderabad in favour of **“ICAR Unit-CRIDA A/c”** towards the earnest money is / are enclosed.

I / We understand that, the amount of Bid security will not bear interest and shall be liable to be forfeited to the Government if I/we fall (i) to keep the offer open for the period mentioned above and (ii) if this offer is accepted, fail to sign and complete the tender documents as required the Director, CRIDA, Hyderabad or furnish the security deposit as specified under terms and conditions of the tender. The amount of earnest money may be adjusted towards the security deposit or refunded to me / us unless the same or any part thereof has been forfeited as aforesaid.

Date :

Full Address : Name in block letters \_\_\_\_\_

Telephone No/s

Fax No.

E-mail address

Signature of the Vendor along with seal  
Name in block letters

## 8.Tender BID

Attached to Tender Notice No. \_\_\_\_\_ dated \_\_\_\_\_

To  
The Director  
CRIDA (ICAR)  
Santoshnagar  
Hyderabad – 500 059

Sir / Madam,

For Annual Maintenance Contract of Computers, Computer Peripherals, UPS and Networking as per details in Annexure-I.

With reference to your Tender No. \_\_\_\_\_ dated \_\_\_\_\_  
We offer Tender Bid as under :-

1. Name of the service provider :
2. Address :
3. Name of the contact person :
4. Contact Number

S.No.	Description of Items	Rate (inclusive of all taxes as applicable)
01	Annual Maintenance Contract of Computers, Computer Peripherals, UPS and Networking as per details annexed in Annexure-I	

**DECLARATION** :I, hereby, declare that details furnished above are true and correct. I have read the entire terms and conditions of the tender document and abide by the same.

(Signature of the Authorised Bidder with Name & date)

### Detailed 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

Sl. No.	Name of the IT Peripherals	Total
01.	Desktops	195
02.	Apple Computers	006
03.	Server	012
04.	Workstation	026
05.	All-in-one	010
06.	Laptops	051
07.	Printers	193
08.	Scanners	043
09.	UPS	017
10.	Network	059
<b>Warranty Items</b>		
01.	All-in-one	010
02.	Desktops	028
03.	Server	002
04.	Workstation	001
05.	Laptops	005

#### Schedule – B : Item wise price details for point number 5.2.2

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. ....