



भाकृअनुप - केन्द्रीय बारानी कृषि अनुसन्धान संस्थान

ICAR - Central Research Institute for Dryland Agriculture
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NOTICE INVITING TENDER THROUGH E-PROCUREMENT

On behalf of the Director, ICAR-CRIDA invites **Online** Tenders under Two Bid System (Technical and Financial separately) for Annual Maintenance Contract of Computers and IT peripherals.

The Tender Document with full details can be downloaded from CRIDA Website (<http://www.icar-crida.res.in/>) or the Government of India, Central Public Procurement Portal (<http://www.eprocure.gov.in>) as per the schedule as given in CRITICAL DATE SHEET as under. The participation in the tender will be subject to remittance of the prescribed Bid Security along with the Technical and financial Bids.

Instructions to Bidder

1. **Submission:** Only bids received on e-procurement portal will be considered for opening. Bids in any physical form sent through fax/email/courier/post/delivered personally will not be considered.
2. The Tenderers /bidders are requested to visit the website (<http://www.icar-crida.res.in/>) or the Government of India, Central Public Procurement Portal (<http://www.eprocure.gov.in>) regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
3. In case, any holiday is declared by the government on the day of opening, the tenders will be opened on the next working day at the same time. The Director CRIDA, HYDERABAD reserves the right to accept reject any or all the tenders.
4. **Tender ID:** Shall be notified on the website (<http://www.icar-crida.res.in/>) along with document.
5. The firms who desire to participate in such tenders in future may bring it to the notice of Procuring Entity and may register in CPPP through DSC.
6. The bidders should have a valid registration of the firm with GOI/any state govt.
7. This institute will not be responsible for any delay in enrollment 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> & enroll their Digital Signature Certificate (Class - II or above) and upload their quotations well in advance to avoid last minute problems.
8. **Performance Security:** (Three) 3% of the contract value/- **as Security Deposit** in the form of DD/Bank Guarantee/FDR is to be deposited by the successful Bidder only after receiving a communication from the Institute. In the event of non-deposition of the same within 15 days of the communication, the earnest money will be forfeited. In the event of any default of performance or terms and conditions of supply, the security deposit will also be forfeited.
9. The bid shall remain valid for acceptance for a period not less than 90 days after the specified date of opening of the offers
10. Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet**. After online opening of Technical-Bid the results of their qualification as well Price-Bid opening will be intimated later.
11. Any change / corrigendum/ extension of opening date in respect of this tender shall be issued through institute and CPPP websites only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit THESE website for updates.

12. The price quoted shall be kept open for 90days from the date of opening and the price should be firm and fixed during the period of contract. This office is not responsible for any escalation of prices/labour etc.,
13. **Payment:** No advance payment is permissible. The 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 online e-transfer with bank account of the awarded firm. Penalty amount will be deducted from the bill of the empanelled firm on account of any damages occurred during the service ad per details specified in the tender document.
14. **Bank details for e-payment:** The bank details may be furnished along with tender for making e-payment to the successful bidder.
15. **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) for maximum of two more years on same rates, terms & conditions of tender.
16. **Tender Schedules:** Tenders are invited for maintenance of computers and related equipment's from reputed, experienced Registered Companies/ Firms as per tender document.
17. **Charges:** The charges have to be quoted on annual basis specifying the charges for each individual item and summing the total cost of tender including all taxes payable. Lowest overall cost of tender bid will be considered if technically fit. Lump sum offers and the offers, which are not having item-wise rates of contract charges, will be rejected.
18. **Termination of Contract:** If services are not satisfactory the CONTRACT will be terminated at any stage with a notice period of one month. Director CRIDA is the final authority.
19. **Taxes/Duties:** 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.
20. **Right of acceptance:** Contract should ordinarily be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the corresponding bidding document.
21. 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.
22. The list included is indicative. The final list of equipment's to be placed under AMC would be notified at the time of award of contract.
23. **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.
24. **Site Visit:** It is responsibility of tenderers before tendering to see the physical infrastructure of "Computers, Computer Peripherals, UPS and Networking" available at CRIDA. It is presumed that tenderer had submitted their tender only after having full knowledge of CRIDA infrastructure maintenance requirements.
25. **Clarification on bidding document:** Any prospective bidder requiring any clarification of the bidding documents can mail queries to Stores Purchase Officer/Nodal officer AKMU.
26. **All participating firms should visit this office before quoting the tender to inspect the working condition of all machines. Repair charges if any should be quoted in the bid. No claim for Pre- AMC repair of any machine will be entertained after award of contract.**
27. Director, CRIDA reserves the right to accept or reject any or all the tenders. Decision of the Director will be final and legally binding. All disputes will be subject to **Hyderabad Jurisdiction only.**

Assistant Administrative Officer (Stores)

Tender Acceptance Letter
(To be filled by bidder on firm/Company Letter Head)

To
The Director
Central Research Institute for Dry Land Agriculture

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 will 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/ organizations related to this tender too 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/company has not been blacklisted /debarred by any Govt. Department/Public Sector undertaking.
6. I / We certify that all information furnished by the our firm/company 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)

AMC Technical Terms and Conditions

1. Essential Technical Qualification of Participating Firm

- 1.1. The firm must have AMC experience of maintaining a minimum of 03 servers, 75 computers, 30 printers in a single ICAR/Govt./Public Sector Organizations at one location in a year and in a single order. The firm must have a minimum of two such years with above experience.
- 1.2. The participating firm meeting above said conditions must enclose year wise AMC awarded office order copy and contact details of person concerned in the organization served as proof.
- 1.3. Satisfactory performance Certificate: Such firm must submit year-wise “certificate of satisfactory performance” from the Organizations to which AMC was rendered. The tender document will not be considered, if the firm fails to submit above mentioned satisfactory certificates along with point 1.2.
- 1.4. Satisfactory certificate from ICAR-CRIDA must be submitted, if the participating firm rendered AMC to ICAR-CRIDA in previous years. Failing which the tender document will be rejected.
- 1.5. The firm must have Hyderabad office/center with required physical infrastructure to support IT AMC like in-house Testing and Repair at Hyderabad. Provide supporting documents with complete information.
- 1.6. The firm must have certified engineers in Hyderabad office/center with experience in IT facility management/maintenance services on Linux, Windows Environment, Networking security, installation, fault finding, and troubleshooting etc. Enclose details of number of employees with such certification in Hyderabad office/Centre only.
- 1.7. The firm must submit 02 years audited certificates with minimum 20 lakhs turnover per annum in AMC.
- 1.8. The firm meeting the above conditions from point 1.1 to 1.7 will only be considered for further technical evaluation.

2. Scope of Annual IT Facilities Management/Maintenance

The contract is be on comprehensive basis and for on-site Facility Management/Maintenance Services for non-warranty and warranty IT peripherals which includes data disaster recovery, Hardware & Software installation, fault finding and troubleshooting, 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 Coordinating with OEM support if needed.* The firm has to provide System administrator services throughout the contract period at CRIDA during office hours and beyond if required to give requisite network services support and coordinate with computer maintenance engineers for smooth running of the IT services. The Firm should provide services of system administrator for a 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). The firm has to provide service backup 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/whenever; there is "single point" failures/bottleneck failures. The firm's service provider should coordinate / manage other workers and report the progress/problems with OIC-AKMU. A single point contact details that look after the entire contract should be specified.

3. IT facilities Management/Maintenance Terms and Conditions of Hardware, Software and Its Peripherals

3.1. Hardware – This is comprehensive AMC for repairs and replacement of parts with Original Equipment Manufacturer (OEM) only. This include actual components/ assemblies/sub-assemblies of the all kinds of computes i.e. Hard Disk, RAM, Mother board, Processor, Monitor, Mouse, Keyboard, SMPS, etc. This also include the components/ assembles / sub-assemblies of peripherals and other accessories and Connectors/ Calves / Cords and any other physical appliances comes with the computer and required for running computer as it is. Laptop / Notebook / Netbook also included for service/repair /replacement of screen, battery and battery charger with OEM components only. Annual Maintenance 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 has to replace all defective parts with good quality and OEM branded parts only without any extra charge (need clarity on without any extra charges). Used/ Repaired/refurbished parts of any other brand from any other source are not acceptable.

3.2. Peripherals – This include all LaserJet Printer, 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. Printer's cartridges are not covered in this. Printer's cartridges are provided by the CRIDA for replacement of cartridge.

3.3. Network – It includes maintenance of entire network of CRIDA i.e. networking hardware and cable connectivity. It also covers Network related issues, installation and configuring of all types Modems, Switches, Firewall and Routers.

3.4. 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).

3.5. Services – This includes data/System 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 all the components are working fine/efficiently. The firm's service personnel (System Administrator) has to take care Web Server, Active directory services, DNS, DHCP, Proxy Server, Virtual Machines and CMS.

3.6. Up-time is at least 99.9% for all Systems, Printers, Scanners and Network Switches. Therefore, we agree to maintain the up-time of 98%. Failure Rate is not more than 2%.

3.7. Suitable standby arrangement has to be made in case the equipment is to be taken to workshop for repairs or repair cannot be completed within 4 hours for Servers and 24 hours for desktops, printers, laptops and scanners.

3.8. Maximum down time for Servers are 4:00 hrs., and all other Systems, Printers, and Scanners are one working day.

3.9. Any item (Computer, Printer, Scanner, Laptop, and Network Switch) 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.

3.10. The firm must deploy qualified three resident service personals, One full stack developer for managing and updating online/web application, one certified desktop and printer service personal with knowledge of Linux and Network management, one exclusive helper for hardware dusting and cleaning. The firm must provide backup support for deployment of services on Windows / Linux Servers. Service personal should be deployed in consultation with OIC, AKMU for required experience and above said knowledge.

3.11. The firm should have experiences configuring and maintaining web servers. It should also have experiencing in installing the modem, switches, firewall, routers and solving network issues.

3.12. CRIDA has full rights to reject the services of any service personal and can ask for a replacement, if found not fit. Suitable replacement has to be provided in absence of any service personal. Failing which, the AMC will be terminated.

3.13. The service engineer must be equipped with mobile phone for quick communication.

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.

3.15. The firm has to attend maintenance calls at HRF and GRF of CRIDA. Office Transport is provided for going and coming.

3.16. Maintenance service has to be taken during office working hours. No work will be undertaken on holidays and beyond office hours, except prior permission from the Office In charge AKMU.

3.17. 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.

3.18. 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.

3.19. 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 may/may not is undertaken, shall also be treated as integrated part of tender and be binding on the contractor.

3.20. All IT peripherals under AMC have to be handed over back to OIC, AKMU in good working condition after completion of AMC Period.

3.21. It 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, SMPS, Vacuum cleaner / blower etc.

3.22. The firm has to submit a statement mentioning repairs/replacements taken up during the month with the description of fault and corrective actions taken by the firm and pending cases at the end of every month without fail.

3.23. All Service personnel have to report to Office In charge AKMU.

4. Service Downtime Penalty

Penalty is imposed on downtime services in the following cases:

- a.** In case of failing to repair or rectify problems in one day for servers and 2 days for all other items from the Down time without suitable standby.

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

4.1. Penalty for Server: ` 3000 per day per server, Workstation and iMac: ` 500 per day per workstation, All other Computers, Laptops, Printers, Scanners and Network Switches: ` 250 per day per unit.

4.2. In the event of non-availability of Services, a suitable penalty will be deducted without any further intimation.

4.3. Failing to submit monthly report within two days of time, an amount of ` 100/- per day penalty is charged.

4.4. In case AMC firm fail to provide services in time, the job will be outsourced or suitable new item will be purchased at the cost of the AMC firm.

4.5. The penalty amount and the cost incurred for the point 4.4 will be deducted from the quarterly bill amount on account of damages occurred during the service.

4.6. If the Penalty for non-compliance of service conditions reaches 10% of the contract value / bill value the contract is liable to be terminated with a notice period of one month.

5. Summary List of IT Hardware and its Peripherals at CRIDA, Hyderabad

Sl. No.	Name of the IT Peripherals	Under warranty	Non-Warranty	Total
01.	Server	--	006	006
02.	Workstations	002	018	020
03.	Apple Computers (Imac)	--	004	004
04.	Desktops	001	090	091
05.	All-in-one	065	024	089
06.	Laptops	007	026	033
07.	Printers	--	082	082

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

Technical Bid / Check list

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

Sl.No.	Particulars	Supporting Documents attached (Yes or No)	Page no		
1	Provide information on company's physical infrastructure to support AMC project				
2	Attested Proof of documents year wise as per chapter 1				
3	Attested copies of Details of Staff				
4	Compliance statement for chapter 2-4				
5	Income Tax returns of Firm's previous 2 assessment years				
6	The firm must have Hyderabad office/center with required physical infrastructure to support IT AMC like in-house Testing and Repair at Hyderabad. Provide supporting documents with complete information. (Proof)				
7	Certified engineers in Hyderabad office/Centre with experience in IT facility management/maintenance services on Linux, Windows Environment, Networking security, installation, fault finding and troubleshooting etc. Enclose details of number of employers with certifications. (Proof)				
8	Contact details of Responsible person to AMC/Call escalation matrix				
9	Tender acceptance letter duly filled with signature				
10	The firm must have maintained a minimum number of 03 servers, 75 computers and 30 printers in a single ICAR/Govt./Public Sector Organizations at one location in a year and in a single order. The firm must have completed two such works costing not less than Rs. 7.5 lakhs each. Give details of document proofs below:				
	AMC Year	AMC Served Organization Details	Document Proof	Enclosed Y/N	Page no
	YEAR 1 :		Order Copy		
			Satisfaction Certificate		
			Contact details		
	YEAR 2 :		Order Copy		
			Satisfaction Certificate		
Contact details					

Seal and signature of the Bidder: _____

Business Address: _____

Ph No : _____

Email ID : _____