



हर कदम, हर डगर
किसानों का हमसफर
भारतीय कृषि अनुसंधान परिषद

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भारतीय मृदा विज्ञान संस्थान (भा0कृ0अनु0प0)
नबीबाग, बैरसिया रोड, भोपाल – 462038

Indian Institute of Soil Science(ICAR)
Nabibagh, Berasia Road, Bhopal – 462038 (M.P.)

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F.No.5-409/2015-16/P&S/IISS

Dated: 02.01.2016

To,

Sub: Limited tender for inviting annual maintenance contract (AMC) of Computers/ printers/scanners/Laptops/ Servers/LAN/ other peripherals etc.-reg.

Sir,

Sealed quotations are hereby invited on behalf of Director, IISS, Bhopal for the award of annual maintenance contract (AMC) of Computers/ Laptops Printers /Scanners/Servers/LAN etc. at IISS. In case you are interested to undertake the work, you are requested to send your quotation in a sealed cover super scribed as **“Contract for maintenance of Computers/Laptops/ Printers/ Scanners/ Servers/ LAN etc. at IISS quotation F.No.5-409/2015-16/P&S/IISS due on 02.02.2016”** accompanied by a Demand Draft of **Rs. 10000/-** as earnest money deposit (EMD) drawn in favour of ICAR UNIT IISS, Bhopal, which should reach the undersigned latest by **02.02.2016**.

A copy of prescribed form showing tentative quantity along with terms & conditions is enclosed herewith.

Yours faithfully,

Administrative Officer

Copy to:

1. I/c AKMU for uploading on website and CPP Portal.

Particulars for quotation

Sl. No.	Particular	
1	Name of the quotee	
2	Office Address (With Telephone, Fax no. & E. Mail ID)	
3	Year of Establishment	
4	Name of the affiliated firms (if any)	
5	Facilities available for maintenance including personnel	
6	Name and address of the office to whom all reference shall be made regarding this tender	
7	Annual turnover of the firm for the last three successive years.	

TERMS & CONDITIONS:-

01. The Annual Maintenance Contract is for the whole computer systems.
02. **Problem Notification:** The firm should send their engineers/technicians at regular intervals to the Institute for carrying out AMC irrespective of any notification from the Institute. The frequency of visit should not be less than 01(one) visit in a week (may be 04 visits/month) month. In addition the Institute shall notify the vendor of any errors and malfunctions, which occur when the computer system is being used by the Institute. All complaints will be registered by the I/c AKMU (ARIS Cell). The vendor should mention their Telephone No. /Fax No. Mobile No. & Contact person in order to allow the Institute to accomplish the required notification and request information about the complaint and give the docket number of complaint registered.
03. **Problem Resolution:** The vendor is advised in their own interest to note down the Room No. where the Computer system is installed and the vendor should ensure that Computer system is not down and is attended to under the maintenance contract from the time of communicating to the vendor by deputing only qualified and experienced service engineers who has full technical knowledge.
Service Deliverables may be as follows:
Types of Service: On site Maintenance (OSM)
Average response time: 4 Hours.
Average uptime: 95%
04. Any part / item required to be replaced should be of same or superior make and model.
05. Every item (including the plastic parts and peripheral) will be under comprehensive AMC. No parts except printer cartridges/ribbon will be treated as consumable. Smooth working of the system (including Hardware, software and related items) completely with be responsibility of the vendor, shall be covered under the contract. Proper functioning of the Operating System and Networking System including switches, cables are also covered under the contract.
06. The vendor will ensure an up time of more than 95% during the contracted period.
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07. The contractor shall provide Preventive maintenance including but not limited to inspection testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior, fixing of any bugs, data recovery services and necessary repair of the equipment, once every 30 days. Preferably during the first week of every month.

08. The contractor should attend the complaint on the same day or next day morning if the complaint booked in the forenoon by AKMU (ARIS CELL). Complaints booked during afternoon may be attended on the next day or within two days, **failing which penalty of Rs.200.00 per day will be levied**. During the period of fault rectification, a suitable & justified alternate arrangement should be provided. In case of delay in rectification beyond 7 days, a penalty of Rs.400/- per day per machine will be levied. In such an event, the IISS may get the faults rectified by a third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty.
09. Complaints regarding server and LAN including hardware and software should be attended on the same day on priority.
10. AMC amount will be paid monthly on bill basis after deduction of penalty, if any. Rates may therefore be quoted after duly considering all the terms & conditions of the tender document.
11. The Security Deposit for amounting to 10% of one year's AMC charges will have to be deposited in the form of DD in favour of ICAR UNIT, IISS, Bhopal by the contractor before commencement of AMC.
12. The details of the service centres in Bhopal, with full addresses, telephone numbers, details of equipment and staff, etc. should be enclosed, failing which the tender will be rejected.
13. The vendor shall employ and provide such qualified and experienced personnel as are required to perform the services under the agreement. The vendor shall have an office at Bhopal and whatever necessary, the office at Bhopal will be treated as branch office of the vendor for legal and taxation purposes.
14. The vendor and their personnel shall not, either during implementation or after completion of the project, disclose and proprietary or confidential information relating to the services, agreement or the Competent Authority business or operations without the prior consent Competent Authority.
15. The prices quoted for the items/services shall be firm throughout the period of agreement and this agreement will be valid up to the date of final payment to the supplier and shall not be subject to any upward modification whatsoever. The prices quoted shall be inclusive of all taxes inclusive service tax. The rates should be quoted in Indian Rupees.

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16. The Director, IISS, Bhopal reserves the right to change the quantity within the validity of the contract period without any change in Price or other terms & conditions with commensurate increase or decrease in delivery period.
17. Tender should be an Authorized Service Provider and Authorized Dealer/ Distributor of any reputed Brand of Computer/allied items.
18. The competent authority must sign all the enclosed papers/annexure.
19. Documentary evidence for the authority will be provided. In case of partnership firm, all partners have to sign all documents.

- 20.** Stipulation of any additional terms & condition would result in rejection of the bid.
- 21.** No deviation from the conditions of the tender shall be accepted.
- 22.** The Director, IISS reserves the right to accept / reject any / all part of the tender without assigning any reason.
- 23.** In case of any dispute regarding the technical acceptability of any offer the tender opening committee will refer the case of the Director whose decision shall be final and binding on all.
- 24.** The contractor should physically verify all the equipments before quoting No deviations from the intended specification will be entertained afterwards.

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OPTIONAL/DESIRABLE CONDITIONS FOR COMPANY/VENDOR

1. Company / vendor should be certified (ISO9100:2000 or better) register service provider organization in the field of IT (evidence may please be provided).
2. Annual turn over of the company should not be less than 1 crore in AMC field
3. Should have proven track record with minimum 10 years in customer care service of computers and networking.
4. Should have a permanent or authorized setup at Bhopal with minimum 5 year operation in Bhopal
5. They should provide evidences of serving at least 10 Govt. organization with large setup having at least 100 computers.

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CHECK LIST TO BE SUBMITTED BY THE BIDDER

Sl. No.	Particular	
1	DD towards EMD : DD No._____dtd._____Amount_____	
2	Rates quoted both in words and figures.	Yes/NO
3	Price inclusive taxes	Yes/NO
4	Vendor are in the field of CAMC for last five years	Yes/NO
5	Carried out job of maintenance of 100 computers	Yes/NO
6	Acceptance of fall clause	Yes/NO
7	Acceptance of Penalty Clause	Yes/NO
8	Agreeing for payment terms	Yes/NO
9	Profile of vendor & Client List	Yes/NO
10	Service Tax Registration No. Mentioned	Yes/NO
11	PAN/TIN No. Mentioned	Yes/NO
12	Agreed for any number of stand by units	Yes/NO
13	All correction/alteration in quotation initialed	Yes/NO
14	Validity of Quotation	Yes/NO
15	Items Covered under AMC mentioned	Yes/NO
16	Items not covered under AMC	Yes/NO
17	No. of service Engineers to be deputed at IISS, Bhopal	Yes/NO
18	Qualification & Experience of engineers	Yes/NO
19	Quoted repairing cost of defective items before taking over in AMC	Yes/NO
20	Agreeing for all terms & condition of tender documents	Yes/NO

Certified that all the terms & conditions of tender documents are acceptable to us in to.

Signature & Seal of Vendor

PRE-QUALIFICATION CRITERIA FOR SERVICE PROVIDER

SL. NO.	Pre qualification criteria required by IISS	Acceptance by Vendor	Mention at Pages No.
1	The service provider/vendor should have registered service and maintenance centre/workshop at Bhopal. The Address and location should be clearly mentioned.		
2	The Service provider should have carried out similar job for at least 100 computers for atleast 2 years out of five years. Necessary documentary evidence /certificate should be provided by the service provider/vendor		
3	Detail of contract of similar nature carried out for preceding five years in any Govt./ State/ ICAR Institute / Autonomous body for annual Maintenance contract for computer peripherals etc in a single contract. The detail should also include certificates from the organization.		
4	Company Registration certificate No.		
5	Company TIN No.		
6	Full Detail of infrastructure available relating to maintenance of computers which include workshop, testing facility, standby system and spares available.		
7	Detail of trained manpower availability with qualification and experience.		
8	Detail of annual turnover for last five years		
9	Detail of similar type of work done in the recent years in Bhopal including client name and address		
10	Items will be covered under AMC		
11	Items which will not be covered under AMC		

Signature of the Contractor

Description of items and rates to be quoted by the service provider/vendor

SL. NO.	ITEMS FOR ANNUAL MAINTENANCE CONTRACT	Qty.	Rate (Rs.)	Rate per month (Rs.)	Rate per annum (Rs.)
01.	Computer P-III/ Computer P-IV/ Core 2 Duo/i5/i7	138			
02.	Laptop	09			
03.	Server	07			
04.	Laser jet Printer	63			
05.	Laser jet color printer	09			
06.	Scanner	10			
07.	100 Nodes LAN structured with 24/12 port LAN Switches,	01			
Total Rs.					

Note: Above quantity is tentative and may vary upwards or downwards, and in case the rates are quoted for the whole lot, payment will be made on pro-rata basis accordingly.

Seal & Signature of the Contractor