



NATIONAL AGRI-FOOD BIOTECHNOLOGY INSTITUTE

C-127, INDUSTRIAL AREA, PHASE VIII, MOHALI - 160071

TENDER DOCUMENT FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS & PRINTERS (2013-14)

TENDER NOTICE NO: NABI/1(94)/13-14/N-PUR

The detailed Tender Documents with complete terms & conditions with technical specifications are available on our website <http://www.nabi.res.in>

Last date of receipt of complete tenders is 23rd January 2014 @ 4.00 PM

The date of opening of technical bids is 23rd January 2014 @ 4.30 PM

Hard Copy of the Bid to be submitted to:

**Stores & Purchase Officer
NATIONAL AGRI-FOOD BIOTECHNOLOGY INSTITUTE
C-127, Industrial Area, Phase VIII, Mohali - 160071**

Ph: +91-172-2290300 Fax: +91-172-4604888

E-Mail: purchase@nabi.res.in

Website: <http://www.nabi.res.in>



NATIONAL AGRI-FOOD BIOTECHNOLOGY INSTITUTE

C-127, INDUSTRIAL AREA, PHASE VIII, MOHALI – 160071

Subject: TENDER FOR COMPREHENSIVE BIOTECHNOLOGY INSTITUTE ANNUAL MAINTENANCE CONTRACT FOR SERVERS, COMPUTERS, PRINTERS, SCANNER & PROJECTOR OF NATIONAL AGRI-FOOD

Sealed tenders are invited from firms (on official letterheads) duly filled in Annexure – I & II for award of Comprehensive Annual Maintenance Contract (AMC) for Servers, Desktops, Workstations, Printers, Scanners etc listed in Annexure III from registered, bonafide, reputed, experienced and eligible firms who have executed similar nature of work in Ministries / Departments, Autonomous, Semi-Government Organizations, including public sector undertakings, and satisfying all the terms and conditions in this tender document.

Instructions to tenderers

- 1) Tenders are invited in two bid system (i) Techno-commercial bid & (ii) Price bid. The 'Techno-Commercial Bid' will be made and put in the first envelope containing the title '**Techno-commercial bid**'. It should contain full information as required in Annexure – I. The 'price bid' will be made and put in the second envelope containing the title '**Price Bid**'. It could include full information as required in Annexure – II. Both bids should be put in the third envelope which should be prominently super-scribed as '**TENDERS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PRINTERS**' and addressed to "The Executive Director, National Agri-Food Biotechnology Institute, Mohali – 160071" on or before 23rd January 2014 at 4.00 PM.
- 2) Tenders received after due date and time mentioned above, as well as those received without separated sealed envelopes as specified above will not be accepted.
- 3) The institute reserves the right to reject any tender without assigning any reason.
- 4) It may be noted that incomplete in any respect or conditional tender will not be accepted.

Eligibility Criteria

- 1) The firm should be in existence for over 3 years in the trade of maintenance of Servers, Desktops, Workstations, Printers, Scanners etc., and should be having a turnover of at least 10 lakhs per annum exclusively in said maintenance trade only.
- 2) The firm must have previous experience in maintaining hardware & software and network systems in offices and organizations of the Central Government and preferably also in public sector undertakings of the Government of India / State Government and Autonomous Bodies (certificates from **at least three such offices/organizations** – where the firm is presently holding AMC – indicating ‘satisfactory performance/service providing’ by the firm have to be furnished along with proof of holding AMC in those office / organizations as on date. The certificate should indicate the brands of equipments (name of manufacturer or equipments) maintained by the firm holding AMC in those organization. The institute would be free to verify such certificates from the concerned office/organization, if felt necessary.
- 3) The firm must have expertise in preventive on-site maintenance and repair of servers, standalone computers, laser and inkjet printers, scanners, projectors associated peripherals, network components and other hardware parts and accessories. The firm must have expertise in LAN trouble shooting.
- 4) The firm must be ‘registered’ firm and should also be registered with the state Sales Tax Department for Works Contract Tax (certificates of registration have to be provided to this institute). Possession of valid ISO certificate in the same field is an added advantage.
- 5) The firm must have duly allotted PAN and TIN/CST Registration number and also State ST (allotted by the state Sales Tax Department for Works Contract Tax). Those numbers must be provided on the bills/tenders submitted by the firm or payment.
- 6) Copies of the following documents should be submitted along with techno-commercial bid.
 - a) Letter of Authorization from OEM of HP Servers and CISCO Switches declaring the bidder to be an Authorized Service Provider
 - b) Audited Profit & Loss Account of last three years i.e., 2010-11, 2011-12 and 2012-13
 - c) Service Tax Certificate
 - d) Income Tax PAN No.
 - e) Income Tax Return for last three years i.e., 2010-11, 2011-12 & 2012-13
 - f) ISO Certificate (Optional)
 - g) Latest Service Tax Return
 - h) Experience Certificate of 3 years in providing services in Central Government/State Government/Public Sector undertakings/Autonomous Bodies.
 - i) Copies of similar Annual Maintenance Contract received from Government Departments/PSU's/Autonomous bodies funded by Central/State Government
 - j) The Earnest Money Deposit (EMD) of 5000 through a Demand Draft (No:_____ & Date_____)

IF A FIRM FILING TENDERS DOESNOT FULFIL ALL OR ANY OF THE ABOVE ELIGIBILITY CRITERIA MENTIONED ABOVE, THE TENDER OF THE FIRM WILL NOT BE CONSIDERED

Period of Contract

The period of contract shall be for one year from the date of commencement of contract. However the contract can be terminated at any time during the period of contract after giving notice of 15 days, if the firm did not render the services satisfactorily or parts/spares provided by the firm are found sub-standard or any other reasons as the institute may deem proper.

Scope of Work

1. Comprehensive maintenance of Servers, Cisco Switches, Personal Computers, Workstations, Printers, Scanners etc., installed in National Agri-Food Biotechnology Institute, C-127, Industrial Area, Phase VIII, Mohali – 160071.

Earnest Money Deposit (EMD)

The tenders should be accompanied by Earnest Money Deposit (EMD) of ` 5,000 (Rupees Five thousand only) in the form of Account Payee Demand Draft/Bankers Cheque from any of the commercial banks in an acceptable form, drawn in favour of "The Executive Director, National Agri-Food Biotechnology Institute" payable at Mohali without which the tenders will not be considered. The Earnest Money will be returned to all the unsuccessful tenderers after finalization of the contract.

Performance Guarantee (Security Deposit)

The successful bidder shall give performance security in the form of Account Payee Demand Draft/Fixed Deposit Receipt/Bank Biotechnology Institute, Mohali – 160071". Performance Security should remain valid for a period of sixty days Guarantee from a Commercial Bank amounting to 10% of the total contractual value in favour of "The Executive Director, National Agri-Food beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The Security Deposit will be refunded only after the expiry of the contract. This Deposit is liable to be forfeited, if during the period of contract the services of the contractor are found to be unsatisfactory in any respect, and / or in the any of the conditions of the contract is contravend / breached, by the firm / or his employees. The forfeiture will be in addition to any action by the institute that the contractor firm may invite upon themselves due to any of the reasons specified above.

Terms and Conditions:

- 1) The Comprehensive Annual Maintenance Contract shall be for a period of one year from the date of acceptance of the order.
- 2) During the period of AMC, all spares/consumables (except cartridges and toners) shall be replaced by the tenderer.
- 3) During the period of AMC, the tenderer shall carryout preventive check at periodic intervals. For servers and Cisco Switches - preventive maintenance should be done every three months and for others it should be six months.
- 4) The fault reported by the institute during the period of AMC shall normally be rectified within a working day from the date of receipt of fault report. If the representative did not attend the calls within a working day, a penalty of Rs. 1000 per day for Servers and Cisco Switches and for other items Rs.200 per day should be deducted from the bills.
- 5) In case of major repair / breakdown of any systems, the supplier should have facility for providing a standby system.
- 6) The rates quoted will remain in force for the full period of the AMC. No demand for revision of rates on any account shall be entertained during the contract period.
- 7) The AMC shall be extendable based on performance and subject to mutual agreement.
- 8) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may lead to cancellation of the contract, revocation of PBG and any other legal action may be taken against the firm.
- 9) It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the Institute in working condition on expiry of the contract.
- 10) The quantity mentioned in the tender is approximate. In case of any addition in the quantity we may add the same during the course of contract at the rates quoted to NABI, Mohali. The rates shall be calculated from the date of induction of items in the contract.
- 11) No advance payment will be made. Their payment will be released on quarterly basis after the satisfactory completion of service. The company will submit quarterly bill within the ten days of completion of the quarter to S & P section and efforts shall be made to make the payments at the earliest on receipt of clear bill.
- 12) Enclose the copies of AMC entered with other Government Departments/PSU's/Autonomous bodies funded by the Central/State Governments.
- 13) Security deposit at 10% of the contract value has to be submitted in the form of bank guarantee or as mentioned above under the caption "performance security" within 15 days of award of work.
- 14) The Executive Director reserves the right to reject the tender in whole or part and its decision in this regard shall not be called upon in question under any circumstances.

Annexure - I

Techno-Commercial Bid

Sr. No	Description	Indicate also Page Number where attached
1)	Name, address & telephone number of the agency/firm	
2)	Name, Designation, Address and Telephone No. of authorized person	
3)	Please specify as to whether tenderer is sole Propreitor/Partnership firm/Private or Limited Company	
4)	Copy of PAN Card issued by the Income Tax Department and copy of previous 3 financial years Income Tax Return	
5)	Letter of Authorization from HP/Dell/Samsung/Xerox/Mitsubishi declaring the bidder to be an Authorized Service Provider (Please attach)	
6)	Valid ISO Certificate if any (please attach copy)	
7)	Service Tax Registration (Please attach)	
8)	Latest Service Tax Return (Please attach)	
9)	Annual Turnover during last 3 years: 2010-11 _____ 2011-12 _____ 2012-13 _____ (Please attach proof)	
10)	Experience Certificate of 3 years in providing services in Government Departments/PSU's/Autonomous bodies funded by Central/State Government	
11)	Copies of Similar AMC received from Government Departments/PSU's/Autonomous bodies funded by Central/State Government	
12)	Details of Bid Security / Earnest Money Deposit: a) Amount: b) Demand Draft/Pay Order / Banker's Cheque No: c) Date of issue: d) Name of issuing Bank:	

Declaration by the Bidder:

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained in the tender document and undertake myself/ourselves to strictly abide by them.

Signature of the Tenderer with seal
Designation

Note: Please indicate the page numbers where documents attached. The entire tender document should be serially pay numbered including enclosures.

ANNEXURE – II

Sr. No	Category	Item Description	Qty	Rate per unit (in `)	Total (in `)
1)	Server	HP DL580G5 Server	2		
2)	Desktop	Dell Optiplex, Dell Inspiron, Compaq Presario, WIPRO	27		
3)	Workstation	Dell T7500 workstation	1		
4)	Scanner	HP Scanjet 5000	1		
5)	Printer	HP Laserjet 3015	1		
		HP Laserjet 2055	1		
		Office Jet 7000 Color	1		
		Office Jet 6500 A HP	1		
		Xerox Phaser 3100 MFP	1		
		Samsung ML 1640	2		
		Samsung SCX 4300	2		
6)	Projector	Mitsubishi Electric DLP XD 280U	2		
7)	Networking Equipment	Cisco WS-C 3750G-24TS (L3 Switch)	1		
		Cisco WS-C 2960G-24TC (L2 Switch)	2		
		Cisco WS-C 2960S-48 (L2 Switch)	2		
		Cisco WS-C 2960S-24 (L2 Switch)	1		
		Cisco Access Point AIR-LAP1131AG-A-K9	2		
		Cisco Access Point AIR-LAP1131AG-A-K9	2		
		Cisco 2500 Wireless Controller	1		

Declaration by the Bidder:

I have carefully gone through the Terms and Conditions contained in the Tender Document (NABI/1(94)/13-14/N-PUR) regarding on site Comprehensive Annual Maintenance Contract (AMC) of Computers and Printers of NABI. All the Terms and Conditions of the tender for providing Comprehensive Annual Maintenance Contract (AMC) of Computers and Printers are acceptable to me.

Signature of the Tenderer with seal

ANNEXURE III

Sr. No	Details of Equipments	Specifications	Qty
1)	Servers	HP DL580G5 Server Intel xeon 2.3GHz,20gb RAM, 2TB HDD with Windows Server 2008 R2	2
2)	Desktop	Core2duo,2Gb RAM, 320Gb HDD With Windows 7 Professional Operating System	27
3)	Printer	HP Laserjet 3015, Laserjet 2055, Officejet 7000 Color, Officejet 6500A HP Xerox Phaser 3100MFP Samsung ML1640, Samsung SCX4300,	1 1 1 1 1 2 2
4)	Projector	Mitsubishi Electric Model No: XD280U	2
5)	Networking Equipment	Cisco WS-C 3750G-24TS (L3 Switch), Cisco WS-C 2960G-24TC (L2 Switch), Cisco WS-C 2960S-48 (L2 Switch), Cisco WS-C 2960S-24 (L2 Switch), Cisco Access Point AIR-LAP1131AG-A-K9 Cisco Access Point AIR-LAP1042N-N-K9 Cisco 2500 Wireless Controller	1 2 2 1 2 2 1