



भा.कृ.अनु.प.-भारतीय बागवानी अनुसंधान संस्थान
हेसरघट्टा लेक पोस्ट, बेंगलूरु - 560 089

ICAR - INDIAN INSTITUTE OF HORTICULTURAL RESEARCH

Hesaraghatta Lake Post, Bengaluru-560 089



❖ सरदार पटेल उत्कृष्ट भा.कृ.अनु.प. संस्थान पुरस्कार 2010 ❖
❖ Sardar Patel Outstanding ICAR Institution Award 2010 ❖



F.No.5-24/2018-19/SP/AMC/

Dated:17.04.2018

**NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE RATE
CONTRACT OF COMPUTER AND PERIPHERALS AT ICAR-IIHR, BANGALORE**

The tender document contains the following:-

Annexure-I - "Terms for AMC of Computer & Peripherals"

Annexure-II- "Abstract / List of Systems"

Annexure-III -- "Instructions for Online Bid Submission"

Tender Enquiry No. : F.No.5-24/2018-19/SP/AMC	
Date and Time for Issue/Publishing	17.04.2018 at 04:00 PM
Document Download Date and Time	17.04.2018 at 04:00 PM
Bid Submission Start Date and Time	17.04.2018 at 04:00 PM
Bid Submission End Date and Time	8.05.2018 at 03:00 PM
Date and Time for Opening of Bids	10.05.2018 at 11.00 AM

IMPORTANT NOTES:-

- Tender Documents can be downloaded from ICAR-IIHR website www.iihr.res.in or from the Central Public Procurement Portal www.eprocure.gov.in. Bidders should enroll / register in the e-procurement module of Central Public Procurement Portal through the website : www.eprocure.gov.in for participating in the bidding process. Bidders should also possess a valid DSC for online submission of bids. Central Public Procurement Portal (CPPP) **shall not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tempered /modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with IIHR.
- Bids received on e-tendering portal only will be considered. Bids in any other form sent through sealed cover/email/post/fax etc., will be rejected.**
- Intending tenderers are advised to visit IIHR website www.iihr.res.in or from the Central Public Procurement Portal www.eprocure.gov.in at least 03days prior to closing date of submission of tender for any corrigendum/amendment.**
- ICAR-IIHR reserves the right to accept / reject any or all the tenders in part /full without assigning any reason thereof.
- ICAR-IIHR will not be responsible for any delay in enrollment / registration as bidder or submitting /uploading the offer on e-tender portal. Hence, bidders are advised to register in

e-tendering website www.eprocure.gov.in and enroll their Digital Signature Certificate and upload their quotation well in advance.

- vi. 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.
- vii. Any change / corrigendum/ extension of opening date in respect of this tender shall be issued through websites only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit our website for updates.
- viii. Not more than one tender shall be submitted by one contractor or contractors having relationship. Under no circumstances will father and his son(s) or other close relations who have business relationships with one another (i.e., when one or more partners (s)/Director (s) are common be allowed to tender for same contract as separate Competitors. A breach of this conditions will render the tenders of both parties liable to rejection.
- ix. Tender not accompanied with the cost of tender documents is liable to be rejected.
- x. The tender form/bidder documents may be downloaded from the website: <https://eprocure.gov.in/eprocure/app>. Online submission of Bids through Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) is mandatory. Manual bids shall not be accepted.
- xi. Tenderers/bidders are requested to visit the website <https://eprocure.gov.in/eprocure/app> regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
- xii. 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 Ministry reserves the right to accept or reject any or all the tenders.

The Firms are required to furnish / upload copies of the following documents:

- I. Signed and Scanned copy of Firm's registration, PAN No, GST No., TIN No & Affidavit of Partnership firm.
- II. Signed and Scanned copy of documents like tender documents & RTGS detail of the firm.
- III. Scanned copy of similar contracts to Government Departments.

We have furnished all the information, as required in the tender enquiry and attached the relevant documents.

(In case a tenderer desires to put some additional/modified stipulations, terms and conditions etc. the same may be clearly indicated).

We confirm that our offer will remain valid for acceptance for **180days** after the date of opening of tenders.

Sd/-
ADMINISTRATIVE OFFICER (SP)

ANNEXURE-I

Annual Maintenance Rate Contract for Computers & Peripherals at ICAR-IIHR, Hessarghatta, Bengaluru

Tenders are invited from the reputed firms for entering into Annual Maintenance Rate Contract for Computers and Peripherals(details as per Annexure-I enclosed)at this Institute for a period of **One Year** from the date of issue of work order along with terms and conditions as detailed below:

1. 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.,
2. The successful bidder has to undertake the above said work. The firm should possess minimum of two years of experience in Annual Maintenance contract Field duly supported by documentary evidence as regards competence and goodwill. The firm should have adequate qualified manpower experience in field. Sufficient number of Resident Engineers would be required to be provided during the contract period.
3. Quotations should be submitted along with the Earnest Money Deposit (Interest free) of **Rs.30,000/-** (Rupees Thirty Thousand Only).
4. Detail information for Terms and Conditions for the purpose can either be obtained from Nodal Officer, AKMU, ICAR-IIHR, Bangalore, during working hours 09:30 AM to 03:00 PM.

**5. SUBMISSION OF BIDS:
SEALING & MARKING OF BIDS:**

- a) TECHNICAL BID AND FINANCIAL BID, both sealed envelopes should be kept in one outer envelope duly sealed and super-scribed as QUOTATION FOR AMC OF COMPUTERS AND PERIPHERALS containing two separate sealed envelopes for TECHNICAL BID AND FINANCIAL BID.
- b) BID sent by Telex, Cable, Mail or Fax is not acceptable.

6. BID OPENING AND EVALUATION:

- a) The TECHNICAL BID (Item no.18) will be opened at this Institute on specified date and time. The TECHNICAL BID should contain all the technical aspects of the items/job schedules etc., and the EMD for an amount of Rs.30,000/-
- b) FINANCIAL BID should be quoted separately in Excel sheet. FINANCIAL BID of the technically responsive and short listed bids only will be opened on the date

and time specified. The list of firms found to be technically responsive will be notified on the CPP Portal.

7. **THE TECHNICAL BIDS OF THE TENDERS / QUOTATIONS WHICH ARE RECEIVED THROUGH CPPP ON TIME (AS PER PARA 5 ABOVE) WILL BE OPENED AT PURCHASER'S OFFICE ON 10.05.2018 AT 11.00 AM.**
8. The purchase will evaluate and compare the quotations which are substantially responsive i.e., which are properly prepared and signed and meet the required terms and conditions, specifications, etc., The purchaser will award the contract to the bidder whose quotation will be determined to be responsive and offering the best evaluated price.
9. Notwithstanding the above, the purchase reserves the right to accept or reject the quotations or annual the tendering process and reject all the quotations at any time prior to award of the contract without assigning any reasons, whatsoever and without incurring any liability or obligation, whatsoever, to the affected tenderer(s).
10. Please submit your quotation accordingly. You **must sign and place your seal in all the pages of your quotation.**
11. The Personnel of the company will comply with all the security regulations in premises.
12. You are also requested to return the original tender document (all the pages as it is duly signed by you on every page for your record). You may retain a photocopy of this tender enquiry for your record.
13. EMD of the unsuccessful bidders will be returned without interest within 45days from the date of closing the tender.
14. The successful bidder shall furnish a **Performance Security of 10% of the total value of the order by way of Bank guarantee/Demand Draft favouring the Director, ICAR-IIHR, Bangalore within 21days from the date of issue of contract failing which the bid will deemed to be considered invalid. The performance security of accepted firm will be returned after the completion of One year or contract period whichever is earlier.**
15. This office reserves the right to accept or reject all or any of the quotations in part or full and to cancel the bidding process and reject quotations at any time.
16. The performance security deposit will be forfeited if the successful bidder withdraws or amends impairs or derogates the bidder in any respect with the period of validity of his quotation/tender.
17. The bidder shall certify all clauses, terms, conditions and specifications stipulated in the tender.

18. Technical details of Job Schedule items.

- a) The contracting company shall keep the computer systems, servers, printers, modems and scanners in good working conditions from the beginning of AMC. The AMC should be inclusive of all components including hard disc media, processor, memory (RAM), hubs, network switches with fiber optic links, monitor(including picture tube), printer assembly, printers(including its spare parts), scanners, etc., excepting consumables like toner cartridges, network cables, patch cords, printer ribbons, etc.,
- b) The bidder will be responsible for the repair, maintenance and replacement of parts if required (whole or part thereof) during the AMC period. To make the system functional shall be at his cost (which is covered in the rate quoted).
- c) Standby system in the form of two computers, two printers, two scanners, one fiber optic uplink, network switch and other essential parts to be housed at the site at ICAR-IIHR, Hessarghatta, Bangalore.
- d) For day times exceeding 48hours (2days) penalty @Rs.100/- will be deducted from the AMC amount payable for the computers, printers, scanners, hubs/switches and servers. The penalty shall not exceed the AMC amount payable for the item.
- e) Two resident Engineers on site for day to day maintenance and servicing of Computers, printers, scanners, hubs and network switches with fiber optic links and servers entered into servicing contract should be positioned at the Institute on all working days.
- f) One Engineer in MCSE (Microsoft Certified Service Engineer) and one Engineer in CCNA (Cisco Certified Network Administrator) is desired.
- g) The contracting company has to produce the bio-data of the resident engineers for suitability of their placement at IIHR. Items once accepted for AMC must be repaired by all means.
- h) The Contract extends only to problems arising out of normal functioning of equipments and the contract does not cover break down or services for separate cost, arising out of damages caused due to fire, theft, riots, accidents earthquake storm and other natural calamities.
- i) New Equipment as such when purchased by ICAR-IIHR will be included in AMC as soon as warranty expires.
- j) The AMC includes formatting of Computers, Data recovery and Re-installation including software's being used in the offices.

- k) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- l) The bidder should have at least 03Years of existence in India.

- 19. Turn over should be at least Rs.25Lakhs per annum during the last 03years, in IT services(supply and maintenance) which should be supported by tax-returns, failing which the tenders will be rejected. Abstract of total turnover in one page should be prepared and submitted along with the other documents.**
20. Rates should be quoted separately for computers, servers, Laptops, printers, scanners and Network Hub/Switches, etc.,
21. List provided is only indicative in nature.
22. The bidders should have successfully completed at least 03AMC orders of over 10Lakhs in large organizations.
23. Payment will be on the basis of service reports. They should give minimum one maintenance report in a quarter for each AMC item. Payment of AMC will be made in four installments on quarterly basis.
24. During contract period resident engineers have to report to the Nodal Officer (AKMU CELL), IIHR, Bangalore.
25. The Firm must have executed AMC of computers and peripherals atleast two central govt. organization. Requisite documents to support to this claim should accompany the technical bid.
26. All the firms participating in the Tender must submit a list of their owners/Partner etc. along with their Telephone number/E-mail id and a Certificate undertaking to the effect that the firm is neither blacklisted by any Government Department not any criminal cases registered against the Firm.
27. No advance payment will be made.
28. Evaluation Criteria: The Tender will be finalized on the basis of Total Bid amount for The Computers, Printers & Servers etc. and not the item-wise lowest rates quoted by the bidders.
29. In case of successful bidder (s) found in breach of any condition (s) of the tender at any stage, the legal action as per rules/Laws shall be, initiated against the agency concerned. In that case security money deposited shall be forfeited after giving proper opportunity through show cause notice.

Encl: As above

Sd/-
ADMINISTRATIVE OFFICER (SP)

Annexure-II

ABSTRACT				
Sl. No.	Name of the Item	Qty.	Unit rate	Total
1	SERVERS	05		
2	COMPUTERS	402		
3	LAPTOPS	37		
4	PRINTERS	291		
5	SCANNERS	21		
6	HUB / SWITCHES	69		
	TOTAL	825		

*** Subject to increase / decrease at the time of awarding AMC.**

Sd/-
ADMINISTRATIVE OFFICER(SP)

Tentative list of Servers, Computers, Laptop, Printers, Scanners and Network Hub/Switches

Sl. No	Division /Section Name	Servers	Computers	Laptop	Printers	Scanners	Hubs / Switches	Division wise total
1	AKMU	05	09	00	02	01	69	86
2	AUDIT AND ACCOUNTS	00	12	00	11	00	00	23
3	BIOTECHNOLOGY	00	34	02	21	03	00	60
4	BPD	00	08	00	02	00	00	10
5	CASH& BILL	00	13	00	11	00	00	24
6	CENTRAL STORE	00	05	00	03	00	00	08
7	DIRECTOR CELL	00	03	00	04	00	00	07
8	DISPANSARY	00	01	00	02	00	00	03
9	ENTOMOLOGY	00	30	06	23	01	00	60
10	ESTABLISHMENT	00	20	00	21	00	00	41
11	FARM MANAGEMENT	00	05	00	03	00	00	08
12	FLORICULTURE	00	23	03	13	04	00	43
13	FOOD SAFETY REFERRAL	00	05	00	07	01	00	13
14	FRUIT CROPS	00	16	02	15	00	00	33
15	HINDI SECTION	00	01	00	01	00	00	02
16	LIBRARY	00	12	00	03	01	00	16
17	MUSHROOM	00	05	00	02	00	00	07
18	PC FRUITS	00	07	01	01	00	00	09
19	PG EDUCATION	00	04	00	01	00	00	05
20	PGR	00	09	02	06	01	00	18
21	PHT	00	12	01	13	01	00	27
22	PLANT PATHALOGY	00	17	02	13	03	00	35
23	PLANT PHYSIOLOGY	00	45	06	31	03	00	85
24	PURCHASE	00	09	00	09	00	00	18
25	PME	00	04	00	06	00	00	10
26	SEED PRODUCTION	00	02	00	02	00	00	04
27	SOCIAL SCIENCE	00	41	03	23	01	00	68
28	SOIL SCIENCE	00	14	04	12	00	00	30
29	TRANSPORT	00	01	00	02	00	00	03
30	VEGETABLE CROPS	00	26	05	25	01	00	57
31	WORKS UNIT	00	07	00	03	00	00	10
32	CANTEEN	00	02	00	00	00	00	02
	TOTAL	05	402	37	291	21	69	825

Sd/-
ADMINISTRATIVE OFFICER(SP)

INSTRUCTIONS FOR ONLINE BID SUBMISSION:

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:
<https://eprocure.gov.in/eprocure/app>

REGISTRATION:

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

SEARCHING FOR TENDER DOCUMENTS:

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in

case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS:

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 4) The serve time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI

encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS:

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

For any technical related queries please call the Helpdesk, Mobile Number - +91 8826246593 Tel: The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002.
E-mail: support-eproc[at]nic[dot]in

Note: Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details.

Sd/-
ADMINISTRATIVE OFFICER (SP)

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

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 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/ organization to 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 has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm 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