

Issued a  
tender  
8/6/18



कृषि वैज्ञानिक चयन मंडल  
AGRICULTURAL SCIENTISTS RECRUITMENT BOARD

भारतीय कृषि अनुसंधान परिषद्

(INDIAN COUNCIL OF AGRICULTURAL RESEARCH)

कृषि अनुसंधान भवन-1, पूसा, नई दिल्ली-110 012

KRISHI ANUSANDHAN BHAVAN-I, PUSA, NEW DELHI-110 012

Telephone : 25840251, 25848172 Fax : 25846311



F.No.3(1)/2018-GA

Dated the 7<sup>th</sup> June, 2018.

To,

As per list attached

**Subject: LIMITED TENDER FOR AWARD OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS/LAPTOPS OF VARIOUS MAKES INSTALLED AT ASRB, NEW DELHI.**

Sir,

Sealed quotations are hereby invited on behalf of Secretary, ASRB for the award of comprehensive Annual maintenance contract for Computers/Laptops of various makes installed at ASRB Office, KAB-I, Pusa, New Delhi. In case you are interested to undertake the work, you are requested to send your Quotation in a sealed cover super scribed as "COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS/LAPTOPS OF VARIOUS MAKES INSTALLED AT ASRB, NEW DELHI.", accompanied by a Demand Draft of ₹3000/- as earnest money drawn in favour of Secretary, ASRB, which should reach the undersigned latest by **3.00 PM on 29.06.2018**. The quotation may be dropped in the Tender Box kept outside Room No.109, ASRB, Krishi Anusandhan Bhawan-I, Pusa, New Delhi – 110012. The quotation will be opened on the same day at 3.30 PM in Room No. 101, ASRB, Krishi Anusandhan Bhawan-I, Pusa, New Delhi-110012, in the presence of tenderers who may wish to be present.

A copy of the prescribed form showing specifications and tentative quantity of equipments along with Terms & Conditions is enclosed.

Yours faithfully,

*Daulat Ram*  
(Daulat Ram)  
Section Officer (GA)

## Terms & Conditions

1. The tenderer shall quote comprehensive rates, which will include the charges for maintaining the machines including accessories/parts in proper order throughout the contract period. Comprehensive AMC rates per machine should be quoted as per Annexure-I. Taxes, if any, should be indicated separately in Annexure-I.
2. The Board has HP, Dell, Compaq etc. make computers/Laptops . The firm should quote rates of the equipments strictly as per Annexure-I and model-wise rates of the equipments will not be entertained/ considered. The firm may inspect the equipments, if considered necessary during office hours.
3. Correction or over-writing in the quotation is not permissible. Quotation will not be considered if any correction or over-writing is found in the quoted amount. Every sheet of the Tender document and the terms and conditions should be signed and stamped by the authorized signatory of the firm.
4. Quotations received after the stipulated date and time/incomplete quotations / unsigned quotations will not be entertained. The interested representatives of the tenderers may be present during the opening of the tender by the Committee.
5. The competent authority in the Board shall have the right to reject all or any of the offers, accept more than one offer, and assign part of the job.
6. A demand draft of Rs.3,000/- as Earnest Money in favour of Secretary, ASRB is to be enclosed along with the quotation. No quotation shall be considered without the earnest money deposit. Demand Draft drawn in favour of any officer other than "Secretary, ASRB" will not be accepted and the tender will be rejected. The earnest money will be refunded only after the finalization of the contract and no interest will be paid on earnest money. However, exemption will be given for the firm having registration certificate issued by National and Small Industries Corporation (NSIC), MSME etc. for the purpose under contract.
7. The contract for maintenance of computers/Laptops is COMPREHENSIVE (i.e covers all the items like CPU, Memory, Monitor, Speakers, Mouse, Key boards etc.) and no extra charge whatsoever would be paid to the firm for replacement of any of the spare parts.
8. In case of violation of any terms and conditions on the part of the firm is noticed and/or the services are found unsatisfactory, performance security can be forfeited at the discretion of the Competent Authority in the Board. Further, in case the complaint is not attended to promptly within the specified time, the work will be got done from other sources at the contractor's risk and cost. In this regard the decision of the Competent Authority in the Board shall be final and binding on the contractor.
9. Rates once finalized will not be enhanced during the currency of the contract.
10. The contract may be considered for extension by mutual consent and for such further period as may be agreed upon subject to proper services provided by the firm and approval of the competent authority in the Board.
11. In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded, for whatsoever reason(s), to honor the contract, the earnest money/ performance security deposited would be forfeited.
12. The outer cleaning of the systems and accessories will be done free of cost once in a quarter.
13. It shall be the responsibility of the firm(s) to make all the Computers/Laptops work satisfactorily throughout the contract period and also to hand over the systems to the Board in working condition on the expiry of the contract.
14. The firm will provide genuine parts of computers/Laptops and in case of replacement of parts is needed; the parts shall be of the same make. In the event of their non-availability, good quality parts should be used under intimation to this office.
15. An agreement shall be entered into with the successful firm on a non-Judicial Stamp Paper of 100. The cost of stamp paper will be borne by the contracting agency.

16. To avoid interruption in the official work at the Board, standby inventory of computers should be kept in the Board.
17. The equipments are placed in various rooms of ASRB premises at Krishi Anusandhan Bhawan-I, Pusa, New Delhi.
18. The competent authority in the Board reserves the right to cancel the contract at any time during the currency of the contract without giving any reason.
19. Mere quoting lowest rates will not amount to commitment for award of contract. **L-1 will be selected on the basis of lowest Combined total as per Annexure-1.**
20. The firm will provide maintenance and repair service on holidays, in case of emergency.
21. If any dispute(s) arises between the Board and the firm with reference to the contract, the Board will decide it and its decision will be binding on the firms.

### 1. Bidders Eligibility:

Bids should be forwarded by the bidders under their original memo/letter pad furnishing details like TIN number, GST number, bank address etc. and complete postal & e-mail address of their office. The Technical bid should conform to the following: -

Sr. no	Eligibility Criteria	Supporting Document
1.	<p>Constitution of the firm/ agency</p> <p>(i) Indian Companies Act, 1956</p> <p>(ii) Indian Partnership Act, 1932 (please give names of partners)</p> <p>(iii) Any other Act, if not, the owners</p> <p>2. (i) For Partnership firms whether registered under the Indian Partnership Act, 1932, please state further whether by the partnership agreement to arbitration has been conferred on the partner who has signed the Tender.</p> <p>(ii) If answer to the above is in negative. Whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tenders to refer dispute condemning business of the partnership to arbitration</p> <p>(iii) If the answer to point (i) and (ii) above is affirmative, please furnish a copy of either the partnership agreement or the general power of attorney as the case may be. The copy should be attested by a Notary Public or its execution would be admitted by affidavit on a properly stamped paper by all partner(s)</p>	Submit the registration certificate with the bid.
2	The Bidder should not be currently be debarred or blacklisted by any Government department/agencies	The Bidder shall provide an undertaking regarding the same. (Self-Declaration as per Annexure -III )
3.	The Bidder should be a profit making company and have the Average Annual Financial Turnover Rs 50.00 lakhs during the last 3 years, ending 31st March 2017.	Copy of the Audited Profit & Loss Statement
4.	<p>A. Bidders should have experience in the following areas and shall have at least two completed work orders of Minimum Order Value of Rs. 20 Lakhs within F.Y. 2014-15, 2015-16, 2016-17 from Government organization, State Government organization, PSU.</p> <p>i. Maintenance of servers and computer systems</p> <p>ii. Maintenance / Installation of system software - Various Windows O/S</p> <p>iii. Multi-vendor hardware maintenance.</p> <p>iv. Handling virus issues through anti-virus tools.</p>	<p>i. Completion certificate/ repeat orders/ Purchase Order/</p> <p>ii. Work Order / Agreement signed with the client</p>
5.	The Vendor shall have adequate skilled manpower and deployment plan for the manpower to service the computer	The Vendor should provide details of the skilled

	hardware and peripherals within 24 hours of receiving the intimation.	manpower and the mode of their deployment.
6	Registration certificate issued by National and Small Industries Corporation (NSIC), MSME etc. for the purpose under contract.	The vendor should submit the copy of registration certificate duly certified by the authorized person of the firm with the bids.
	Registration under <b>Delhi Shops and Establishments Act, 1954.</b>	The vendor should submitted the copy of registration certificate duly certified by the authorized person of the firm with the bids.
7.	The Vendor should have a well thought out mechanism for servicing the computer hardware and peripherals.	The Vendor should provide detailed approach and methodology for carrying out the AMC at ASRB.

### Penalty Clause

#### a) Conditions for levying Downtime Penalty.

The Penalty will be levied in such cases where the equipment is not made operational even after elapse of the maximum downtime/resolution time. However, the penalty would not be levied if a standby unit is made available to the satisfaction of the user with in the elapse of maximum downtime specified. For downtime penalty, all systems will be categorized as critical and non-critical systems/ equipment.

- i. For any downtime of equipment, a penalty of Rs. 100 per day shall be charged.
- ii. Maximum penalty shall be limited to the quarterly AMC value.
- iii. If equipment is not made operational even after 15 days of reporting the fault, ASRB would get the equipment repaired from other sources. ASRB will deduct the cost incurred on repairs and penalty imposed from the quarterly bill amount.

#### b) Conditions for levying penalties in case of delay in return of equipment/ part of equipment taken to repair centre: Equipment / parts taken for repair to the repair centre shall be returned within 7 days.

In exceptional cases an extension of 7 days would be allowed (not exceeding a maximum of 14 days from date of taking the equipment to repair centre) based on the written justification submitted to ASRB representative and its acceptance. In case the equipment / parts taken out of office premises (office sites) and not returned to respective sites within a maximum of 14 days, ASRB will deduct the cost of the equipment / part of the equipment taken for repair from the quarterly bills payable to the vendor/firm. Such frequent incidences may attract Termination of Contract.

#### c) Conditions for levying Preventive Maintenance Penalty:

Penalty for failure of schedule Preventive Maintenance would be Rs. 300 per PM for computer peripherals.

**d) Exclusions:**

Downtime due to following situations will not be considered for the purpose of calculation of penalty:

a. Scheduled maintenance by service provider with prior intimation to ASRB (or its representatives).

b. Force majeure events.

**Performance Bond/ Bank Guarantee/ Security Deposit**

The Vendor shall submit a Performance Bank Guarantee (PBG) for 10 % of the total estimated value of the contract in favour of Secretary, ASRB, New Delhi, payable at New Delhi, issued by a public scheduled public sector bank authorized to conduct government business in the prescribed format within 15 days from the date of contract/issue of work order.

The PBG(Performance Bank Guarantee) should remain valid for a period of sixty days beyond the date of completion of contractual obligations/warranty. The PBG will be returned to the Vendor on successful completion of all his obligations under the contract/work order. In case the execution of the contract/work order is delayed beyond the contracted period and the Client grants extension of delivery period, with or without LD, the supplier must get the BG revalidated, if not already valid.

Failure of the successful bidder to comply with the requirements shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security in which event, the Tenderer may award the contract to the next successful bidder.

**Payment Terms**

Maintenance charges commence from the date of commencement of contract or with effect from the date mentioned therein and shall be effective for the period of the contract. The bills for all locations will be centrally processed by ASRB. However, the Vendor will have to produce the Satisfactory Work Completion Certificate from all rooms along with the bills prior to forwarding the same to ASRB.

The Vendor can take quarterly payment, equivalent of 1/4th of the total amount per year of the contract, after expiry of quarter by furnishing a pre-receipted voucher and cash receipt in triplicate duly signed on revenue stamp and certificate from the user office regarding following: -

a) The quarterly preventive maintenance for the period of last quarter has been carried out and all PCs, peripherals etc. are operational, except those that are currently under repair by the Vendor in last seven days or so.

b) The external and internal clean-ship for the period of last month has been carried out for all PCs, peripherals etc.

c) The satisfactory maintenance certificate is received by contract operating officer of the office as desired.

Payments shall be subject to any deductions (such as TDS etc.) of any amount, for which the Bidder is liable under the agreement against this TENDER.

The maintenance cost will remain fixed at the value decided at the time of signing the contract and shall not be changed for the entire period of maintenance contract.

No advance payment will be made. The payment will be made by ASRB either on quarterly basis or on completion of the contract as desired by the Vendor. Bank details including bank A/c No., MICR Code may please be indicated to enable payment by ASRB.

**2. Risk & Expense clause**

In event of the Vendor failing to honor contractual obligation within stipulated period, risk offloading will be invoked by ASRB at the expense to the Vendor. Whenever, the risk offloading is resorted to, the Vendor is liable to pay the additional amount spent by the ASRB.

**Terms & conditions are acceptable**

Dated

(Authorized signatory)

Annexure – I

**QUOTATION FOR AWARD OF COMPREHENSIVE CONTRACT OF MAINTENANCE OF  
COMPUTERS/LAPTOPS INSTALLED AT ASRB, NEW DELHI**

Name of the firm :-----

Address :-----

Phone No./Mobile No. :-----

DD No./Pay Order No. :----- dated -----

Sl.No	Equipment	Quantity (nos.)	Comprehensive AMC Rate* (per machine) in ₹	Total Comprehensive AMC amount* in ₹
1.	HP/DELL/Compaq etc. Computers	84		
2.	HP, Sony, Apple, Lenovo etc. Laptops	5		

\*GST extra as applicable should be indicated separately

Note: Quantity quoted against each equipment 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.



Annexure – II

Name of the firm : \_\_\_\_\_

Registered / Postal Address : \_\_\_\_\_

\_\_\_\_\_

1.	E- mail Address	
2.	PAN No.	
3.	GST No.,	
4.	Bank Details :	
	1. Bank Name	
	2. Brach Address	
	3. Account No.	
	4. Type of Account (Current/Savings)	

UNDERTAKING

I/We have read and understood Terms and Conditions contained in the ASRB's application form for contract. I/We do hereby declare that all the details provided in this application form are true to the best of my/our knowledge and belief and any mis-representation of facts will render me/us liable to any action as may be deemed fit by AGRICULTURAL SCIENTISTS RECRUITMENT BOARD.

I/We do hereby also accept ASRB have the right to accept or reject this application and not to issue invitation to tender to me/us.

I/We undertake to communicate promptly to ASRB any changes in the condition or working of the firm. It is certified that we have not been blacklisted by any organization of Government of India including Central Vigilance Commission (CVC) in the last three years. The undersigned is fully authorized to sign and submit this application form on behalf of the organization, he/she represent. We authorize ASRB to approach individuals, employees, firms and corporations to verify our competence and general reputation.

Signature: .....

Name: .....

Designation: .....

Address: .....

Place: .....

Date: .....