



F.No.162/NRCP/14-15/Equip (AMC)

Date: 12.10.2017

Sub : TENDER ENQUIRY FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND PERIPHERALS.

Last Date of Submission of Online Tender in CPP Portal: 07.11.2017 upto 4.00 PM
 Opening Date of Online Tender: 08.11.2017, 4.00 PM onwards.
 Tender Fees: Rs. 500.00 (Non Refundable) in the shape of Demand Draft.
 EMD: Rs. 5000.00 (Refundable) in the shape of Demand Draft/PBG/ FDR.

Online bids are invited from the reputed firms under two bid system i.e Technical Bid and Financial (BOQ) Bid for Annual Maintenance Contract for the following items installed in the O/o NRC ON PIG, ICAR, RANI, GUWAHATI-781131:-

SL. No	Name of the Items/Equipments	Configuration/Make/Model	Quantity*
A. Comprehensive AMC of Computers, Printers and Scanners.			
1.	Computers	Dual Core/Core 2 duo/P-IV	57
2.	Printers	Laserjet/Deskjet	46
3.	Scanners		5
B. Comprehensive AMC of UPS excluding external Batteries.			
1.	UPS	Upto 2 KVA	31
2.	UPS	3KVA to 5 KVA	10
3.	UPS	10 KVA	2
C. Non Comprehensive AMC of LAN Maintenance of entire campus (Includes Server Configuration, Proxy Setting, Network Maintenance & Networking)			

*No. of Items/Equipments can be reduced or enhanced.

* Interested firms may physically verified the IT facility of the Institute prior submitting their tender documents.

Terms & Conditions for Submission of Tenders.

1. Tenders/Quotations shall be submitted only by online mode through Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>.
2. Tender should be submitted Against each item by online mode through Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>.
3. Tenderers/Bidders after submission of their bids online through CPP Portal must submit Hard Copy of all the submitted documents except Financial Bid (BOQ) alongwith Tender Fees and EMD which should reach at ICAR-NRC on Pig, Rani, Guwahati on or before 07.11.2017 failing which their tenders/bids will not be considered.
4. Manual/Offline bids will not be accepted under any circumstances from the Bidders/Tenderers who had not submitted their bids online through CPP Portal.
5. Online Tenders must be submitted at CPP portal on or before 4.00 PM, 07.11.2017.
6. Online Technical Bids will be opened on 08.11.2017,4.00 P.M.

7. Tenderers/bidders are requested to visit the above website regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
8. The intending bidder should have a minimum of two years of experience in Hardware Annual Maintenance Contract field duly supported by documentary evidence as regards competence and goodwill.
9. The firm should have adequate qualified manpower having experience in the field.
- 10. Rate quoted for FOR NRCP, Rani, Guwahati.**
- 11. The Firm should submit filled up Annexure-II (as enclosed) in their letter head alongwith their Technical Bid.**
- 12. Price quoted should be for Comprehensive AMC for SL. No. A and SL. No. B and includes service and maintenance of software's (excluding Antivirus), Hardware's, repairing and replacement of spares/parts as mentioned in Annexure I. *External Batteries*, Consumable items such as ribbons, media like magnetic tapes, cartridges and toners, printer's ribbons, floppy diskettes, CDs, DVDs, and Computer Stationery are not included under Comprehensive Annual Maintenance Contract.**
- 13. Price quoted should be Non-Comprehensive for SL. No. C i.e LAN Maintenance of entire campus and includes cost of services and maintenance excluding the cost of spares/parts. If, any parts/spares are damage/not functioning properly and required replacement, the same must be intimated to the office. The office will provide the replaced items, which the technician should fix without any additional cost**
14. The tendering firm must be registered with the Tax Department and they must submit the GST Registration Certificate .
15. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached alongwith the tender.
16. Incomplete or conditional tenders will not be entertained. The firm whose tender is accepted will have to deposit 5% of the value of the contract as Performance Security Money in the form of PBG/DD/FDR/DD in favour of Director, NRC on Pig, Guwahati.
- 17. The firm should also furnish the details of Government Departments where they have completed the AMC in the proforma given below:**

Sl. No.	Name and Address of Govt. Department with Telephone Number	Details of the Equipment and Number	Period of Contract	Annual Contract Value (Rs.)

18. For more details, Tender form/bidding documents may be downloaded from the Institute website www.nrcp.in and <https://eprocure.gov.in/eprocure/app>

Sd/-
(M. Besra)
Administrative Officer

Terms& Conditions of AMC Contract.

- 1. AMC Includes 40 routine Visits + Emergency/On-call basis visits as and when required as per the requirement of the office.**
2. The AMC includes formatting of computers, data recovery and re-installation including maintenance of software being used in this offices.
3. Whenever the system cannot be repaired on site within the specified time limits, the company will have the option to take the equipment to their workshop premises with prior approval and provide alternate equipment of matching specification. This Department equipment in any case will have to be repaired/set right within 05 days and installed in the office. The firm will arrange their own transport for which no extra payment will be made.
4. Penalty for not attending the calls beyond 48 hours will be Rs. 100.00 per call per working day for any of the items covered under the contract.
5. The scope of work covers deployment of maintenance engineers at O/o NRC on Pig, ICAR, Guwahati from 10.00 hours to 16.30 hours on all working days, and if required on holidays or extended hours also without any extra payment/facility.
6. AMC amount will be paid in 04 equal installments at the beginning of each quarter. However, 100% payment may be made on submission of equal amount PBG, which is to be valid throughout contract period.
7. In case the 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 and the security money of the concerned firm may be forfeited.

**Sd/-
(M. Besra)
Administrative Officer**

Annexure I

Items included in Comprehensive Annual Maintenance Contract.

A. For Computers
CRT Monitor
TFT Monitor
Hard Disk
DVD Drive
DVD Writer
CD Drive
CD Writer
Display Cord-VGA
Mother Board
LAN Cards
RAM
Power Supply (SMPS)
Key Board
Mouse
CPU
All Connecting Cables.
B. For Printers
Printer Head
Belt
Fuser Assembly
Scanner Assembly
All Connecting Cables
PCB and electronic components.
C. For UPS
Only Internal Batteries of UPS (External Batteries are not included)
Circuits-PCB
Capacitor
Transformers
Transistors
Diode
Rectifier
Relays
All Connecting Cables.
D. For Scanners
CCD
CIS
A/D Converter
Interface Port
Lamp
Mirrors
Glass Plate
Lens
Filters
Belts
Control Circuitry
All Connecting Cables.

Annexure II

Undertaking

(To be given by the tenderer in their letter Pad for “AMC Computers and Peripherals).

I/We hereby offer our tender for “AMC Computers and Peripherals vide Tender No. F.No.162/NRCP/14-15/Equip(AMC) dated 12.10.2017” at the rates given in the BOQ, duly filled in and signed by me/us and hereby also affix my/our signature(s) below this tender voluntary and full acceptance of all the terms and conditions of this tender, which shall be the agreement between the above tender calling authority and myself/us.

Signature of the Tenderer:

Name of the Tenderer / Firm:

Capacity/Designation in which signing:

Full address of the Tenderer with Seal/Stamps

Place:

Date: