



भा.कृ.अनु.प - केन्द्रीय कृषिरत महिला संस्थान, भुवनेश्वर ICAR -Central Institute for Women in Agriculture



(भारतीय कृषि अनुसंधान परिषद) (Indian Council of Agricultural Research)

Plot No. 50-51, Mouza Jokalandi, P.O. Baramunda, Bhubaneswar- 751 003 (Odisha) INDIA

Phone: +91-674-2387220 / Fax: +91-674-2387242 / Email: director.ciwa@icar.gov.in / ao.ciwa@icar.gov.in

Website: <http://www.icar-ciwa.org.in> / GSTIN-21AAAGC0478F1Z0 / PAN- AAAGC0478F

STANDARD ONLINE (E-PROCUREMENT MODE) BIDDING DOCUMENTS FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER, ACCESSORIES AND NETWORK MAINTENANCE

Document to be submitted online
as per Schedule of requirement

NOTICE INVITING ON LINE TENDER

File No. IV-16013/01/21-Admn

Dated: 07.09.2021

The ICAR-Central Institute for Women in Agriculture (ICAR-CIWA), Bhubaneswar is a Premier Research Organization under the Administrative Control of the Indian Council of Agricultural Research, Department of Agricultural Research and Education, Ministry of Agriculture and Farmers Welfare, Government of India, invites e-tenders through the website [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app) for **Annual Maintenance Contract Of Computer, Accessories and Network Maintenance** for a period of One year renewable on annual basis (on same rates and terms and conditions) based on the performance of the firm in two bid system (Technical Bid & Financial Bid) from the eligible registered and reputed Annual Maintenance Contract firms. The firm should have maintained set of servers running on Windows and Linux platform, high end switches, network services management, at least one Govt./Public Sector units in the past two years at an annual value of more than Rupees Two Lakhs (*with proof*). The firm should have its own Local Service Support Center in Bhubaneswar and detailed list of skilled hardware service personal in the support centre.

CRITICAL DATE SHEET

1. Tender Reference No.	F. No. IV-16013/01/21-Admn. Date : September 07, 2021
2. Date / Time of release of Tender through e-Procurement Portal	10 September 2021 at 10:00 hrs.
3. Bid Submission Start Date / Time through e-Procurement Portal	10 September 2021 at 10:00 hrs.
4. Bid Submission End Date / Time through e-Procurement Portal	30 September 2021 up to 14:00 hrs.
5. Opening of Tender (Technical Bid) Date / Time	01 October 2021 at 15:30 hrs.
6. Opening of Tender (Financial Bid) Date / Time	Date & Time will be informed through www.eprocure.gov.in
7. The Tender document is also available at our web-site	www.icar-ciwa.org.in or www.eprocure.gov.in
8. Address for Communication	The Director, ICAR-CIWA, Plot No. 50-51, Mouza - Jokalandi, PO - Baramunda, Bhubaneswar - 751003, Odisha

Sd/-

Officer-in-charge (Stores & Purchase)

IMPORTANTNOTES:-

1. Tender Documents can be downloaded from the ICAR-CIWA website <http://www.icar-ciwa.org.in> or from the Central Public Procurement Portal <URL:http://eprocure.gov.in/eprocure/app> Bidders should enroll/register in the e-procurement module of Central Public Procurement Portal through the website: <URL:http://eprocure.gov.in/eprocure/app> for participating in the bidding process. Bidders should also possess a valid Digital Signature Certificate (DSC) for online submission of bids.
2. **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. Any corrigendum will only be issued on the above websites.**
3. ICAR-CIWA reserves the right to accept/reject any or all the tenders in part/full without assigning any reason thereof.
4. **EMD should be submitted as per Terms & Conditions. TENDER FEE IS MANDATORY FOR ALL CASES IRRESPECTIVE OF THE REGISTRATION STATUS.**
5. ICAR-CIWA 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 <URL:http://eprocure.gov.in/eprocure/app> and enroll their Digital Signature Certificate and upload their quotation well in advance.
6. 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.

Place: Bhubaneswar

Date: 07.09.2021

Officer-in-charge (Stores & Purchase)

For Director, ICAR-CIWA



भा.कृ.अनु.प - केन्द्रीय कृषिरत महिला संस्थान, भुवनेश्वर ICAR -Central Institute for Women in Agriculture

(भारतीय कृषि अनुसंधान परिषद) (Indian Council of Agricultural Research)

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Annexure-I

INSTRUCTIONS FOR ONLINE BID SUBMISSION

1. 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/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. More information useful for submitting the online bids on the CPP Portal is available/obtained at [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app). Manual/offline bids shall not be accepted under any circumstances.

For Registration

2. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tender stipulate any condition of his own, such conditional tender is liable to be rejected.
4. The services shall be rendered at ICAR-CIWA, Bhubaneswar and the agency shall be responsible for any damage during the execution of contract.
5. All the tender documents & price bid to be up loaded as per this tender are to be digitally signed by the bidder.
6. All the communications with respect to the tender shall be addressed to: The Director, ICAR-CIWA, Bhubaneswar-751003.
7. The firms are also required to upload copies of the following documents :-

DOCUMENTS TO BE UPLOADED IN COVER-I **TECHNICAL BID** (PDF FORMAT)

1. The firm /company should attach self attested photocopies of documents related to allocation of its Registration Number, Partnership deed (whichever applicable power of attorney).
2. **Scanned copy of Income Tax Statement for the last three assessment years i.e. for Assessment Year 2018-19, 2019-20 & 2020-21.**
3. **Last 3 years experience** of the firm in the field of providing such work (minimum work order of **Rs.2.0 lakhs / annum/ contract**) in Central Govt. establishments/State Govt/Autonomous bodies of Govt. of India/ Corporations of Govt. of India/reputed public or private organizations and provide the **details in tabular form, along with** duly certified copies of the satisfactory services where the tenderer is providing the work for the **last two years.**
4. Permanent Account Number allotted by Income Tax dept.
5. Scanned copy of Tender fee and Earnest Money Deposit (EMD)/ its exemption, if any.
6. Duly signed and Scanned Copy of Annexure –**III, IV, VI, VII & VIII**

Note : The above documents may be uploaded in the given sequence only, with no unnecessary documents.

FINANCIAL BID:

- (a) Price Bid as BoQ_XXXX.xls to be filled and submitted online.

Place: Bhubaneswar

Date: 07.09.2021

Officer-in-charge (Stores & Purchase)

For Director, ICAR-CIWA

TERMS AND CONDITIONS

1. The Bidder(s) may note that **ONLINE BIDS** will **ONLY** be accepted. All the requisite supporting documents as mentioned in the bid document should and must be uploaded **On-line** <http://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
2. The Reputed and Reliable registered Firms/Agencies/Manufacturers/Distributors etc. having valid Registration/Dealership & /PAN,GSTIN/IT/Service Clearance Certificate (**the photo copies of the certificates/documents as the case may be, have to be mandatorily be uploaded as proof**) in the E-tender.
3. The bidders may submit duly filled and completed bidding document ONLINE as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.
4. The Director ICAR-CIWA will not be responsible for any delay in enrollment or submission of the offer/ up-loading the offer on our e-tender portal for any reason whatsoever. Hence vendors are advised to register in e-tendering website <https://eprocure.gov.in> & enroll their Digital Signature Certificate (Class - II or above) and upload their quotations well in advance to avoid last minute problems.
5. The Tender Processing Fee of **Rs.1000/- (Rupees ten thousand only)** non-refundable in the form of online deposit mode (online transfer/RTGS/NEFT) in the account of ICAR-CIWA, Bhubaneswar (i.e., **Name of the Account holder/Beneficiary- ICAR Unit- DRWA, Account Number-10478302130, IFSC code-SBIN0009027, Name of the Bank- State Bank of India, Priyadarshini Market Branch, Branch code- 9027**). The proof of deposit should be invariably attached with the tender failing which tender shall be treated as invalid even though the amount is received in the Institute Account on or before **30.09.2021 :: 14:00 hrs**
6. Bidder shall select the payment option as offline to pay the Tender Fee/EMD.
7. Price once quoted will be final and no further negotiation/alteration will be made thereafter
8. The rates should be quoted as per the BOQ uploaded on the CPP Portal. Taxes, if any, should be indicated separately. the bidders are advised to download this BOQ_XXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the Financial Bid. The Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered/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 ICAR-CIWA.
9. In case, holiday is declared by the Government on the day of opening the bids, or the above mentioned closing/opening day of the tender happened to be non- working day due to Bandh/ Strike as any other reasons, the tender will be received & opened on the following working day at the same time.
10. The initial period of Contract would be for one year, which can be extended on same rates and terms and conditions, maximum upto 3 (three) years. The Director, ICAR-CIWA reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the organization.
11. The contract may be terminated with two months" notice on either side.
12. The firm must also possess valid PAN No., GSTIN No. and a copy of the same must be uploaded in the Cover-1 of the E-tender.
13. Bid Validity: **180 days**.
14. The Director, ICAR-CIWA reserves the right to accept / reject any/ all tenders in part/ full without assigning any reason thereof.
15. The detailed instruction for online submissions of bid(s) through e-procurement module of Central Public Procurement of NIC, the bidder(s) may visit following link: [http://eprocure.gov.in/eprocure/app?page=HelpForContractors & service=page](http://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page)
16. **Bid Security (EMD)** : The units registered with Central Purchase Organization (DGS&D), National Small Industries Corporation (NSIC) or the concerned Ministry or Department shall be exempted from the payment of Bid Security (Earnest Money Deposit) as defined in General Financial Rules (GFR). In such case, copy of the certificate showing registration with the above mentioned institutions to be uploaded in Cover-I of the e-tender in PDF format.
17. The Firm has to deposit the **Bid Security (EMD) of Rs.5000/- (Rupees five thousand only)** non-refundable in the form of online deposit mode (online transfer/RTGS/NEFT) in the account of ICAR-CIWA, Bhubaneswar (i.e., **Name of the Account holder/Beneficiary- ICAR Unit- DRWA, Account Number-10478302130, IFSC code-SBIN0009027, Name of the Bank-**

State Bank of India, Priyadarshini Market Branch, Branch code- 9027). The proof of deposit should be invariably attached with the tender failing which tender shall be treated as invalid even though the amount is received in the Institute Account on or before **30.09.2021 at 14:00 hrs.**

18. The EMD of the successful bidder will be returned without interest soon after the Performance Security is deposited.
19. Any bid security will not be linked to any pending amount in this organization
20. The EMD of the unsuccessful bidders will be returned without interest at the earliest after expiry of the final bid validity and latest on or before 30th day after the award of the contract.
21. The Successful Bidder irrespective of registration status will have to deposit the Performance Security an amount of 5% (five per cent) of the contract value in the form of online deposit mode (online transfer/RTGS/NEFT) in the account of ICAR-CIWA, Bhubaneswar (i.e., Name of the Account holder/Beneficiary- ICAR Unit- DRWA, Account Number- 10478302130, IFSC code-SBIN0009027, Name of the Bank- State Bank of India, Priyadarshini Market Branch, Branch code- 9027) within 15 days (Fifteen days from the date of issue of contract order) failing which, the Order will stand cancelled and the EMD deposited along with quotation will be forfeited.
22. The Performance Security will remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligation of the supplier including warranty obligation, which will be returned/refunded without interest upon receipt of the written request from the Firm
23. The EMD will be forfeited if the bidder fails to accept the order based on his/her offer/bid or fails to provide satisfactory services.
24. **Delivery:** As per the terms of the contract. The period of contract will be for One year renewable on annual basis based on the performance of the firm. ***The awarded work should be started within ten days from the date of issue of work order.***
25. **Payment :** No advance payment is permissible. However, payment for satisfactory services provided in each quarter of the year on pro-rata basis, will be made within 30 days after the date of completion of each quarter of the year on receipt of bills in Triplicate by the Director CIWA, after the services duly certified by the Committee on Information technology and related services/functions [AKMU]. The vendor will have to submit the Bank details while entering into contract for transferring the quarterly AMC Charges to the bank account of the Vendor through RTGS.
26. **Termination of Contract:** In case of non-performance, the services will be terminated with a notice period of two months. No correspondence in this matter will be entertained. The decision in this regard lies with the Director, ICAR-CIWA.
27. **Place of work:** ICAR-CIWA, Bhubaneswar- 751003, Odisha and report to Committee on Information technology and related services/functions [AKMU].
28. **Dispute resolution:** Decision of Director of the Institute shall be final for any aspect of the contract and binding to all parties. Disputes arising, if any on the contract will be settled at his/her level by mutual consultation and in case of failure of settlement dispute shall be referred to the sole arbitrator to be appointed by the Director, Institute. The decision of the sole Arbitrator so appointed shall be final and binding on the parties. Arbitration proceedings shall be governed by the Arbitration & Constitution Act, 1996. The seat of Arbitration will be Bhubaneswar and language will be English. Laws of India will be applicable.
29. The rate should be quoted keeping in view of supply the material as per specification, delivery at F.O.R ICAR-CIWA, Bhubaneswar- 751003 inclusive of all costs, GST , transportation charges, charges for loading & unloading the materials, etc.

Officer-in-charge (Stores & Purchase)

(On the letter head of the Firm)

MANDATE FORM FOR BANKING DETAILS**A. Details of Accounts Holders:-**

Name of Account Holder	
Complete Contact Address	
Mobile Number	
E-mail	
GSTIN Number	
PAN Number	
Aadhar Number	

B. Bank Account Details:

Bank Name	
Branch Name with complete Address, Telephone No. & E-Mail	
Whether the branch is computerized?	
Whether the Branch is RTGS enabled? If Yes then what is the branch 's IFSC Code	
Is the branch also NEFT enabled?	
Type of Bank Account (SB/Current/Cash Credit)	
Complete Bank Account No (Laser)	
MICR Code of Bank	

Date:

Name of the Authorized Signatory

Place:

Stamp & Signature

TENDER ACCEPTANCE LETTER
(To be given on Company letter head)

Date: _____

To,

The Director,
ICAR-CIWA,
Plot No. 50-51, Mouza Jokalandi,
P.O. Baramunda,
Bhubaneswar- 751 003

Sub: Acceptance of terms and Conditions of tender.

Tender Reference No:

Name of the tender/work:-

Dear Dir,

1. I/we have downloaded the tender documents for the above mentioned Tender/work from the website (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), schedules(s), etc.,) which form part of the contract agreement and I/we shall abide hereby the terms/ conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too 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 our Firm is true and correct and in the event the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason thereof 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)

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:

<http://eprocure.gov.in/eprocure/app>.

REGISTRATION:

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll" 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 DSC"s 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 / e-Token.

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 login to 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. The Bidder has to select the payment option as "Offline" to pay the tender fee/ EMD as applicable and enter details of the instrument.

4. The Bidder should prepare the EMD as per instructions specified in the tender document. The Original should be posted / couriered/ given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. 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 bid in the format provided and no other format is acceptable. The bidders are required to download the BOQ file, open it and complete the white coloured (unprotected cells with their respective financial quotes and other details (such as the name of the bidder) No other details should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file found to be modified by the bidder, the bid will be rejected.
6. The server 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.
7. 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 bid is maintained using the secured Socket Layer128 bit encryption technology. Data storage encryption of sensitive fields is done.
8. The uploaded tender documents must become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids) i.e., after Clicking "Freeze Bid Submission: in the portal), 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.
10. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

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 or the relevant contact person indicated in the tender.
2. 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 1204200462

General Instructions to the Bidders

1. The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.
2. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the website <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
3. Tenderer are advised to follow the instructions provided in the "Instructions to the Tenderer" for the e-submission of the bids online through the Central Public Procurement Portal for e- Procurement at <http://eprocure.gov.in/eprocure/app>

**KIND ATTENTION: FOR TAKING ASSISTANCE, IF ANY
CPP Portal website: www.eprocure.gov.in**

SPECIAL TERMS AND CONDITIONS RELATED TO THE TENDER

1. Tender will be evaluated & awarded taking into account the overall lowest responsive offer of all the items.
2. The price (s) shall be quoted strictly as per tender technical specifications.
3. Quoted price should be FOR Destination at ICAR-CIWA, BHUBANESWAR.
4. The tendered is required to submit whole tender documents duly signed & stamped as a token of acceptance of tender terms & conditions.
5. Offer should be valid for **180 days** from the date of opening of bids.
6. The bidder should accept Liquidated Damage clause of tender.
7. Please provide Account No., Name of Bank & IFSC code of the Branch for e-payment.
8. No advance payment will be made. However, payment for satisfactory services provided in each quarter of the year on pro-rata basis.
9. The rates of items inclusive of all charges together with other terms and conditions should be written clearly.
10. It will be a comprehensive AMC and shall cover all the parts under AMC. Any Damage due to natural calamities or physical damage may not be covered under AMC. However, the repair of such damage will be done on actual chargeable basis & no service charges shall be paid
11. **Resident Engineer**
 - a. The Firm should provide 01 (one) Resident Engineers preferable having a minimum qualification of Master of Compute Application / Degree in Computers/ Hardware from a reputed Institute. He should be stationed on fulltime basis at ICAR-CIWA, Bhubaneswar during office hours for proper coordination. If required ICAR-CIWA reserves the right to call the Engineer on Holidays to facilitate the working of ICAR-CIWA. If the services of the engineer are not found satisfactory, he must be replaced immediately.
12. Tenderer is not eligible for award of the contract if the tenderer or the firm or any of the partners, Directors, Associates, Proprietors of the said firm have been convicted by a court to imprisonment for a period of 3 years or more. A certificate to this effect is to be submitted.
13. The no. of computers/printers may be increased as & when any computer/printers warranty expires & the rate of individual item as mentioned in your bid.
14. Price bid to be submitted online only. Price bid submitted in any other mode shall not be accepted under any circumstances and rejected summarily. Financial Bid of only those bidders, who meet the above Technical criteria, would be opened. Bids of those Bidders not fulfilling the eligibility criteria given above will be summarily rejected. The Director ICAR-CIWA reserves the right to seek clarification on any or the documents submitted along with the Tenders.
15. TDS will be deducted as per Govt. Rule.
16. The Director, ICAR-CIWA, Bhubaneswar reserves the right to reject any or all Tenders in whole or in part without assigning any reasons therefore. The decision of the Director, ICAR-CIWA, Bhubaneswar shall be final and binding on the contractor / agency in respect of any clause covered under the Contract.
17. Contractor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee
18. The contract shall be for a period of one year from which the contract is signed.
19. The contract can be terminated at any time by giving one-month notice to the party in writing at the discretion of this office.
21. Annual Maintenance Contract (AMC) would be comprehensive i.e., including cost of new /original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems i.e., 2 repairs in a maximum period of two-month time then it must be replaced immediately by the contractor with an original new one.
22. Payment shall be made quarterly at the end of each quarter on providing satisfactory services certified by the Committee on Information technology and related services/functions [AKMU] of this office. No advance payment will be made.
23. The number of PCs/peripherals under AMC mentioned in list can be increased or decreased at the discretion of this office. The quarterly payment shall be made for actual number of hardware under contract. The item-wise rate given in the AMC will be applied to the peripheral added during the period of contract.
24. The bills for AMC will have to be submitted in duplicate duly pre-receipted along with service reports or month-wise MIS reports which will be maintained by the Contractor. The service reports are to be signed by the user of PC as well as a designated, officer of Committee on Information technology and related services/functions [AKMU] of ICAR-CIWA.
25. All complaints / problems reported should be rectified to users satisfaction by the contractor. The Contractor shall ensure 95% machine and other equipment up time. If necessary specialist/consultant would be called to rectify the problem. The penalty for not meeting the up time commitment shall be 1.5% of AMC charges per day that System is down. The decision of Director, ICAR-CIWA shall be final.
26. However if the contractor provides a stand-by system/subsystem of the similar configuration and quality acceptable to this office on returnable basis, the penalty for the downtime shall be calculated only to the date of providing such systems/subsystems to this office.
27. If the contractor is not able to rectify the fault within the stipulated period of maximum 3 days it would be open to this office to have the fault rectified through any other source and contractor shall have to bear the expenses so incurred on this account.

28. If the service engineer fails to attend this office without suitable replacement then a penalty of Rs.1000/- per day shall be imposed and the same will be deducted from the quarterly payment of the contractor. The service engineer should report in this office by 10:00 AM daily and be in the office till 5:30 PM.
29. The penalty /repair charges, if any, as per clauses 25,26,27,& 28 shall be deducted by this office from the quarterly payment to the Contractor
30. During the AMC period one experienced and qualified Engineer who can deal with handling of sophisticated PC equipment technically and manually is to be posted from 10:00 hrs to 17:30 hrs on all working days at ICAR-CIWA"s Office, Bhubaneswar.
31. During the office hours these representatives will not be allowed to attend any outside calls and will report to Committee on Information technology and related services/functions [AKMU], which will guide and control his/her/their working.
32. The deputed Engineer should have sound, experience in software and hardware and 2 years experience of maintenance in AMC items.
33. Proper call desk should be maintained, and if necessary a person be posted for this work also. If necessary a customized software could be utilized for fault reporting and rectification and a PC could be provided exclusively to the Engineer for this purpose
34. Any dispute arising out or touching this contract, shall be referred to Director-ICAR-CIWA or his nominee whose decision shall be final.

TECHNICAL BID

1.	Name of the Firm/Agency	
2.	Full address with Tele. / Mob. No., Fax No. e- mail	
3.	EMD of required amount (DD/No., date, Name of the Bank/Branch)	
4.	Registration Certificate of the Firm/Company	
5.	Service Tax Registration no.	
6.	Sales Tax / Value Added Tax Registration Certificate I.T. PAN No./ TIN No./ GST	
7.	Proprietary Certificate/Authorization certificate, if any	
8.	Bank details for E-payment	
	I. Name of the Account holder /firm/ Company (Payee's Account Name)	
	II. Nature of Account (saving/current)	
	III. Name of the Bank	
	IV. Bank Account No.	
	V. Branch Address	
	VI. IFSC Code of Bank/Branch	
9.	Check List	

Place:

Name of the Authorized Signatory

Date:

Stamp & Signature

CHECK LIST

Please give page numbers to the tender document and all enclosures and also verify the following documents before submission of the tender in the sequence listed below, to avoid rejection or disqualification of your tender.

PLEASE NOTE THAT ALL RELATED PHOTO COPIES MAY PLEASE BE ENCLOSED WITH THE TENDER DOCUMENT AS A PROOF

S. No.	List of the Documents to be enclosed with the Tender	Page No.	Enclosed (Yes/No)
1.	Scanned copy of Tender fee and Earnest Money Deposit (EMD)/ its exemption, if any		
3.	Scanned copy of Firms registration, PAN Card, GSTIN.		
4.	Tender Acceptance letter (Annexure-IV)		
5.	Following documents as Indicated In the tender document printed on the tenderer's letterhead with dated signature and seal.		
6.	Financial Bid	To be filled online	
7.	Document regarding registration/Certificate Incorporation of the firm issued by the appropriate government to be enclosed.		
9.	Proof of work orders related to AMC for IT Infrastructure from Government/PSU during the last two years costing more than Rs.2.0 Lakhs.		
10	Document showing the firm/IT return for the preceding three assessment years i.e. for Assessment Year 2018-19, 2019-20 & 2020-21		
11.	NSIC/SSI certificates registered with NSIC (if applicable) to be enclosed		
12.	Any other document or information as required in the tender document.		
13.	Total pages of your entire Tender Document[Technical Bid) including Enclosures	No. of Total Pages :_____	

Certified that the above Information is correct and the firm is willing to accept all the terms and conditions of the tender document.

Signature and Seal of the Bidder: _____

Business Address: _____

Scope of work and Commercial terms & conditions for Annual Maintenance (AMC) of Computer, Accessories and Network Maintenance of ICAR-CIWA, Bhubaneswar

A. Technical & Other Services Requirements:

1. Hardware

- Management and comprehensive maintenance of IT infrastructure.
- Resolution of user calls related to Network and Desktop services
- Troubleshooting and resolution of computer hardware problems
- Backup and restoration of data on servers as per backup policies
- Configuring and assisting Video Conferencing/Web Meetings
- Monitoring and troubleshooting LAN.
- Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.

2. Software

- Website General Maintenance, updating/securing Windows Servers, Anti-virus and generation of required reports.
- Problem diagnosis and rectification on Operating System and Network.
- Installation & Reconfiguration, Reinstallation of Operating System and Applications-E- provided by the Institute. Mail, Office Applications, Windows from the original media.

3. Back Office Support

- **Contractor shall depute 01 (one) Resident Engineer preferable having a minimum qualification of Master of Compute Application / Degree in Computer Software / Hardware Engineering from a reputed Institute. To attend maintenance call full time at our site for all working days during full working hours and if required on holidays also.**
- Escalated support available from certified professional, in case resident support personal is unable to complete the task or in case of exigencies.
- Technical specialists available for telephonic/onsite support on complex problems.

4. Vendor Co-ordination

- Coordinate various other vendors of the Institute who have provided Application software, Website developer, Warranty service providers etc. to get the problems resolved.

5. Comprehensive Maintenance of IT Hardware

- The contract will be for Comprehensive on-site maintenance of hardware listed in the tender document.
- The firm should provide necessary tools/equipment to the support personal to carry out preventive maintenance or minor works at the Institute
- In case of failures in hard disks, the firm shall make all attempts possible to retrieve the data. In case all attempts to recover the data fail, old hard disk should be returned to the Institute and replaced with new.
- Institute has warranty on some of the equipment from OEM. These items will be brought under this to the selected firm as and when its warranty or AMC expires or completed with the current service provider.
- The firm should carry out onetime maintenance of all IT hardware and submit a report to the Institute of the status of the equipment. The firm should also bring out to the notice of the Institute regarding obsolete items

(vi) Service Level Agreement (SLA)

- No service personal shall remain absent for more than one day without prior information to the SIC (AKMU). In case of long-leave /extra-ordinary conditions, backup manpower is to be provided during that period.
- Network services (including LAN, Wifi, Servers etc.) should not be down for more than two hours in case the problem is related to configurations/software related issues. In case of hardware related, the maximum downtime allowed is one working day. However, the firm is allowed to keep standby device until the original device is repaired.
- For other devices, in case of minor hardware faults, the maximum time allowed is two working days.

- The firm should submit a monthly report consisting of the following details:

- (i) Attendance of service personal
- (ii) Number of calls received and attended and
- (iii) Number of calls/work pending

- **Service support includes:**

1. List of PCs/ Servers/ Printers and other peripherals under the scope of AMC are given at **Annexure-X**.
2. The aim of AMC is to get the specified services smoothly from the existing Hardware and Software under Network.
3. AMC will include functioning of all the installed hardware and other accessories installed during the operation of the contract.
4. The Contractor will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment before taking charge and commencement of AMC. At the end of AMC, the contractor shall hand over complete hardware in good condition and shall have to replace all the parts that have not been properly maintained, which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for AMC. For this purpose a detailed list of equipment or parts to be replaced by the out-going contractor, shall be prepared by incoming contractor and duly approved by **Committee on Information technology and related services/functions [AKMU]** of this office.
5. Machine down time should not be more than 24 hours from the time of report of fault. In case of failure and if however it takes longer time fully functional standby / replacement should be given. This would include the attached peripherals also.
6. **Contractor shall depute minimum 01 (one) Resident Engineer preferable having a minimum qualification of Master of Computer Application / Degree in Computer Software / Hardware Engineering from a reputed Institute to attend maintenance call full time at our site for all working days during full working hours and if required on holidays also.**
7. Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided as approved immediately.
8. In case any engineer or the attendant wants to avail leave of short duration, he must inform in advance to this office and the Contractor. Engineer or attendant can only be relieved for that period after getting suitable replacement from the Contractor.
9. No person below the age of 18 years shall be deputed to this office.
10. The contractor shall indemnify and keep ICAR-CIWA's Office harmless of all claims arising under or by reason of this contract, if such claims resulting from the fault and /or negligence or willful acts or omission of the Contractor or his employees deputed to ICAR-CIWA „s Office.
11. Contractor/Representative (other than the resident engineers) shall visit this office at least once in a month to discuss the problems and their immediate rectification.
12. Frequently required spare parts for at least for 5 PCs must be kept at premises of this office for replacement of the components of the faulty PCs so that within two hours PCs be made functional.
13. Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repared spare parts will not be accepted.
14. If systems/subsystems are required to be taken out of office for repairing, then a stand-by system/subsystem of the similar configuration and quality acceptable to this office will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair, should be returned, repaired upto the satisfaction of user / Committee on Information technology and related services/functions [AKMU] within a period of maximum ten days.
15. Contractor should provide the following type of services
 - Preventive maintenance
 - Corrective maintenance
 - Software services for system operations
 - Assistance in H/w & S/w Upgradation
 - Monthly cleaning of hardware using standard isopropyle alcohol.
16. Monthly preventive maintenance shall also to be carried out in addition to attending the specific complaints. A comprehensive report to this effect would be submitted by the contractor to Committee on Information technology and related services/functions [AKMU] of ICAR-CIWA. This effect shall also be entered in the log book of each machine. Monthly schedule for PM may be decided in consultation with Committee on Information technology and related services/functions [AKMU], ICAR-CIWA.
 - a. During preventive maintenance, vendor will make suitable use of trouble shooting software packages to reconfirm the hardware configuration / health of each PC equipment, cleaning of PC hardware and peripherals, enter the result in respective log books and submit a report to Committee on Information technology and related services/functions [AKMU] of ICAR-CIWA. Any discrepancy noticed should be brought immediately to the notice of Committee on Information technology and related services/functions [AKMU] of ICAR-CIWA and user.

- b. Consumables like, printer toner cartridge and stationary will not be included in AMC. The printer heads & cables, Monitor picture tubes, battery for SMPS & Main board, LAN cards, printer knobs, keyboards, fuse, Networking cables and all other components of H/w shall be included in the AMC.
- c. Software support with reference to installation of OS/ application softwares / MIS, antivirus, etc. must be provided in case of any problems reported by user. The AMC engineers shall also provide assistance to users in installing the various packages, and in taking proper backup copies of the same wherever recommended /required.
- d. To keep PCs in ICAR-CIWA"s Office virus free, the Contractor will update every 7 days anti-virus software provided on various machines.
- e. The user will maintain the system as per the guidelines given by the contractor. Proper instructions to operate the system/software will be given by the firm, if required to the user.

Place: Bhubaneswar
Date: 07.09.2021

Officer-in-charge (Stores & Purchase)
For Director, ICAR-CIWA

Annexure-X

Sl. No.	Make & Model	Configuration	Qty
01	Compaq Presario SG3250IL	Intel Core2 Duo2.20GHz / DVD Writer/ 20" Compaq TFT Monitor/ RAM having different size ie 1GB /2GB RAM Hard Disk having different size ie 320 GB /500GB/160GB	09
02	Compaq Presario SG3670IL	Intel Core2 Duo2.66GHz / 2GB DDR2 RAM/ / DVD Writer/ 19" HP TFT Monitor/ Hard Disk have different size ie 320 GB/500 GB	10
03	HP COMPAQ DC7900	Intel(R) Core™ 2 DUO CPU E8400 3.00GHz System Type: 32 bit RAM: 2GB HDD:250GB	02
04	HP Pavilion 500-101in	Intel 4 th Gen Core i5 Processor; 8 GB DDR3 RAM; 1 TB hard drive; 1GB Dedicated Graphics Card; 20.0" LED Monitor; Wireless Keyboard and Mouse Kit ; Wired LAN -Integrated 10/100/1000 Gigabit Ethernet; Wireless LAN 802.11a/b/g/n; 8 USB Port; Windows 8 (64 bit);	25
05	Lenovo H410e	Pentium(R) Dual- Core CPU E6700 3.20GHZ System Type: 32 bit RAM: 2GB HDD: 500GB SATA	8
06	HP 406 G1MT Business PC	I5-4570 / 500 HDD / 4GB RAM / WINDOWS 8.1 PRO / HP 20wd Monitor	15
07	HP PRO G1M1 PC	Windows 10 Home Desk top/ 20" Flat Monitor	01
08	HP Pavilion 510-P050IN	Windows 10 Home Desktop / Hp Monitor	01
09	Dell Optiplex 3060	Windows 10 Home Desktop / 22" Flat Panel Monitor	01
10	Dell Optiplex 5060	Windows 10 Home Desktop / 20" Flat Panel Monitor	02
11	Dell 3050 MT PC	Windows 10 Home Desktop / 22" Flat Panel Monitor	01
Total			75

2. The following Printers are to be brought under AMC

Sl. No	Make and Model	Qty
1	Canon Image Class MF4370dn	1
2	HP Laserjet 1000 Series	0
3	HP Laserjet 1010	1
4	HP Laserjet 1020 Plus	3
5	HP Laserjet 1120 MFP Series	1
6	HP Laserjet 1200 Series	1
7	HP Laserjet 3055	2
8	HP Laserjet cp1515n color	1
9	HP Laserjet cp1525n Color	2
10	HP Laserjet M1213nf Multifunction Printer	3
11	HP Laserjet M1522nf	1
12	HP Laserjet p2015dn	6
13	HP Laserjet p2055dn	1
14	HP LaserJet Pro 400 M401dn	3
15	HP Laserjet Pro MFP M226DN	6
16	HP LaserJet Pro MFPM227SDN	1
17	HP Color Laserjet M254DW	1
18	HP LaserJet Pro MFP M226DW	9
19	HP LaserJet MFP M427FDN	1
20	Epson Ink Tank L6190	2
21	HP Ink Tank 315	1
22	HP LaserJet Pro M202DW	2
23	Cannon Image Runner 4007	2
24	Xerox Versalink B7035	1
Total		52

3. The following Scanners are to be brought under AMC

Sl. No.	Make / Configuration	Qty
1	HP Scanjet 3570C	01
2	HP Scanjet G4010	01
3	HP Scanjet G4010	01
Total		03

4. The following Laptops are to be brought under AMC

Sl. No.	Make / Model	Qty
1	COMPAQ C 700	1
2	COMPAQ CQ40-604TX	1
3	HP ENVY 15 Notebook PC 15-j049TX	3
4	LENOVO Ideapad S10-3C	1
5	SONY VAIO p1321w	1
6	SONY VAIO SVF14218SNB	1
7	TOSHIBA SATELITE PROC650 PSC11G-003001	1
8	Dell Vostro 15 3478	1
9	Dell Vostro 15 3568	1
Total		11

5. Network Maintenance:

- Network maintenance for 60 Nodes including switches, routers and wireless access points
- Maintenance of hardware and software installed.
- Maintenance of Antivirus, removal of virus and re-installation of software, if corrupted.
- Broadband maintenance
- Defragmentation of hard disk
- Temporary files and Cookies removal
- CD Rom and DVD cleaning
- Software support

Place: Bhubaneswar

Date: 07.09.2021

Officer-in-charge (Stores & Purchase)
For Director, ICAR-CIWA