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भाकृअनुप-केन्द्रीय पटसन एवं समवर्गीय रेशा अनुसंधान संस्थान
ICAR-CENTRAL RESEARCH INSTITUTE FOR JUTE & ALLIED FIBRES

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

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File No.: 17-71/AMC/Pur./17-18

**INVITATION TO TENDER (TWO BID SYSTEMS) AND INSTRUCTIONS
CONTAINING TERMS AND CONDITIONS GOVERNING CONTRACT FOR
ANNUAL MAINTENANCE CONTRACT (COMPREHENSIVE) OF
COMPUTERS/PRINTERS/SCANNERS /UPS**

1. Cost of tender form: ₹ 500/-
2. EMD amount : ₹ 5000/-
3. Security deposit : ₹ 50,000/-

**DD / Bankers cheque to be drawn in favour of ICAR-unit-CRIJAF
payable at Barrackpore.**

**SI No 1 & 2 must accompany the tender, failing which the tender will be
rejected straightway**

e-tenders are hereby invited from bonafied, reputed organization/agencies for maintenance of hardware of existing computers and its accessories (Computer – 105 nos.; Printer- 76 nos.; UPS (5 & 2 KVA)– 10 nos.; Scanner- 10 nos.

Maintenance of Computers and its accessories includes the replacement of each and every malfunctioning part of Computer, printers and related items like Hard Disk, Floppy Drive, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, roller drums, data cables, scanning unit, switch, power supply, display card spares/parts for proper functioning of all systems and subsystems.

Scope of AMC:-

HARDWARE MAINTENANCE OF PCs, PRINTERS, SCANNERS, UPS etc. AT ICAR-CRIJAF

Scope: It will involve hardware maintenance of PCs, printers, scanners, etc. as per the list in Annexures. Every 3 months, generate list of such equipment who's Warranty will expire after the next 3 months and before the next 6 months and get this equipment added to the above list in the intervening 3 months period.

1.1 : List of Deliverables:

- First hand trouble shooting, technical support
- Comprehensive maintenance (repair/replacement) support for desktops, printers, scanners, UPS listed under AMC contract as per the technical terms and conditions indicated in this document.

1.2 : Service Level Objectives:

- As under help desk & technical support services

1.3 : Reports

- Weekly pending calls report
- Monthly report of machines going out of warranty
- Weekly report of standby's / spares deployed, hardware repaired.
- Maintain register showing PC's/ printers/ parts taken out of ICAR-CRIJAF for repairs and return

Technical Terms & Conditions for AMC:

- 1) The Comprehensive maintenance support should include spare parts support at no extra charge
- 2) Faulty parts arising out of replacement would be firms' property. The spare parts which are taken for repairs to the factory/work shop of the contractor shall be replaced back in original (serial number will be noted down) after repairs in perfect working condition. Necessary permission will be given for movement of spares in and out of ICAR-CRIJAF.
- 3) The firm should keep a minimum number of following materials as standbys at ICAR-CRIJAF during entire period of contract
 - a. Three number of fully functional sets of Desktop computers (CPU, Monitor, keyboard, Mouse etc.), five each of key boards, Mouse, Hard disk (500 Gb), SMPS etc. in working condition for replacement.
 - b. Three numbers of monochrome LaserJet printers
4. All compatible spares required for testing and replacement should be stocked in sufficient quantity at ICAR-CRIJAF itself for resolving hardware issues without delay.
- 5) The support engineers should be well trained IT engineers in all respects i.e. well mannered, technically sound and having vast knowledge in the field.
- 6) Preventive maintenance should be strictly carried out once in a quarter on each machine (PC/printer). A report signed by each user will have to be submitted for each quarter for all the machines under AMC. Following shall be the Scope of Preventive Maintenance:
 - Periodical check and service the computer systems..
 - Scan the hard disk drive for bad sectors and corrupted files.
 - Cleaning of Optical disk drive and any other devices which require cleaning.
 - Cleaning of printer carriages, heads, oiling, etc. for preventive printer maintenance.
 - Routine maintenance of laser printers.
- 7) Following shall be the Scope of Breakdown calls:
 - In case of breakdown of computer systems, the calls shall be attended on priority basis by the resident engineer.
 - Wherever spare parts are required to be replaced, the standby spare parts are to be put so that the computer is not down
 - In case of parts replaced are beyond repairs then the parts replaced shall be of equivalent configuration or standard and will be the property of ICAR-CRIJAF.
- 8) A registration of the complaints for follow-up will be maintained.
- 9) On expiry/termination of the contract, the contractor shall handover all equipment under the contract over to ICAR-CRIJAF in good working condition, before the release of that quarter's payment.
- 10) The service contract shall be terminated if the terms and conditions of the AMC are not fulfilled. Further, if the contractor fails to fulfill all the terms and conditions of the AMC, the contractor will not be allowed to bid again for AMC in future, at any circumstances.
- 11) Any failed hardware/PC/Printer should be repaired within 5 working days of call log. If hardware/ PC /printer is not repaired in 5 days, standby has to be provided. The original hardware/ PC / printer should be repaired / replaced with equivalent hardware within 15

days, failure to compile with this requirement will attract the penalty as mentioned in this document/ as decided by the competent authority of the institute.

- 12) The Engineers deputed should not be changed frequently and if any changes are they should be done in consultation and approval of the competent authority.

General terms & conditions

1. The Contractor shall depute a well-qualified engineer/technical person having proficient knowledge and experience in maintenance of computers, laser and dot-matrix printer and other accessories as mentioned in this tender notice. The engineer/technical person shall be required to report on all working days, from Monday to Saturday from 10.00 hours to 17.00 hrs to look after the day to day fault. The deputed personnel will sign the attendance register everyday with their timing.
2. The deputed personnel will work under the instructions of the Coordinator or any person authorized by ICAR-CRIJAF and shall submit complaint sheets/books to him for each complaint to be attended by him. The complaint sheet would clearly define the nature of complaint, name of section/division and time taken for rectification of a complaint. The engineer/technical person is also required to get the complaint sheets/books signed by the respective end users after rectification of complains. It will be the responsibility of the agency to rectify the complaints as early as possible and not later then 02 working days.
3. Requirement of replacement of spare parts in computer & its accessories should be got checked by the designated officer of this Institute.
4. The Contractor shall ensure that the engineer/technical person to be deputed by the agency is punctual and possess valid ID cards on all working days. In case the engineer remains absent, alternate arrangements should be made well in advance and ICAR-CRIJAF must be given prior intimation for it. Absence of the engineer/technical person will attract penalty for that particular period. In case of an emergency, the engineer/technical person may be required to be deployed on holidays also.
5. The personnel to be deployed should be polite, decent and obedient, having moral character and shall carry out every work entrusted upon him/her carefully and seriously.
6. Since ICAR-CRIJAF is a research Institute, the firm should have infrastructure to give support after or before working hours including Sundays and Holidays, if required.
7. In the event of tender/quotation being submitted by a Firm, it must be signed by each partner thereof or it must be signed by a person holding authority to sign the tender/quotations. Copy of letter of authority/agreement signed by each partner should invariably be enclosed with the offer.
8. Quotation must be submitted in the official letterhead of Firm/Agency along with photocopy of following documents :
 - (i) Scanned copy of valid registration certificate of the firm from the Govt.
 - (ii) Scanned copy of valid trade licence of the firm in the relevant field of tender application.
 - (iii) Scanned copy of proof of last 03 years continuous experience of the firm in the relevant field of tender application from at least 03 nos Govt. Departments.
 - (iv) Scanned copy of IT returns or, CA certified balance sheet for last 03 years showing

minimum annual turnover of ₹ 10.00 lakhs.

- (v) Scanned copy of PAN card.
 - (vi) Scanned copy of VAT/CST/State ST / GST Registration
 - (vii) Scanned copy of Tender cost and EMD
 - (viii) Scanned & signed copy of bank mandate form in enclosed format
 - (ix) Scanned & signed copy of tender acceptance letter (Annexure I)
9. ₹ 50,000/- should be deposited as security deposit in the form of demand draft in favour of ICAR-unit-CRIJAF . No interest on security deposit and earnest money deposit shall be paid by the Institute to the tenderer.
10. In case the contractor fails to perform the obligations as per clause of the AMC, security guarantee may be forfeited. If the selected bidder is unable to provide the service/ supply of goods or does not accept the work order, the EMD will be forfeited.
11. Other things being equal, preference may be given to the tenderers having higher experience, capacity etc, of providing AMC Services in similar organizations, hence, being L1 may not be the only criteria for awarding the AMC.
12. Payment will be made through electronically transfer on six monthly basis after presentation of bill in duplicate and after completion of satisfactory services for that six month period. TDS will be deducted at source for making payment. No advance payment will made to the successful bidder.
13. The Agency / Service Provider will not be allowed any extra charges to first put the computers and accessories (proposed for AMC) in ideal functional condition and then be taken under AMC.
14. For inspection of computers and its accessories, an application addressed to Director, ICAR-CRIJAF for seeking permission to inspect the computers and its accessories will have to be submitted.
The inspection time is between 2.30 PM to 4.30 PM on any working day till **20/09/2017**
15. The Director, ICAR-CRIJAF reserves the right to review the performance and terminate the contract, if necessary.
16. In case a proposal is accepted the firm shall sign an agreement on a ₹ 100/- non-judicial stamp paper with us while entering into rate contract.
17. All disputes arising out of this contract are subject to Kolkata Jurisdiction only.