

**ICAR-CENTRAL INSTITUTE FOR RESEARCH ON BUFFALOES**  
**SIRSA ROAD, HISAR**  
**Phone No.: 01662-281611, 281602**

**TENDER NOTICE**

On behalf of Secretary, ICAR, Director CIRB, Hisar invites sealed bids from eligible bidders for the following work:

Sr. No	Particulars	Last date for issue of Tender document	Date & time for submission of tender	Date & time for opening of Technical Bid	Date & time for opening of Financial Bid	EMD in (Rs.)
1	Annual Maintenance Contract for Computers & Peripherals	21.07.2016 up to 5.00 PM	22.07.2016 up to 2.30 PM	22.07.2016 at 3.00 PM	25.07.2016 at 3.00 PM	Rs.10,000/-

Interested eligible bidders may purchase the Tender Document by Hand/Registered post or download from Institute website. For further details visit institute website: **[www.cirb.res.in](http://www.cirb.res.in)**

Administrative Officer

**ICAR- CENTRAL INSTITUTE FOR RESEARCH ON BUFFALOES**  
**SIRSA ROAD, HISAR-125 001 (HARYANA)**  
Phone No.01662-281611, 276631 Fax 01162-275004  
E-mail : [cirb@asia.com](mailto:cirb@asia.com) /Website: [www.cirb.res.in](http://www.cirb.res.in)

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**The details as well as the terms and conditions of the AMC/Rate contract are as under:**

- Interested and eligible bidders may obtain further information from the office of Admn. Officer, Central Institute for Research on Buffaloes, Sirsa Road, Hisar-125001 (Haryana) and inspect the bidding documents at the above address on any working day-between **10.00 A.M. to 5.00 P.M.**
- A complete set of bidding document for said instrument/AMC may be purchased by interested eligible bidders by submitting written application to the address given above and upon payment of non refundable fee of Rs. 1000/- (Rs. One thousand only) **for each item separately** in the form of Demand Draft/Bankers Cheque drawn on a scheduled commercial bank in favour of '**ICAR unit – CIRB, Hisar**' payable at Hisar. The bidding documents can also be mailed by registered post/speed post to the bidder with Extra expenditure for mailing the bidding document of Rs. 100/- (Rs. One hundred only) for registered post/speed post. The interested bidders should add the applicable postage cost indicated above in its non refundable fee mentioned earlier. However, if a bidder so desires, the bidding documents can also be hand delivered to it on receipt of a request letter and the application and non-refundable fee. Tender documents can be downloaded from Institute website [www.cirb.res.in](http://www.cirb.res.in). **The tender document fees of Rs. 1000/- for each item in shape of D.D. is to be enclosed along-with the tender form in case the tender document is downloaded from the website otherwise the tender will be cancelled.**
- The closing and opening dates of the bidding documents will be as per schedule/detail given as under:-

Sr. No	Particulars	Last date for issue of Tender document	Date & time for submission of tender	Date & time for opening of Technical Bid	Date & time for opening of Financial Bid	EMD in (Rs.)
1	Annual Maintenance Contract for Computers & Peripherals	21.07.2016 up to 5.00 PM	22.07.2016 up to 2.30 PM	22.07.2016 at 3.00 PM	25.07.2016 at 3.00 PM	Rs.10,000/-

- Two bid system would be followed for above AMC. The Technical/Commercial bids should be in two separate sealed covers market "Technical Bid " and "Financial Bid". 'Technical Bid' will be opened first and only those firms who fulfill the technical terms and conditions will be eligible for participating in the 'Financial Bid'.
- Tenders accompanied by an EMD of appropriate amount in the form of a demand draft favoring **Director, CIRB, Hisar** should reach this office by **22.07.2016 up to 2.30 P.M.** The duly filled in tender can also be dropped in the tender box for the purpose kept at the office of Administrative Officer, CIRB, Sirsa Road, Hisar by the stipulated date & time.
- Bids received late or without EMD and downloaded Tender Fee, wherever applicable, will be rejected.
- The tenderer should not have been blacklisted by any government department/undertaking. An undertaking to this effect should be enclosed with the technical bid.
- Bids received by scheduled date & time as per para 3 above will be opened in the presence of the bidders/ authorized representatives who choose to attend at scheduled date & time given in para 3 above.
- In the event of any of the above date being declared as a holiday/closed day for the purchaser, the bids will be sold/ received/ opened on the next working day at the scheduled time.
- Director, CIRB, Hisar reserves the right to accept/reject any or all the tenders without assigning any reason.
- Annual Rate Contract for Computers will initially be for a period of One year, extendable for another one year on satisfactory performance report.

Administrative Officer

**Item No. 1. Annual Maintenance Contract for Computers:**

<b>S. No.</b>	<b>Commodities</b>	<b>Total Number Available</b>	<b>Remarks, if any</b>
1	Desktop computers (PC)	60	
2	Printers	45	
3	UPS (Off & On Line)	31	
4	Scanner (Immovable, A4-Size)	5	
5	Network consisting of	1 No.	
	(a) OFC	1.5 Km Approx.	
	(b) UTP cables CAT-6	3 Km Approx.	
	(c) Switches		
	- (24 port) unmanaged	4	
	- (24 port) managed	4	
	- (8 port) Wi-Fi (unmanaged)	10	
	- Media Convertor	4	

Detailed tender document can be obtained from CIRB or can be downloaded from [www.cirb.res.in](http://www.cirb.res.in) as described earlier.

**Sub: TENDER FOR AMC (STATUS: COMPREHENSIVE) OF COMPUTERS, PRINTERS, SCANNERS AND UPS**

Annual Maintenance Contract (AMC) for Computers, Printers, UPS & Scanner installed at CIRB, Hisar. List of items to be maintained is as follows:-

**I. COMPUTERS AND PERIPHERALS**

S. No.	Commodities	Total Number Available	Remarks, if any
1	Desktop computers (PC)	60	
2	Printers	45	
3	UPS (Off & On Line)	31	
4	Scanner (Immovable, A4-Size)	5	
5	Network consisting of (d) OFC (e) UTP cables CAT-6 (f) Switches - (24 port) unmanaged - (24 port) managed - (8 port) Wi-Fi (unmanaged) - Media Convertor	1 No. 1.5 Km Approx. 3 Km Approx. 4 4 10 4	

**II. NOTICE INVITING TENDERS**

Sealed Tenders in prescribed forms are invited by Director, CIRB, Sirsa Road, Hisar from specialist firms of Hisar and nearby places for Annual Maintenance Contract of Computer Systems and Peripherals for Hardware (Such as PCs, Server, Printers, Scanners, UPS etc) of various make/model and configuration and Software installed in different labs and offices of the Central Institute for Research on Buffaloes, Hisar.

**Name of work:** ONSITE Annual Maintenance Contract (AMC) of Hardware's (as Computers, Printers, Scanners, etc) and Software installed in the Computer Systems of the Central Institute for Research on Buffaloes, Hisar. (Annexure – 1)

**Cost of Tender:** Rs. 1,000/- (one thousand only)

**EMD:** Bank Draft/Banker's Cheque of Rs.10, 000/- (Rupees five Thousand only) drawn in favour of the Director, CIRB Hisar. Cash will not be accepted.

**Contract Period:** One year running contract w.e.f. the date of award of the contract; may be extended for two years upon satisfactory performance and mutual agreement.

The firms fulfilling the Terms and Conditions as prescribed below, may deposit bids super scribed as "Quotation for AMC of Computer & Peripherals" and addressed to the Director, Central Institute for Research on Buffaloes, Hisar. The Technical/Commercial bids should be in two separate sealed covers marked 'Technical bid' and 'Financial bid'. 'Technical Bid' will be opened first and only those firms who fulfill the Tech. Terms and Conditions, will be eligible for participating in the 'Financial Bid.'

The tender document must reach office of the Director, Central Institute for Research on Buffaloes, Hisar latest by **22.07.2016 at 14.30Hrs** and can be put in Tender Box kept in the purchase section of the Administrative building. The quotations will be opened by a committee consists of official of CIRB on the **same day at 15.00 hrs.** in the presence of firms's representative available, if any.

**Critical dates for the tender are:**

Last Date of submitting Tender document	Date of opening of Technical bid	Date of opening of Financial bid
22.07.2016 up to 2.30 PM	22.07.2016 at 3.00 PM	25.07.2016 at 3.00 PM

**III. Technical and financial terms and conditions of AMC**

- TWO BID SYSTEM (Refer Rule 152 of GFR): In the case of open / advertised tender bid shall be obtained in two parts: (a) Technical bid consisting of all technical details along with commercial terms & conditions (b) Financial bid indicating item wise rates of the AMC for the items mentioned in technical bid.
- It may also be noted that in case of contractor backing out midway (*any day in between starting and ending of contract dates*) without the explicit written consent of the CIRB, will be liable for recovery of loss at higher rates (5% or higher), vis-a-vis, those contracted with it, which may have to be incurred by CIRB on maintenance of machines for the balance period of contract through alternative means or loss due to delay, as deem fit.  
The above act of backing out would automatically debar the firm from any further dealing in future with CIRB and the security amount would stand forfeited assumed with or without serving any type of show cause notice.
- No advance payment would be made. However, quarterly payment after satisfactory completion, based on end users' reports would be made as per these terms and conditions. TDS/service tax shall be deducted. It is the responsibility of the contractor to ensure the functioning of Computer System. Bidder is advised to first ensure the present condition of the systems listed in Annexure I by visiting CIRB offices before filling the bid document.

4. The rates quoted should be transparently net values. The adhered incentives as discount, free services/offers or others as quoted will not be considered. Arithmetical errors occurred, if any, will be rectified on the following basis:

**If there is a discrepancy between words and figures, the amount in words will prevail.**

5. This tender is absolutely not transferable.
6. CIRB may waive any minor infirmity or may seek any clarification, if so desired.
7. The Contractor may indicate whether he would be willing to extend period of Annual Maintenance Contract by another year at the same rates, terms and conditions after satisfactory completion of AMC period.
8. The quantities of AMC commodities mentioned in the Annexure-I may either be increased or reduced at the discretion of CIRB authorities (before/after assigning the tender at any stage).
9. Representatives of the CIRB if required may inspect the offices, work place of the contractor to ascertain whether the firm has the necessary wherewithal to undertake the job. The decision of the representatives during such visits would be final and binding.
10. Mere quoting lowest rates will not amount to commitment on the part of CIRB for the award of the contract. Director, CIRB, Hisar reserves the right to accept or reject any or all tenders without assigning any reason. CIRB also reserves rights to award contract on complete or part basis to one or more Contractor(s).
11. If any dispute(s) arises with reference to any provision of the contract, the decision of the Director, CIRB shall be final and binding on both the parties.

#### **IV. GENERAL TERMS AND CONDITIONS**

1. For the purpose of the AMC following interpretation would be made :
  - a. **Hardware**-This includes the actual components/assemblies/sub-assemblies of the PC i.e. the motherboard, RAM, Fan, Cabinet, hard disk, monitor, mouse, keyboard, CD Rom, Zip disk drive, Teflon etc. This also includes the components/assemblies/sub-assemblies of Peripherals and other accessories. This will also include connectors/cables/cords and any other physical appliances required to run the computers and peripherals etc.
  - b. **Peripherals**- This include Printers (LaserJet, DeskJet, Inkjet, Dot Matrix), Scanner, CD writer, Modem, Speakers, UPS and any other unspecified/miscellaneous but existing/related/connected items.
  - c. **Software**-This includes all the software related to Operation Systems, System Software, Antivirus and any other unspecified software required to run the drivers/ utilities for various components/peripherals/application etc. This also includes the application software to be installed in the computer.
  - d. **Services**-This includes back-up solutions, cleaning of the computer system and peripherals, disaster recovery solutions, general antivirus installation/reinstallation/ updating checks and regular maintenance like running diagnostics tests to ensure that all the components are working fine.
  - e. **Consumable**- This would include settings, fixing and installation of Printer Ribbon, Cartridges, Printer-Heads, Battery and cell etc. will absolutely considered a part of AMC. Whereas new arrivals of consumable commodities will be purchased separately by CIRB with its own procurement policy and this procurement will not be considered under part of AMC.
2. The selected agency will be responsible for repair / maintenance work of the computers and Peripherals including replacement of defective parts at their own cost. The complete responsibility for smooth functioning of all the Computers, printers and all peripherals under this contract (as above) shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of the contract.
3. The contractor would carry out preventive maintenance of each machine once every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned in penalty clause.

The firm/contractor will prepare separate log books for each of the machines to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, printer, Key Board, mouse etc. A Preventive Maintenance Report from the user would be submitted to I/c AKMU, at least once in every quarter, failing which a penalty of Rs. 50/- per item would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
4. The charges for repair and maintenance/replacement of defective parts/components of the Computers, Printers, Scanner and UPS, if any, shall be borne by the contractor during the period of the contract. To the extent possible, all repair and maintenance work would be carried out in CIRB premises only. Wherever it is not possible to conduct the repair within the office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
5. All damaged parts will be replaced under 'use and throw' system i.e. no component level replacing will be allowed. In any case, during installation/ insertion of any part, other side by parts damaged will be compensated by the contractor himself.
6. No transportation charges/cartage for removal of any component to the workshop for repairs and back to office for installation shall be payable separately to the contractor over and above the amount payable to the contractor under the contract.
7. The contractor would be required to address all complaints within two hours of registration of the complaint on written complaint including email/SMS and/or phone. If the complaint is reported before 3.00 pm, the Agency should attend and rectify it on the same day. Complaint lodged after 3.00 pm should be attended before 11.30 am of the following working day.

8. Standby arrangement must be made available in case item requires more than 48 hours. In case any complaint is not attended to/rectified with 48 hours, or in case standby is not provided and the item is not usable beyond the 48 hours, the contractor shall be liable to pay penalty @ Rs.500/- (Rupees two hundred only) per day. The amount of penalty will be deducted from the AMC charges/bills.
9. The designated Care taker of CIRB will be authorized to lodge the complaint to Agency on Telephone call /SMS or in written form.
10. CIRB, Hisar may, in its own discretion, add more computers to the AMC or withdraw some or all the equipment from AMC.
11. The rates once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
12. Wherever during the period of the contract the contractor does not rectify the fault/defects brought to his notice within a reasonable period of time, the office shall get the faults defects rectified by engaging suitable professionals from the open market at the contractor's risk and cost and the amount paid shall be deducted from the amount payable to the contractor.
13. In case the contractor's services are found to be consistently unsatisfactory, the contract shall be terminated after giving one week's notice and the work shall be got done from the open market at the contractor's cost.
14. At the time of expiry of the contract, the contractor would be required to hand over the CIRB's property and network setup in perfect working condition.
15. The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines.
16. The Bills shall be raised by the contractor on a quarterly basis and at the end of the upon contract, during the second week of the last quarter.

**V. ELIGIBILITY/QUALIFICATION CRITERIA:**

1. The bidder shall have relevant experience preferably in managing and providing support for computer hardware, Software, Laptops and peripherals similar to the existing IT hardware in CIRB offices/labs.
2. The bidders who are registered/ approved by any Government department/organization will be given preference.
3. All bidders must enclose VAT registration, PAN/TAN card and service tax registration certificate along with the tender documents.
4. The firm should be in existence for over 5 years in the trade with annual maintenance contracts worth more than Rs. 2 Lakhs in each case per annum during the last 2 years ending 31<sup>st</sup> March, 2013.
5. Audited balance sheet for last three years showing that the bidder has a minimum annual turnover of at least Rs. 10 Lacks.
6. The company preferably should have a previous maintenance contract for at least two years with Government Departments/ Public Undertaking/Autonomous Body/Corporate, the total annual value of which should not be less than Rs 0.1 Lakhs. The company should furnish its downtime statement of previous maintenance work in a Govt. Office /Public Undertaking/Autonomous Body/Corporate for the last two years.
7. The firm must have expertise in preventive onsite maintenance and repair of servers, clients, computers, Laser / inkjet, Dot matrix printers, network components and scanner peripherals and other hardware parts and accessories.

**VI. SCOPE OF WORK:**

1. Maintenance and service of Desktops PCs/All-in-one PCs/Server/CPU/ LaserJet & DeskJet Printers /Scanner/UPS {excluding replacement of batteries} installed at CIRB
2. Computers and peripherals under warranty will not be included in this contract. However, upon expiry of the warranty period, such items would automatically be placed under AMC.
3. The bidder should be fully responsible for functioning of Internet connectivity for all users through maintenance of all existing network setup.
4. Provision and installation of Antivirus Software in Server and all computers, including laptops, of users and further updating, as and when required. The bidder has to provide any of the high ranking antivirus cum internet security softwares like Norton 360, Norton internet security, Bitdefender and Kaspersky or similar.
5. The contract awardee has to provide services in all locations at CIRB, Hisar including main administrative building, old building, animal sheds, semen bank, guest house etc.
6. Maintenance includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems listed in Annexure –I by the Contractor. If any part gives repeated problems, i.e., 2 repairs within a period of two-months, then the contractor must replace it immediately with a new original part without cost to institute.
7. Maintenance includes provision and replacement of each and every malfunctioning part of Computer, printers and related items listed at Annexure-I like Hard Disk, Floppy Drive, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card etc. and all the plastic parts (except consumables) are under this AMC by the Contractor.
8. All parts to be replaced by the Contractor must be of the same make as the original machine. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

**VII. PENALTY FOR DELAYED SERVICE:**

1. The AMC will include rectification of all Hardware and Software problems. The engineer(s) will have to ensure that all calls are attended within 2 (two) Hours and the upkeep time for the repair of any system would be up to 2 working days. In Case of failure to do so, a penalty will be charged for downtime at the rate of Rs 500/- (Rupees five hundred only) per day or part thereof beyond the demarked time limit (48 hours from the time a complaint was lodged).The downtime penalty for this work would be double the normal rate.
2. CIRB reserves the right to cancel the contract in case company is failing to provide services upto the satisfaction level or on security grounds.
3. The penalties, if any shall be recovered from Security deposits/Performance Bank Guarantee.
4. Loss of any part in the product on account of negligence attributable to the contractor, the contractor at his own discretion may reinstate or replace the malfunctioning /non-functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. However, in the case of hard disc, contractor should provide a new hard disc of matching or higher configuration.

**Technical Offer**

1.	Name of the Company	
2.	Address (with Tel. No., fax no. & e-mail address)	
3.	Contact person	
4.	a. The number of years of experience in computer maintenance business	
	b. Total value per year of maintenance business in respect of the last 3 years	
	c. List of Customers	
5.	a. Registration Number b. Certificate of Registration of Firm	
	c. PAN Number	
	d. Service Tax Number	
6.	<b>Details of AMC Executed</b>	
	Name of organisations	Contact person of Organisation and his/her contact info.
		Period of AMC
		Amount of AMC
		Details of Hardware handled

Confirm the following enclosure along with this format:

- a. Technical literature about Company
- b. Satisfactory service certificate from the previous customers (minimum **five**)
- c. Certificate of registration with the Registrar of Companies
- d. Income tax clearance certificate for the last two years
- e. Supporting documents in compliance to clauses 2(A) of this tender document and EMD.

**Declaration**

We hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is deducted in the above statement at any stage, the company will be black-listed and will not have any deal with CIRB in future.

(Signature of authorized signatory)

Note: Company must submit the satisfactory performance certificate against latest contract completed. This certificate must be issued from the organization/department where bidder has provided the AMC services against Computer, Printers etc.



FINANCIAL OFFER

1. Name of the Company:
2. Address
3. Tel. No. AND FAX No.
4. Contact Person
5. Rates as per the following Performa: (The Qty are indicative and the rates should be quoted for maintaining for a period of One year)

## LIST OF COMPUTERS AND PERIPHERALS UNDER AMC FOR ONE YEAR

S. No.	Item/Description	Quantity	Total (in Rupees)		
			AMC Rate (in Rs.)	In Figure	In Words
1	Desktop computers (PC)	60			
2	Printers	45			
3	UPS (Off & On Line)	31			
4	Scanner (Immovable, A4-Size)	5			
5	Network consisting of	1 No.			
	(g) OFC	1.5 Km			
	(h) UTP cables CAT-6	Approx.			
	(i) Switches	3 Km Approx.			
	- (24 port) unmanaged				
	- (24 port) managed	4			
	- (8 port) Wi-Fi (unmanaged)	4			
	- Media Convertor	10			
		4			
	Total				

## NOTE:

1. The quoted rates are all inclusive of all taxes etc.
2. Rates also include the transportation charges, other incidental charges etc. for needful at site / or at company's premises.

We hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is deducted in the above statement at any stage, the company will be black-listed and will not have any deal with CIRB, India in future.

Seal and Sign of Authorized Signatory

Note: Company must submit the satisfactory performance certificate against similar latest completed contract. This certificate must be issued from the organization /department where bidder has provided the AMC services against Computer, Printers etc.