



भाकृअनुप-राष्ट्रीय पशु पोषण एवं शरीर क्रिया विज्ञान संस्थान
आडुगोडि, बेंगलूर - 560 030

ICAR - National Institute of Animal Nutrition and Physiology
Adugod, Bangalore - 560 030



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❖ **Sardar Patel Outstanding ICAR Institution Award 2012** ❖

F. No. 7-1(17)/PS/ISO/2020-20

Date: 16-October-2020

E-Procurement tender notice

ICAR-National Institute of Animal Nutrition & Physiology (NIANP), Bangalore is a public funded research organization under Indian Council of Agricultural Research, Department of Agricultural Research and Education, Ministry of Agriculture and Farmers Welfare, Government of India.

For and on behalf of the Secretary, ICAR, the Director, National Institute of Animal Nutrition and Physiology, Bangalore invites bids in online through e-tenders (Two bid system) from reputed **only the firms having their offices / branch offices in Bengaluru can participate in the tender** for the item mentioned below:

Sl. No.	Name of the Item	EMD	Tender ID
01.	Annual Maintenance Contract (AMC) For Computers, Printers, Laptops and Layer Switches	5000/-	2020_DARE_591439_1

A complete set of bidding documents in English may be downloaded from our website: www.nianp.res.in or CPP portal <https://eprocure.gov.in>. **The Earnest Money Deposit (EMD) may be drawn in favour of ICAR unit NIANP payable at Bengaluru.** The EMD will be reach the office before opening the technical bid. The Institute will NOT responsible for the postal delays.

Other detailed terms and conditions are available on our website.

Date of Start of Sale of Bidding documents : **17-10-2020 @ 05:00 PM**
Last Date for Submission of Bids : **06-11-2020 @ 05:00 PM**
Date of Opening of Technical Bids : **08-11-2020 @ 11:00 AM**
Date of Opening of Financial Bids : After Evaluation of Technical bids

Administrative Officer

IMPORTANT NOTES:

1. The tender documents can be down loaded from ICAR-NIANP Website www.nianp.res.in or from the Central Public Procurement Portal <https://eprocure.gov.in>. Bidders should also enrol/register in the e-procurement module of Central Public Procurement Portal through the website: <https://eprocure.gov.in> for participating in the bidding process. **Bidders must 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.
3. ICAR-NIANP reserves the right to accept/reject any or all the tenders in part/full without assigning any reason thereof.
4. ICAR-NIANP will not be responsible for any delay in enrolment/registration as bidder or submitting/uploading the offer on tender portal. Hence, bidders are advised to register in e-tendering website <https://eprocure.gov.in> and enrol their Digital Signature Certificate and upload their quotation well in advance.
5. 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 the ICAR-NIANP website for updates.
6. The bidders should also upload the scan copy of signed tender documents, acceptance letter for tenders etc. along with technical bid.
7. The original Demand Drafts drawn for the EMD separately for item should reach this office on or before the opening of the technical bid.



F. No. 7-3(4)/PS/AMC/ARIS/2020-21

Date: 16-October-2020

INVITING TENDER FOR "ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTERS, PRINTERS, LAPTOPS AND LAYER SWITCHES"

For and on behalf of the Secretary, ICAR, the Director, ICAR-NIANP invites bids through online (e-tenders) under Two Bid System (Technical and Financial Bid) on the prescribed forms Annexure I & II, from the authorized manufacturer/agency/supplier towards Annual Maintenance Contract (AMC) for Computers, Printers, Laptops and Layer Switches. Details of AMC and other terms & conditions relating to the award of Contract are given in the Annexure-01.

Only the firms having their offices / branch offices in Bengaluru can participate in the tender.

Sl. No.	Name of the Item	EMD
01.	Annual Maintenance Contract (AMC) For Computers, Printers, Laptops and Layer Switches (list enclosed <i>Annexure II</i>)	5,000/-

A complete set of bidding documents in English may be downloaded from our website: www.nianp.res.in or CPP portal <https://eprocure.gov.in>. The Earnest Money Deposit (EMD) may be drawn in favour of ICAR unit NIANP payable at Bengaluru. The EMD will be reach the office before opening the technical bid. The Institute will NOT responsible for the postal delays.

Other detailed terms and conditions are available on our website.

THIS TENDER ENQUIRY HAS THE FOLLOWING ANNEXURES:

Schedule to Tender

Annexure I

Proforma for financial bid

Annexure II

List of Computers, Printers, scanner & switches

Tenderes are requested to carefully go through all the conditions and documents attached with this tender enquiry, before filling in the tender and ensure all documents and Annexures are correctly filled in, signed and stamped where applicable and then submit your offer.

All tender documents attached with the tender are sacrosanct for considering any offer as a complete offer. All tender documents/terms and conditions must be thoroughly go through and quote the bid through online.

This tender is not transferable.

Administrative Officer



F. No. 7-3(4)/PS/AMC/ARIS/2020-21

Date: 16-October-2020

**TERMS & CONDITIONS FOR AWARD OF CONTRACT TOWARDS AMC FOR
COMPUTERS, PRINTERS, LAPTOPS AND LAYER SWITCHES**

1.	Date of release of tender documents	17-10-2020 @ 05:00 PM
2.	Last date for Submission of documents	06-11-2020 @ 05:00 PM
3.	Date of Opening of Technical Bids	09-11-2020 @ 11:00 AM
4.	Date of Opening of Financial Bids	After Evaluation of Technical bids

Sl. No.	Description	Quantity Nos.
01.	Computers	137
02.	Printers	103
03.	Laptops	12
04.	Servers	03
05.	Switch	10 Layer 2 switch

5. Eligible Criteria:

The bidder should have the following qualifications for bidding:

- Bidder should have been in existence for not less than five years.
- Bidder should be having sufficient experience and expertise in the relevant Field.
- Bidder should have PAN number, GST tax registration etc.
- Bidder should have experience in dealing with any Government Departments.
- **The bidder should have their office in Bangalore.**

6. Documents to be submitted along with Quotation:

- Registration Certificate, GST registration, VAT registration, PAN No., TIN No., **valid authorization/dealer certificate for OEM (Original Equipment Manufacturer)**, Agreement copies with other firms must be attached with the submissions.

7. Earnest Money:
 - Prospective bidders must deposit refundable Earnest Money amounting to ₹ 5,000/- (Rupees Five thousand only) along with Quotations by way of Demand Draft/Bankers cheque drawn in favour of "ICAR Unit NIANP" payable at Bangalore.
8. Late / Delayed:
 - Late/delayed Quotations will not be considered. This Institute will not be responsible for any kind of postal delay.
9. Scope of Work:
 - The AMC include preventive and corrective maintenance, repair and replacement of spares and installing necessary software.
 - A Service Engineer on call basis along with repairs/service requests in a year do not warrant the presence of a service engineer year round.
 - Preventive Maintenance service will be undertaken once in 90 days.
 - Replacing the spare parts with OEM (**Original Equipment Manufacturer**) parts only.
 - Should rectify the major fault within 24 hours.
 - Comprehensive AMC service should include all spares and CD writers also (excluding consumables).
10. Contract Period :
 - The contract period shall start from date of issue of work order & acceptance of agreement. The contract is valid for one year from the date of acceptance.
11. Rates:
 - The rate quoted should be inclusive of all service.
 - The price should be **exclusive of all taxes.**
 - Taxes if any, applicable should be mentioned clearly.
 - The rates should be clearly/legible mentioned in figures as well as in words.
12. Terms of Payment :
 - The payment will be released only after every preventive maintenance (once in 90 days) visit duly certified by end user.
 - i) Invoice in two (02) copies duly certified by end-user
 - ii) Advance payment is not permissible under the rule
13. Penalty :
 - In case of breakdown of the computer, printer, laptop and layer switches party shall immediately rectify the same i.e., within 02 days to the satisfaction of the user, a penalty of Rs. 100 per day or part there of shall be levied for the delay beyond two days till such time of the repair is carried out.
 - The resident Engineer should be available in all the office working days, incase absence of service engineer ₹100 per day will be deduct from the bill.
14. Termination :
 - NIANP will be at liberty to terminate the Contract without prejudicing its right and affecting the obligations of AGENCY by giving 15 days notice in writing

in the following events:

(a) If AGENCY fails to comply with the provisions of the Contract.

(b) If the services rendered by AGENCY is unsatisfactory.

(c) If AGENCY is involved in any action involving moral turpitude.

15. Terms & Conditions:

- i. All tender documents/terms and conditions must be thoroughly go through and quote the bid through online only.
- ii. The tender validity period is 90 days from the date of opening of tender. The rates quoted by the bidders will remain valid for a period of 90 days or till the date of finalization of tender, whichever is later.
- iii. The rates quoted by the selected firm, and approved by the NIANP shall remain valid throughout the period of contract and requests to increase the rates for any item(s), during the currency of the contract, will not be considered.
- iv. This Institute, however, reserves the right to conduct performance review at anytime during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported. If the tenderer fails to rectify the deficiencies or fails to comply with other directions/instructions of the Institute his contract is liable to be terminated. The Institute further reserves the right to suo moto terminate the contract at any point of time.
- v. The company Engineer/Service Person shall have valid ID card or authorization letter from agency for every preventive maintenance visit every month.
- vi. AMC order, after due compliance of all formalities, will be placed on the selected agency to effect the contract.
- vii. Service/Supply should normally be made during the office hours on any working day. The NIANP will have the authority to place order for AMC beyond office hours and on holidays, for which, no additional payment will be made.
- viii. AMC will be placed on requirement basis. No advance payment will be made by the NIANP. Payment will be released only after submission of Bill/Invoice duly certified by machine end user and the entire satisfaction of the NIANP.
- ix. The NIANP will have the authority to cancel the AMC order, if the required, service are not supplied on time.
- x. AGENCY shall not sub-contract the Contract Work in whole or part of the work to third parties for the performance of this Contract
- xi. The NIANP reserves the right to reject any/all offer(s) without assigning any reason thereof. Any enquiry after submission of the tender will not be entertained.
- xii. The bidder should have an annual turnover of Rs. 10 lakhs or above from Services / Maintenance of computer hardware and peripherals.
- xiii. The company should have at least 05 years experience of undertaking Annual Maintenance Contract in PSU / Government sectors.
- xiv. The company should not have been blacklisted by any Government sectors in past. Will perform the job along with their resume and qualifications once they are selected.
- xv. The contract will be on comprehensive onsite basis inclusive of repairs and replacement of spare parts, in case of printer, CPU, without any extra payment.
- xvi. The company shall be responsible for any loss or damage caused to any of the machines owing the negligence on his part.

- xvii. The company should be an authorized service provider for reputed manufacturer and must have requisite expertise in providing maintenance of computers and peripherals of various brands / make.
- xviii. If deputed service engineer work NOT satisfactory in doing the work or misbehaving etc., immediate replacement has to be made on request. Late entry into Institute/Office will not be entertained and deduction of Rs. 100/- per day is applicable in the bill on absence of service engineer.
- xix. The service engineer should be equipped with mobile phone at vendor's cost for quick communication. If the engineer is leaving from the firm the suitable replacement should have to be provided. In addition to the engineer, we will assign, track and monitor all service calls for all the above locations. Ensure that all calls are closed within the specified time limit.
- xx. The service engineer should have a minimum qualification of having passed Degree examination of any board or have a certificate of having successfully completed a course in Hardware and Networking. In case of verification he should provide the copy to the office.
- xxi. The firm is required to carry out periodic preventive maintenance activities on all the equipment under AMC. This included periodic cleaning and replacement of parts that are subject to wear and tear, without any cost to the institute the firm may send helpers to clean-up the computers & related peripherals such as keyboard, Mouse etc.
- xxii. The firm shall be responsibility of make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract.
- xxiii. The firm will be required to provide maintenance for operating systems, installation or re-installation of operating systems, installation of application software along with new software like MS-Office etc., installation / updation of antivirus software, installation and configuration of peripherals like printers, modems etc. The rates quoted should cover onsite maintenance of the operating system, software installation, installation of patches, data recovery, preemptive action against virus detection / removal, configuration of internet / e-mail, configuring applications (client / server), connectivity between computers / laptops and Peripherals like Printers, Scanners, Modems and Multi-Media projectors for presentations.
- xxiv. While shifting any hardware out of the Institute premises for repairs with prior permission the vendor will have to arrange for suitable replacement of the respective hardware.
- xxv. Institute may decide to add or remove certain computers or peripherals.
- xxvi. Replacement of parts will be at the vendor cost with original spares of the brand / make / model of the computer or reputed makes with best quality spares.
- xxvii. AMC vendor should keep sufficient spares at our office & at their office and should
Provide replacement parts including printer, C P U Motherboard.
- xxviii. External hard drives minimum three numbers and pen drives should be kept in office at all time for backup purposes

**Administrative Officer
for Director
ICAR- NIANP, Bangalore**

DETAILS OF THE AUTHORISED MANUFACTURER/AGENCY/SUPPLIER

1. Name of the Firm :
(With Tel./Mob. Nos.)

2. Office Address with :
(With Tel./Mob. Nos.)

3. Contract Person(s) Name For :
AMC
(With Tel./Mob. Nos.)

4. GST No. :

5. Past experience with any Govt. :
Departments – Name and Period
to whom service provided if any

6. Whether Terms & Conditions :
issued by NIANP are acceptable
to the firm

7. EMD deposit details :

8. Other details, if any :

(Signature of Owner/Authorized Representative)



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(Compulsory to be filled up with details by the bidder)

FORMAT OF PRICE QUOTATION

Please refer the excel sheet (BOQ) uploaded in Central Public Procurement Portal (CPPP).

Annexure II

Model of the Computers	Quantity
ACER-Monitor/Lenovo CPU	1
ACER-PC	3
Assembled PC	3
Assembled PC/Samsung-M	1
Assembled-PC, Dell Monitor	1
Dell- All in one pc	3
DELL SERVER	1
Dell-PC	35
Dell-PC Assembled	1
Dell-Server T410	1
HP All in one pc	6
HP SERVER	1
HP-All in one Pavilion 21	18
HP-All in one Touch Smart	1
HP-Monitor/Assembled CPU	1
HP-PC	19
HP-PC 3090MT	1
HP-PC 3330	1
HP-PC CQ3000	1
HP-PC z230	1
HP-PC, DELL MONITOR	1
HP-Server Prolient ML350P	1
Lenovo All in one pc	2
Lenovo Monitor, CPU HP-8100	1
Lenovo-PC	18
Lenovo-PC 9010	1
Lenovo-PC M920s	1
Lenovo-PC, DELL MONITOR	1
Lenovo-PC/Samsung Monitor	1
MAC All in one	5
MAC CPU-HP Monitor	1
MAC-CPU-Samsung Monitor	1
PCS-PC	2
Samsung Monitor/MAC CPU	1
Grand Total	137
Model of the laptop	Quantity
Dell	3
HP	8
Lenovo	1
Grand Total	12
Model of the server	Quantity
HP	1
Dell, Dell Server T410	2
Grand Total	3
Model of the Switches	Quantity
D-Link	10
Grand Total	10

Model of the Printers	Quantity
Canon CBP 2900B	1
EPSON L6170	1
HP DeskJet 5748	1
HP LaserJet 1022n	1
HP LaserJet 3050	1
HP LaserJet 427fdw	1
HP LaserJet M1005	1
HP LaserJet M1008	1
HP LaserJet M1136MFP	11
HP LaserJet M1522N	1
HP LaserJet M377dw	1
HP LaserJet M506	1
HP LaserJet P1007	7
HP LaserJet P1008	2
HP LaserJet P3005dn	1
HP Office Jet 8100	1
Laser Jet HP 1300	1
Laser Jet HP 1536dnf	3
Laser Jet HP 3050	1
Laser Jet HP 400 M40dnf	1
Laser Jet HP MFP 1536dnf	1
Laser Jet HP MFP 227fdw	1
Laser Jet HP MFP CM1415FN	1
Laser Jet HP MFP CM2320n	1
Laser Jet HP MFP M1005	4
Laser Jet HP MFP M1120	1
Laser Jet HP MFP M1136	21
Laser Jet HP MFP M132fw	1
Laser Jet HP MFP M227sdn	1
Laser Jet HP MFP M476dw	1
Laser Jet HP P1007	11
Laser Jet HP P1008	2
Laser Jet HP P1108	5
Laser Jet HP P1120	1
MSP2400 Dot Matrix	1
Samsung 3401	1
Samsung M2060	6
Samsung SCX4321NS	3
Samsung scx4828	1
Grand Total	103