



Government of India
Ministry of Agriculture & Farmers' Welfare
Department of Agriculture, Cooperation & Farmers' Welfare

**Mahalanobis National Crop Forecast Centre
(MNCFC)**

Near Krishi Vistar Sadan
Pusa Campus, New Delhi-110012

e-Tender

for Annual Maintenance Contract of Computers, Networks, Servers,
Network Attached Storage, Printers, and other IT related Peripherals
and Software in MNCFC

Tender No. 1/1(1)/Purchase of Storage (NAS)/2016-MNCFC
(May 2018)

(Visit us at <http://www.ncfc.gov.in>)

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NOTICE INVITING TENDER

DEPARTMENT OF AGRICULTURE, COOPERATION & FARMERS' WELFARE MAHALANOBIS NATIONAL CROP FORECAST CENTRE Near Krishi Vistar Sadan, Pusa Campus, New Delhi-110012 NOTICE INVITING TENDER Tender No. 1/1(1)/Purchase of Storage(NAS)/2016-MNCFC		
Office of issue	Mahalanobis National Crop Forecast Centre (MNCFC), Department of Agriculture, Cooperation & Farmers' Welfare, Nr Krishi Vistar Sadan, Pusa Campus, New Delhi-110012	
Tender No.	1/1(1)/Purchase of Storage(NAS)/2016-MNCFC	
Tender forms available at Website	http://www.ncfc.gov.in	
Date and Time of Issue/Publishing	03-05-2018	18:00
Document download start date and time	04-05-2018	12:00
Pre-Bid Meeting	11-05-2018	11:00
Bid submission start date and time	16-05-2018	10:00
Bid submission last date and time	28-05-2018	15:00
Date and time of opening of Technical bid	29-05-2018	16:00
Place of Pre-bid Meeting and Opening of technical bid	Committee Room, MNCFC, Nr. Krishi Vistar Sadan, Pusa Campus, New Delhi-110012.	
Date of opening of financial bid	To be intimated later	

On behalf of President of India, online tenders through e-procurement portal are invited from reputed and experienced companies for Annual Maintenance Contract of Computers, Networks, Servers, Network Attached Storage, Printers and other IT related Peripherals installed at Mahalanobis National Crop Forecast Centre of Department of Agriculture, Cooperation & Farmers' Welfare (DAC&FW), Pusa Campus, New Delhi-110 012, **for a period of three years.**

Bid document can be downloaded from the Websites of MNCFC (<http://www.ncfc.gov.in>), DAC&FW (<http://agricoop.gov.in/>) & CPP Portal.

Sd/-
(Preeti Tahlani)
System Manager
011-25843224

GENERAL ASPECTS OF TENDER

INTRODUCTION

1. NATURE OF TENDER

This tender is for obtaining services of agency/company for **Annual Maintenance Contract of Computers, Networks, Servers, Network Attached Storage, Printers, Software and other IT related Peripherals** installed at Mahalanobis National Crop Forecast Centre (MNCFC), Pusa Campus, New Delhi-110 012. The contract shall be executed initially for a **period of 3 years** and may be extended depending upon the requirement of Mahalanobis National Crop Forecast Centre (henceforth will be referred as MNCFC), approval of the competent authority, and satisfaction of the performance of the Service Provider (henceforth will be referred as SP).

2. ELIGIBILITY OF BIDDERS

All AMC service providing companies having **at least three year service** record for providing AMC services of Computers/ Network/Servers/NAS, Printers and related peripherals at Central Ministries/Departments, Central/State Government Bodies, Statutory bodies, Public sector organizations and fulfilling the following conditions are eligible for bidding:

- a) It should be a registered company under Indian Company Act 1956/2013, in existence for a minimum of 3 years on the date of issue of this tender.
- b) The company must not have been blacklisted by any Government/Ministry/Department/PSU, nor should they have been debarred from dealing with any public Department.
- c) The company must be registered with all Government/statutory authorities such as Sales Tax Department, GST, Income Tax Department, etc. as required in the normal course of business to render providing similar services.
- d) The company should provide the services onsite at MNCFC, Pusa Campus, New Delhi.
- e) The Company should have an experience of **similar work contract (in a single order) of Rs. 20.0 Lakh per annum** (Minimum), in last 3 year, preferably in Government/Autonomous bodies/PSU.
- f) The company should have minimum **annual turnover of Rs 75.0 Lakh/year**, in at least 2 of the last 3 years.
- g) Company should be ISO certified (preferably 20000 or 27001) in IT Services

- h) Company should have a local office in Delhi/NCR, with necessary technical staff.

3. SCOPE OF WORK

The Annual Maintenance Contract is for Computers, Networks, Servers, Network Attached Storage, Printers and other IT related Peripherals (Annexure I) and Software installed at installed at Mahalanobis National Crop Forecast Centre (MNCFC), Pusa Campus, New Delhi-110 012.

Scope of work of AMC also includes

- (a) Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems listed in Annexure-I by the SP. If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the SP must replace it immediately with a new part.
- (b) Maintenance that includes replacement of each and every malfunctioning part of Computer, printers and related items listed at Annexure-I, like Hard Disk, 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 SP.
- (c) All parts to be replaced by the SP must be of the same make. 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.
- (d) The software maintenance includes Operationalizing, loading/reformatting of software /discs with software like Windows Windows 7/10, Linux, Microsoft Office, Other Technical Software (e.g. Image Processing, GIS & Statistics), Browsers like Internet Explorer, Chrome, Mozilla etc. and Mailing Software like Outlook Express, Antivirus software, Data retrieval and installation/removal of any other software purchased by MNCFC from time to time. It also includes removal of virus and re-installation of software, if corrupted. It also includes support for users and troubleshooting of commercial software (Licensed) packages mentioned above.
- (e) Routine responsibilities like switching on and shut down of computer systems, and refilling of consumables (papers, cartridge etc. to be provided by MNCFC), data downloading, routine backups and data management, monitoring of system performance, maintaining the inventory of hardware, software and consumables and routine troubleshooting related to hardware and software.

4. TERMS AND CONDITIONS

1. **The SP shall depute, throughout the contract period, a well-qualified engineer, to be stationed at MNCFC, who can maintain the equipment (listed in Annexure-I) properly.** The Engineer should be an Indian national only, having, at least, four year degree/ three year diploma in Computer hardware and related field. The Engineer should have, at least, 3 years of experience and should have specialized in repairing and maintaining Computers, Printers, Networks, NAS and software. The engineer shall be required to

report on all working days from 9:00 AM to 7:00 PM and from 10:00 AM to 5:00 PM on Saturdays.

2. The engineer will work under the instructions of the System Manager or any person authorized by MNCFC and shall submit complaint sheets to her/him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, and time taken for rectification of a complaint. The engineer is also required to get the compliant sheets signed by the respective end users.
3. The SP would carry out preventive maintenance of each machine mentioned in Annexure-I once in every month, in order to forestall any major failure of the same which includes installing of updates of antivirus packages. SP should also ensure proper cleaning of machines on monthly basis.
4. The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside MNCFC, it is mandatory to have a valid gate pass for such equipment and making proper entries with Coordinators and at Security office;
5. Upkeep and maintenance of the hardware installed as per the items mentioned in Annexure-I. SP must also maintain the required drivers (CDs) for maintaining the equipment in Annexure-I;
6. Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs or item is not usable. In case standby is not provided, and the item is not usable beyond the 48 hours, a penalty of Rs. 200/- (Rupees two hundred only) per day will be charged. The amount of penalty will be either recovered from the Bank Guarantee/Security of the Annual Maintenance period or from the AMC charges/bills;
7. Loss of any part in the product on account of negligence attributable to the SP, the SP 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, SP should provide a new hard disc of matching or higher configuration.
8. The SP shall ensure the following service norms:
 - a) Service Availability Timings: 0900 hours to 1900 hours (Monday to Friday), 1000 hrs to 1700 hrs (Saturday)
 - b) Annualized Uptimes : 95%
9. Any other maintenance work to be undertaken related to the Computers/ peripherals/ printers/ NAS;
10. The SP shall ensure that the engineer is present timely and possess a valid photo ID card, on all working days including Saturday. He should be well behaved and maintain the office discipline and decorum. He should be able to communicate in Hindi and English. In case of engineer going on leave, alternate arrangements should be made well in advance and MNCFC to be given prior intimation. In case of an emergency, the engineer may also be required to be deployed on holidays or Sundays;
11. The SP must ensure that the Engineer deputed to MNCFC should have necessary security clearance and police verification done. He should have a valid government photo identity proof (Aadhar/Pan/Driving License).
12. SP should agree to a Non-Disclosure Agreement with MNCFC.

13. The SP shall not change the engineer without prior clearance from MNCFC. Further that the SP shall provide a substitute for a deployed engineer, if required by MNCFC, within five days of such request. Failure to do so may lead to termination of the contract and /or imposition of penalties by the customer not exceeding 10% of the total value of the contract;
14. The engineer must be equipped with Mobile phone to ensure his availability. Amount will be deducted if any Service Engineer remains absent/leave without providing a substitute
15. MNCFC shall ensure proper electrical power supply (including UPS facility).

INSTRUCTIONS TO BIDDERS**5. BID DOCUMENTS**

5.1 The services required, bidding procedures and contract terms are prescribed in Bid Documents. The bid documents include:

- a) Notice Inviting Tender
- b) General Aspects of Tender
- c) Instructions to Bidders
- d) Instructions for online Bid Submission
- e) Terms and Conditions of the Contract
- f) Format of Tender acceptance letter.
- g) Format of Financial bid (in a separate document)

5.2 **The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents.** Failure to furnish any of the information required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.

6. CLARIFICATION OF BID DOCUMENTS

6.1 A prospective bidder, requiring any clarification of the Bid Documents shall notify MNCFC online (through email, preeti.tahlani@gov.in). MNCFC shall respond online to any request for clarification of the Bid Documents. It is also proposed to have a **pre-bid meeting on 11th May, 2018 at 11:00 hours** to provide all clarification to the prospective bidders.

6.2 Any clarification issued by MNCFC, in response to query raised by prospective bidders shall form an integral part of bid documents and it may amount to an amendment of relevant clauses of bid document.

7. AMENDMENT OF BID DOCUMENTS

7.1 At any time, prior to the date of submission of bids, MNCFC, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.

7.2 The amendments shall be notified online only through corrigenda, if any.

7.3 In order to provide prospective bidders reasonable time in which one has to take the amendments into account in preparing their bids, MNCFC, may, at its discretion, extend the deadline for the submission of bids suitably.

8. MODE OF BID SUBMISSION

This is a two-bid tender. Bids shall be submitted under **two envelope/cover system** only through online e- tendering procurement portal. No offline bid, in any case, will be accepted. System requirements and procedure for online bid submission is outlined in detail in '**Instructions for online bid submission**' section of this bid document. Bidders are advised to go through these details thoroughly before bid submission as neither MNCFC nor DAC&FW will be responsible for rejection of bids due to incorrect/faulty online bid submission.

9. BID/EMD SECURITY

- 9.1 Bidders, except those who are registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC), shall have to furnish, as part of bid, and EMD/Bid security for an amount of **50,000- (Rupees Fifty Thousand only)** in the form of an account payee Demand Draft, Fixed Deposit receipt, Banker's Cheque or Bank Guarantee from any **Public Sector Bank** in favour of "**Pay & Accounts Officer (Extension), Shastri Bhawan, New Delhi**", valid for a period of 45 days beyond the final bid validity period and shall be delivered physically to the Head of Office, Mahalanobis National Crop Forecast Centre (MNCFC), Nr Krishi Vistar Sadan, Pusa Campus, New Delhi-110012, on or before the last date and time fixed for bid submission. A bid not accompanied by EMD/bid security shall be rejected being non-responsive at the bid opening stage.
- 9.2 The bid security of the unsuccessful bidder will be discharged /returned to the bidder at the earliest after evaluation of the bid and latest on or before the 45th day after the award of the contract.
- 9.3 The successful bidder's bid security will be discharged upon the bidder's acceptance of the award of contract and furnishing the performance security.
- 9.4 The bid security may be forfeited:
- If a bidder withdraws his bid during the period of bid validity specified above.
 - In the case of a successful bidder, if the bidder withdraws or amends the tender or impairs or derogates from the tender.

10. TECHNICAL BID

- 10.1 The technical bid shall contain the properly signed and stamp copy of the following documents which shall be scanned and uploaded by the bidder on e-procurement portal:-
- A brief profile of Company mentioning address of its registered head office, address of local office in Delhi, Contact no. (Mobile, landline, fax and email id), names of important persons who may be contacted etc.
 - Bid security of **Rs. 50,000/-** or registration certificate of the Central

- Purchase Organization, or NISC.
- 3) Certificate of Incorporation/Registration.
 - 4) Copy of PAN/TAN/GST numbers.
 - 5) Copy of Service Tax Registration Certificate
 - 6) Copy of Income Tax Return for last two Financial Years i.e. FY 2015-16 and 2016-17.
 - 7) Copy of the ISO Certification in IT Services
 - 8) Solvency Certificate from a scheduled bank
 - 9) Audited accounts (Balance Sheet and Profit and Loss Account etc.) for the last three years.
 - 10) Copies of Work Contracts (of similar services) of minimum Rs. 20.0 Lakh per annum, from Government/Autonomous bodies/PSU during last 3 years, including satisfactory performance certificate, if any
 - 11) Additionally Experience certificates of providing AMC services for computers, printers and peripherals etc. to Central Ministries/Departments, Central/State Government Bodies, Statutory bodies, Public sector organizations and Private Sector during last 5 years need to be provided (not more than 5 to be provided, with a minimum contract value Rs. 10.0 Lakh per annum).
 - 12) Certificate by the Bidder to the effect that the Company is not blacklisted by any Govt. Organization/ DGS&D/ NCCF / PSU.
 - 13) Tender Acceptance Letter on Company's letter head which should be filled, signed and stamped/certified properly.
 - 14) List of technical persons (computer engineers) on the payroll of the company, with name, qualification and experience and name of the client organisation
 - 15) Proposed qualification and degree of the engineer to be deployed at MNCFC.
 - 16) Proposed work-plan offered for the AMC services, including any new initiative to be taken up

10.2 Documents listed above must be properly scanned, such that they are clearly readable/ legible as the poorly scanned documents may render the bid liable for rejection at technical stage. **The documents should be arranged, exactly, in the above order and page numbered, with an index, in the beginning, providing the page number of each document.**

11. FINANCIAL BID

- 11.1 The financial bid shall contain the price schedule (Bill of quantity/price bid) to be submitted online in pdf format available in the tender document. Bidders have to prepare this Performa on their letter head with filled rates and upload

in the second cover i.e. 'Financial Bid Cover' on CPP portal. Bid price in any other format is not acceptable and will result in disqualification of tender at financial bid stage.

Note: Please upload the price bid only in the second bid named Financial Bid for Service Provider (for Annual Maintenance Contract of Computer, Printer, NAS at MNCFC).

- 11.2 The bidder shall give the cost of AMC in respect of proposed Services inclusive of all charges/benefits and taxes. The price bid must be made in Performa available in the tender document.
- 11.3 The rates quoted by bidder shall be revised only on account of statutory revision in the GST etc.
- 11.4 The rate quoted shall remain valid for 150 days from the date of opening of Financial Bid and in respect of accepted Bid the prices quoted shall remain valid during the entire period of contract.

12. MODIFICATION AND WITHDRAWAL OF BIDS

The bidder can modify or withdraw his bid any number of times before last date and time for submission of bids.

13. OPENING OF BIDS

- 13.1 Technical bids will be opened by the Bid Opening Committee constituted for this purpose by MNCFC. Bids will be opened online through CPP portal. Also the bidders can participate online during the bid opening process from their remote end through their dashboard. In case the bidder, or his/her representative, wants to attend the bid opening meeting, they must bring the copy of 'Bid Submission ID' generated after successful submission of bid and also intimate MNCFC beforehand about their desire to attend the meeting.
- 13.2 A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening process physically.
- 13.3 The date fixed for opening of bids, if subsequently declared as holiday by the Govt., the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened in the next working day, time and venue remaining unaltered.
- 13.4 Financial bids of the technically qualified bidders will be opened by the Bid Opening Committee, date, time and venue of which will be intimated to them through CPP portal.

14. EVALUATION CRITERIA

- 14.1 Evaluation of Technical Bids

Technical bids of the bidders shall be evaluated by the Tender Evaluation Committee. All technical bids will be checked with respect to their completeness. Any bid not fulfilling the criteria mentioned in clause 2 above with regard to minimum experience and debarment/blacklisting or not submitting any of the documents mentioned in clause 10 will be straightaway declared as disqualified.

Following points will be awarded for technical bid evaluation

S. N.	Criteria	Maximum Points	Award of Points
1	No of years of experience for similar work	10	Less than 3 years – not eligible 3-5 years – 5 pt > 5 years – 10
2	Annual turnover (in Rs)	10	Below 75 lakh – not eligible 75 lakh to 1 crore per annum – 5 1 crore to 5 crore – 7 Above 5 crores - 10
3	Value of similar single work order handled (Rs. Per annum) in Govt/public sector/ autonomous organizations	15	Below 10 lakh – No point 10 lakh -20 lakh – 1 point for each order (max 5) > 20 lakh - 2 point for each order (max 10)
4	Hardware maintenance experience	10	Desktops, Printers, Workstations & Servers –5 Desktops, Workstations, Servers Network, NAS – 10
5	Number of Qualified engineers deployed by the SP in different organizations	10	B. Tech/M. Tech (CSE/IT/Electronics Engg) with 3 Years' Experience: 1 mark for each (max 10)
6	ISO Certification	15	ISO 9001– 5 Pt ISO 20000 – 10 Pt ISO 27001 – 15 Pt
7	Awards and Recognitions from OEMs (of the IT Hardware and Services)	5	1 point for each certificate
8	Quality of Tender Document submitted by the Bidder	5	Will be marked by the Evaluation Committee based on proper ordering of documents, indexing, readability, brevity, completeness
TOTAL POINTS		80	

The technical bid documents will be evaluated based on the above mentioned criteria and only those vendors will qualify for financial bid which have been awarded more than 50 points, or minimum 3 otherwise qualifying bidders (in the order of points obtained), whichever is higher. The Bidders, have to fill up this table with necessary details and submit with the bid, along with supporting documents.

Note: Bid Result of the technical bid shall be uploaded on CPP portal.

14.2 Evaluation of Financial Bids

Only those bids will be considered which are found technically qualified as per Clause 14. Financial bid/bid price made only in the price bid Performa available in tender document will be accepted. Bid price will be evaluated by the Tender Evaluation Committee on the basis of Average Cost per item. The Price Bid, if found modified/tampered by the bidder, except for the permitted cells, will be rejected.

15. CONTACTING MNCFC

15.1 No bidder shall try to influence MNCFC (concerned officers dealing with the tender) on any matter relating to its bid, from the time of bid opening till the time the contract is awarded.

15.2 Any effort by a bidder to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

16. AWARD OF CONTRACT

16.1 PLACEMENT OF ORDER

MNCFC will consider placement of orders for supply of services on that bidder whose offer has been found technically and financially acceptable.

17. MNCFC'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

MNCFC reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Purchaser's action.

18. SIGNING OF CONTRACT

The issue of Award Letter and Signing of Contract shall constitute the award of contract on the bidder. A contract under Indian Contract Act, 1872 shall be executed between MNCFC and the bidder to whom contract has been awarded. Upon furnishing the performance security by the successful bidder, MNCFC shall discharge its bid security.

19. PERFORMANCE BANK GUARANTEE

The annual contract value is approximately Rs. 25 Lakh. An amount equivalent to 10% of annual contract shall be remitted through Account Payee DD/Fixed Deposit Receipt (FDR) in favour of "**Pay & Accounts Officer (Extension), Shastri Bhawan, New Delhi**" towards Performance Bank Guarantee (PBG). The

PBG shall be valid for at least 90 (Ninety) days beyond the completion of contract period and shall be denominated in Indian rupees payable at New Delhi, issued by a scheduled bank in India through its branch in New Delhi, India. The proceeds of the performance security shall be payable to MNCFC as compensation for any loss resulting from the service provider's failure to complete its obligations under this bid. MNCFC shall notify the service provider in writing of its invocation of its right to receive such compensation within 15 days, indicating the reasons for which the service provider is in default. The performance security shall be discharged by MNCFC and returned to the service provider within 30 days from the date of final certificate, certifying the fulfilment of the performance obligations under this bid. The service provider shall furnish amendment to the performance security, if required, within 15 days of notification.

20. ANNULMENT OF AWARD

Failure of the successful bidder to comply with the requirement of the tender document shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event the Purchaser may make the award to any other bidder at the discretion of Purchaser or call for new bids.

21. PAYMENT TERMS

Quarterly payment on production of bill with the satisfaction of MNCFC.

**INSTRUCTIONS TO THE BIDDERS FOR THE e-SUBMISSION OF THE BIDS
ONLINE THROUGH ePROCUREMENT PORTAL**

Instructions to the bidders to submit the bids online through the central procurement portal for e-procurement at <http://eprocure.gov.in/eprocure/app>

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enrol available in the Home Page. Then the Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnTrustline/SafeScript/TCS.
2. Bidder then logs into the portal giving user id / password chosen during enrolment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
10. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
11. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
12. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also

- the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
14. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
 15. In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
 16. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
 17. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
 18. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
 19. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
 20. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
 21. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
 22. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
 23. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
 24. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
 25. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

GENERAL TERMS AND CONDITIONS

1. All services shall be performed by a company qualified and skilled in providing AMC services as per the eligibility criteria indicated in the circular. The engineer deployed must be well qualified in maintenance of computer systems and printers.
2. The company engaged should not have any adverse police records/criminal cases against them.
3. The service provider or its personnel shall not divulge or disclose to any persons of any details of office, operation process, technical know-how, security arrangements, Administrative/ organization matters as all are confidential/secret in nature.
4. The service provider shall provide the required services on holidays also if required.
5. The service provider shall be contactable at all times and message by Phone/Email/Fax from MNCFC shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by MNCFC implementing the Contract from time to time.
6. MNCFC shall not be liable for any loss, damage, theft, burglary or robbery of any belongings, equipment or vehicles of the engaged service provider.
7. The successful bidder will enter into an agreement with MNCFC for providing services as per the requirement on these terms and conditions. The agreement will be valid for a period of three years commencing from the date of signing of the agreement and shall continue to be in force in the same manner, unless terminated in writing. Except for any enhancement in the Service Tax/GST rules, rates quoted by the agency shall be fixed for a period of three years including the period extended, if any, and no request for any change/modification shall be entertained.
8. MNCFC reserves the right to increase or reduce the number of items offered for maintenance contract during the period of AMC. The cost will be modified proportionately.
9. The service provider shall not assign, transfer, pledge or subcontract the services without the prior consent of MNCFC.
10. The agreement can be terminated by either party giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreements then Performance security and any suitable amount due to the agency from MNCFC shall be forfeited.
11. In the event, if any dispute arises touching any of the clauses of the agreements, the matter will be referred to the Secretary, Department of Agriculture & Cooperation whose decision shall be binding on both the parties.
12. Any legal dispute arising out of the above contract shall be settled in the jurisdiction of the High Court of Delhi.

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To

Director,
Mahalanobis National Crop Forecast Centre,
Department of Agriculture, Cooperation & Farmers Welfare
Pusa Campus, New Delhi - 110 012

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender: e-Tender for Annual Maintenance Contract of Computers, Networks, Servers, Network Attached Storage, Printers, and other IT related Peripherals and Software in MNCFC

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(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), schedule(s), etc.), which form part of the Bid Document and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your Centre too has 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. In case any provisions of this tender are found violated , then your Centre shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

PROFORMA FOR TECHNICAL BID

1. Name of the Company	
2. Address (with Tel No, fax and Email)	
3. Contact Person	
4. a) No of years of experience in maintenance business b) Total value per year of maintenance business in respect of the last 3 years c) List of Customers including Government Agencies in Delhi	
5. a. Registration no/Incorporation No b. PAN/GST c. Service Tax Number	
6. Details of Technical Manpower (Name, Qualification & Experience)	

7. Summary Table of AMC for Similar Services

Name of Organisation	Contact person	Period of AMC	Amount of AMC	Details of Hardware handled

8. Technical Evaluation Table

S. N.	Criteria	Details	Document Reference (Page No.)	Points awarded (to be filed by Technical Evaluation Committee)
1	No of years of experience for similar work			
2	Annual turnover (in Rs)			
3	Value of similar single work order handled (Rs. Per annum) in Govt/public sector/ autonomous organizations			
4	Hardware maintenance			

	experience				
5	Number of Qualified engineers (B. Tech with 3 years of Exp) deployed by the SP in different organizations				20
6	ISO Certification				
7	Awards and Recognitions from OEMs (of the IT Hardware and Services)				
8	Quality of Tender Document submitted by the Bidder				
TOTAL POINTS					

8. Confirm the following enclosure along with this format:

All the documents listed in Section 10.1 (Pt. 1 to 11) must be properly scanned and must be arranged in sequential manner with page number and a proper Index in the beginning.

9. Declaration

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

Date
Place

Seal and Sign 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.

Annexure I**List of computers/printers/NAS etc to be covered under AMC**

S.No	Items	Quantity	Remarks
1	Workstation Type 1(Dell Precision T5500)	3	Specification is in table 1
2	Workstation Type 2 (Dell Precision T1600)	12	Specification is in table 1
3	Desktop (Dell Optiplex 990)	14	Specification is in table 2
4	NAS Storage (EMC VNX5300)	1	13x2TB SAS HDD and 15x4TB SAS HDD
5	Lexmark C925 (Color Printer)	2	
6	HP laserjet P1606dn (printer)	3	
7	Canon LBP3300 (printer)	3	
8	HP laserjet CP1025 (Color Printer)	1	
9	Colortrac SmartLF Gx+ 42 (Scanner)	1	
10	HP laserjet Pro 400 M401dn (printer)	1	
11	HP Designjet T790 (Plotter)	1	
12	Toshiba eStudio 455 (Copier)	1	
13	Toshiba eStudio 182 (Copier)	1	
14	HP Scanjet G3110 (Scanner)	1	
15	Hitachi CP-X3020 (Projector)	1	
16	Hitachi CP-X467 (Projector)	1	
17	Network Switches (24 port)	3	Cisco & D-link
18	Network I/O ports	~50 (not included in total)	
19	CCTV camera with single DVR	4	
Total no of items		54	

TABLE 1: Specification of Workstations

Parameters	Workstations (Type I)	Workstation (Type II)
OEM	DELL Precision T5500	Dell Precision T1600
Processor	Intel(R) Xeon(R) CPU E5645 @ 2.40GHz, 2395 MHz, 6 Core(s), 12 Logical Processor(s).	Intel(R) Xeon(R) CPU E31245 @ 3.30GHz, 3301 Mhz, 4 Core(s), 8 Logical Processor(s)
Chipset & Motherboard	Intel 5520 chipset	Intel C206
Memory	24GB DDR3	8GB DDR3
HDD	3.5 TB SATA @7200 RPM	1 TB
Graphics	NVIDIA Quadro 2000, 1GB RAM	NVIDIA Quadro 600 , 1GB RAM
Mouse &	Standard Keyboard and Optical	Standard Keyboard and Optical Mouse

Keyboard	Mouse		22
Bays & Slots	Two internal 3.5" HDD bays; two external 5.25" optical bays. One external 3.5" flex bay for floppy or media card reader or third (SATA) HDD, in mini-tower orientation. Slots: All full length except as noted. Two PCIe x16 slots wired as x8 (half length); two PCIe x16 Gen 2 graphics slots up to 150W each; one PCI-X 64bit/100MHz slot with support for 3.3V or universal cards; one PCI 32-bit/33MHz 5V slot (half length in desktop chassis orientation). 875W 85% Power Factor Correcting (PFC) power supply ⁵ .	Two internal 3.5" bays accommodate two 3.5" or four 2.5" drives; two external 5.25" bays for optical drive and media card reader Slots: One PCIe x16 Gen 2; one PCIe x16 Gen 2 (wired x4); one PCIe x1; one PCI. All full-length and full-height per PCIe specification	
Ports	Eleven USB 2.0: two on front panel, six on back panel, three internal: one serial; one parallel; two PS/2; one RJ-45; stereo line-in and headphone line-out on back panel; microphone and headphone connector on front panel; one ESATA port on back panel, front and rear IEEE 1394a ports are provided with optional 1394 PCIe card	Rear: 6 - USB 2.0 1 - Serial 1 - VGA 1 - DisplayPort 2 - PS/2 1 - RJ-45 1 - Audio line-in / microphone 1 - Audio line-out 2 - USB 3.0 ports (optional card) 1 - IEEE 1394a port (optional card) Front: 4 - USB 2.0 1 - Microphone 1 - Headphone Internal 1 - USB 2.0	
Monitor	24 Inch LED with 1900*1200 Resolution or Higher	24 Inch LED with 1900*1200 Resolution or Higher	
Optical Drive	DVD RW 8X	DVD RW 8X	
Network	Integrated Broadcom® 5754 Gigabit Ethernet controller. 2nd Gigabit port available via optional PCIe Broadcom Gigabit controller card	Integrated Intel 82579LM Gigabit LAN (supports Remote Wake Up, PXE and Intel Active Management Technology)	
O/S	Window 7 Professional 64 Bit with OEM Media Kit	Window 7 Professional 64 Bit with OEM Media Kit	
Power supply	230 V(input)	230 V(input)	

TABLE 2: Specification of Desktops

Parameters	Desktop
OEM	Dell optiplex 990
Processor	Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz, 3101 Mhz, 4 Core(s), 4 Logical Processor(s)
Chipset & Motherboard	Intel Q67 Express Chipset
Memory	4GB
HDD	500GB 7200 RPM SATA
Graphics	AMD RADEON HD 6450 , 1GB
Mouse & Keyboard	Standard Keyboard and Optical Mouse
Bays & Slots	Bays: 1 internal 3.5" 1 external 5.25" Slots: 1 half height PCIe x16 1 half height PCIe x16 (wired x 4) 1 half height PCIe x1 1 half height PCI
Ports	10 External USB 2.0 ports and 1 Internal USB 2.0 (MT & DT only); 1 Serial; 1 RJ-45; 1 VGA; 1 DisplayPort; 2 PS/2; 2 Line-in (stereo/microphone), 2 Line-out (headphone/speaker), optional Parallel/2nd Serial PCIe card (MT), optional 2 Serial PCIe card (DT & SFF), optional 1394a PCI card (MT & DT); optional USB 3.0 PCIe card
Monitor	22 Inch LCD 1920 x 1080
Optical Drive	DVD RW 8X
Network	Integrated Intel 82579LM Ethernet LAN 10/100/1000; optional Broadcom NetXtreme 10/100/1000 PCIe card
O/S	Window 7 Professional
Power supply	230 V(input)