



भाकृअनुप-राष्ट्रीय जैविक स्ट्रेस प्रबन्धन संस्थान
बरौंडा, रायपुर, छत्तीसगढ़-493 225



ICAR-NATIONAL INSTITUTE OF BIOTIC STRESS MANAGEMENT
BARONDA, RAIPUR, CHHATTISGARH - 493 225

honibsm@gmail.com Fax No. : 0771-2225351, Telephone No.- 0771-2277691

F. No. 9-42/NIBSM/2020/

Dated: 04/10/2021

To,

Sub: Limited/ Open re-tender for award of Annual Maintenance contract (AMC) of Computer's, Laptop, Printer's, Scanner etc. installed at ICAR-NIBSM, Baronda, Raipur (C.G)

Sir,

Sealed quotations are invited on behalf of Director, ICAR-National Institute of Biotic Stress Management for award of Annual Maintenance contract (AMC) of Computer's, Laptop, Printer's, Scanner etc. installed at ICAR-NIBSM, Baronda, Raipur (C.G) In case you are interested to undertake the work, you are requested to send your quotations in a sealed cover and super-scribed as "**Annual Maintenance contract (AMC) of Computer's, Laptop, Printer's, Scanner etc. installed at ICAR-NIBSM, Baronda, Raipur (C.G)**" accompanied by a Demand Draft of Rs. 5,000/- (Rupees Five Thousand Only) as earnest money drawn in favour of "**ICAR Unit NIBSM, Raipur**" which should reach the undersigned latest by **01.00 P.M. on 25.10.2021 and will be opened on 25.10.2021 at 14.00 hrs. (2.00PM)**. The Tender may be submitted in the tender box in ICAR-NIBSM, Raipur (C.G.) in the presence of tenderer.

(Anil Dixit)
Head of Office
ICAR-NIBSM, Raipur

डॉ. अनिल दीक्षित
Dr. Anil Dixit
कार्यालय प्रमुख
Head of Office

भाकृअनुप-रा.ज.स्ट्र.प्र.स., रायपुर (छ.ग.)-493225
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TERMS & CONDITIONS

1. Tender form (General terms conditions) duly signed and stamped along with all relevant documents establishing the credibility of the firm.
2. **Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five Thousand Only)** should be enclosed with tender/quotation in the form of Demand Draft, Banker's cheque, Pay Order in favour of **"ICAR Unit NIBSM, Raipur"**. No exemption will be given to any firm for non-submission of required EMD. Therefore, All the Firms should enclose required **EMD of Rs. 5,000/-** along with the tender/quotation. The earnest money shall be refunded without interest after deposit of security money by the successful bidder. However, the successful bidder will be required to deposit security money calculated at **10% of the estimated value of contract cost** in the shape of Demand Draft in favour **"ICAR Unit NIBSM, Raipur"** payable at Raipur which shall be refunded after six months of successful completion of the contract. **No interest shall be paid on EMD.**
3. Firm should have valid ISO certification in Computer Maintenance Contract (ISO 9001-2015), GST etc.
4. The annual turnover of the firm must be at least **Rs. 3.00 lakh** each year in the last 3 financial years 2017-18, 2018-19 & 2019-20. Company audited accounts should be attached. Quoting lowest rates will not amount to commitment for award of contract.
5. The firm should be handling at least one AMC satisfactorily in the Govt. Organizations each of value exceeding Rupees two lakhs and certificates (not work order) to that effect should also be attached with the tender.
6. Conditional rate will not be accepted.
7. The firm should submit tender in the Performa attached along with tender only, and in the sealed cover super scribed **"Annual Maintenance contract (AMC) of Computer's, Laptop, Printer's, Scanner etc. installed at ICAR-NIBSM, Baronda, Raipur (C.G)"**. Any other type of submission of tender will not accept.
8. Correction or over- writing in the tender documents is not permissible. Every sheet of the tender document and the terms and conditions should be signed and stamped by the authorized signatory of the firm.
9. In case violation of any terms and Condition on the part of the firm is noticed and/or the services are found unsatisfactory, performance security can be withheld at the discretion of Competent Authority. Further in case the complaint not attended to promptly and within the specified time. The work will be got done from other sources at the contractor's risk and cost. In this regard the decision of the Competent Authority in the Institute shall be final and binding on the contractor.

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10. The contract may be considered for extension by mutual consent and for such further period as may be agreed upon subject to approval of the competent authority in the Institute.
11. Rates once finalized will not be enhanced during the period the contract, which is initially for a period of one year from the date of commencement of contract.
12. In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded, for what so ever reason(s), to honor the contract, the earnest money/ performance security deposited would be forfeited.
13. The outer cleaning of the system and accessories will be done free of cost once in a quarter.
14. The contract shall be effective from the date of acceptance of the contract by the firm and the contract for maintenance of Computers and printers etc. (i.e. covers all the Items like CPU, Memory, Monitor, Speakers, Mouse, Keyboard, Adopter etc.). No extra charge whatsoever would paid to the firm. However, consumables like printer head; toner cartridge etc. will not be covered under this contract.
15. It shall be the responsibility of the firm (s) to make all the computers and printers etc. work satisfactorily throughout the contract period and also to hand over the systems to the Institute in working condition on the expiry of the contract.
16. The firm will provide genuine parts of computers and printers and other equipment's and in case of replacement of parts is needed, the parts shall be of the same make. In the event of their non-availability, good quality parts should be used under intimation to this office.
17. Any reported fault would be taken up by the AMC engineers within two hours. As far as possible, the repairs would be carried out on site itself, however, in case the equipment is taken to the workshop, the firm should return the same within 3 working days.
18. **The quantity of computers, printers and other equipment proposed to be given under AMC as listed in Annexure-A.** These equipment's are installed in various section/divisions at ICAR-NIBSM, Raipur (C.G.).

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19. If the firm wishes to inspect the equipment's, before submitting the quotation the same may be done between 10.00 A.M. to 03.00 P.M. at any working day.
20. The Competent Authority in the Institute reserves the right to terminate the work order at any time during the contract without giving any reason on one month notice of either side.
21. During the contract period, if it is found that the firm is not adhering to the terms and conditions of the contract, the same would be terminated without any notice and performance security would be forfeited.
22. The firm will provide maintenance and repair service on holidays, if required.
23. Penalty as deemed fit by the Competent Authority in the Institute will be deducted in case of any of the items is not repaired within 24 hours of reporting of fault.
24. If any dispute (s) arises between the Institute and the firm with reference to the contract, the Institute will decide it and its decision will be binding on the terms.

(Anil Dixit)
Head of Office
ICAR-NISBSM, Raipur

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TECHNICAL BID PROFORMA FOR INFORMATION TECHNOLOGY ITEMS

S. No.	Particulars	Details to be filled in the space as mentioned below & attach the document.
1	Name of Firm/Agency Full address with post box no., telephone no., contact details/email ID etc.	
2	Attach registration certificate of the firm	
3	GST/PAN No.	
4	Attach copies of last 3 years IT return	
5	Attach MSME certificate, if applicable	
6	A minimum of five years' experience in handling of AMC of IT items in ICAR/ IGKV/ NIT/ AIIMS/ IIT / Govt. Deptt. / University w.r.t AMC is essential. (Attach supporting contract/ office order of more than Rs. 3 lakhs)	
7	The firm/ agency should have minimum annual turnover of 3.0 lakhs in last 3 years	
8	Attach ISO certification in computer maintenance contract	



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ANNEXURE-A

ON COMPANY LETTER HEAD
FORMAT OF QUOTATION FOR FINANCIAL BID

S. No.	PARTICULARS	Year of Manufacturing/Make/No.	UNIT WISE RATE	TOTAL		
1	COMPUTERS (43 nos)	2013/Lenovo/01				
		2017/Lenovo/01				
		2015/DELL/01				
		2017/DELL/02				
		2019/DELL/05				
		2020/DELL/01				
		2013/HP/01				
		2014/HP/02				
		2015/HP/06				
		2016/HP/07				
		2020/HP/01				
2	LAPTOPS (9 nos)	2017/DELL/01				
		2018/DELL/01				
		2020/DELL/03				
		2019/DELL/03				
3	PRINTERS (36 nos)	2013/HP/00				
		2015/HP/03				
		2016/HP/08				
		2017/HP/01				
		2018/HP/10				
		2019/HP/00				
		2020/HP/01				
				2013/Canon/01		
				2020/Lexmark/01		

Authorized Signatory with seal/stamp