



भा.कृ.अनु.प - राष्ट्रीय याक अनुसंधान केन्द्र

ICAR - NATIONAL RESEARCH CENTRE ON YAK

दिरांग-७९०१०१, पश्चिम कामेंग जिला, अरुणाचल प्रदेश, भारत

DIRANG-790101, WEST KAMENG DISTRICT, ARUNACHAL PRADESH, INDIA



संचिका संख्या / File No: 2(59)/19/Store/AKMU/4896

दिनांक / Date: 29.02.2020

NOTICE INVITING ONLINE TENDER

The Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh, India, invites e-tenders through e-Procurement website of Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> under two bid systems from eligible and qualified bidders for comprehensive Annual Maintenance Contract (AMC) for providing operational & maintenance services of Desktops, Laptops, Tablets, Printers, Scanners, UPS, Photocopy Machines, other related peripherals and Networking as per Schedule-IV, etc. at **ICAR-National Research Centre on Yak, Dirang, West Kameng District, Arunachal Pradesh-790101** for a period of one year.

CRITICAL DATES

Publication Date	:	03.03.2020 at 9:00 AM
Document Download/ Sale Start Date	:	03.03.2020 at 9:00 AM
Bid Submission Start Date	:	03.03.2020 at 9:00 AM
Bid Submission End Date	:	23.03.2020 up to 5:00 PM
Last date for receipt of Tender Fee/ EMD at the Institute	:	23.03.2020 up to 5:00 PM
Bid Opening Date	:	26.03.2020 at 10:00 AM
Address for Communication	:	The Director, ICAR-National Research Centre on Yak, West Kameng District, Dirang, Arunachal Pradesh-790101 Phone No. 03780-242259, 242387

Tender Documents contains:

- | | | |
|--|---|---------------------|
| (1) Instruction to bidders | : | Schedule-I |
| (2) General Terms & Conditions of Contract | : | Schedule-II |
| (3) Scope of work | : | Schedule-III |
| (4) List of work Requirements | : | Schedule-IV |
| (5) Contract Form & Undertaking | : | Annexure-I |
| (6) Certificate about Non Black Listing | : | Annexure-II |

Sd/-

प्रभारी प्रशासनिक अधिकारी
Administrative Officer I/c.

INSTRUCTION TO BIDDERS

1. Tender documents can be downloaded from the ICAR-NRC on Yak, Dirang, Arunachal Pradesh website <https://www.nrcy.icar.gov.in> or from the e-Procurement website of Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Bidders should enroll/register in the e-procurement module of Central Public Procurement Portal through the website <https://eprocure.gov.in/eprocure/app> for participating in the bidding process. Bidders should also possess a valid Digital Signature Certificate (DSC) for online submission of bids.
2. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents as mentioned in the bid document should and must be uploaded on-line <http://eprocure.gov.in/eprocure/app>. **The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.**
3. Tenders/bidders are requested to visit website <https://eprocure.gov.in/eprocure/app> regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
4. The bidders may submit duly filled and completed bidding document ONLINE as per instruction contained in the bidding documents. Incomplete bid shall be rejected.
5. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh reserves the right to accept or reject any or all the tenders.

6. **Tender Fee (Non-Refundable):**

- (a) The interested bidders/ tenderers are required to deposit **Tender Fee of ₹ 1,000/- to Institute's bank account THROUGH CORE BANKING TRANSFER/ RTGS/ NEFT/ BANK CHALLAN on or before last date and time of Bid Submission.** The signed and stamped, scanned copy of Bank Challan/ Receipt/ Counterfoil, etc. in PDF form should be included in Cover-I of the E-tender. **The bids/offers without tender fee will be rejected.**
- (b) **The Bank Accounts details of the Institute are as below:**

Bank Name	State Bank of India
Bank Branch	Dirang Branch (06010)
Account Number	11862656313
Account Name	ICAR Unit NRC on Yak, Dirang
IFS Code No	SBIN0006010
MICR Code No	784002519

7. **Bid Security (EMD):**

- (a) The interested bidders/ tenderers are required to deposit **Bid Security (Earnest Money Deposit) of ₹ 10,000/- to Institute's bank account THROUGH CORE BANKING TRANSFER/ RTGS/ NEFT/ BANK CHALLAN on or before last date and time of Bid Submission.**
- (b) **Bid Security (EMD) may also be deposited in the form of Bank Guarantee/ Fixed Deposit Receipt** from any of the Commercial Banks in favour of **ICAR Unit-NRC on Yak, Dirang** and addressed to **the Director, ICAR-National Research Centre on Yak, West Kameng District, Dirang, Arunachal Pradesh-790101** and should reach in original at this Institute **on or before last date and time of Bid Submission.** The scanned copy of the same in PDF form should be included in Cover-I of the E-tender. **The bids/offers without Bid Security (EMD) will be rejected.**
- (c) No request for transfer of any previous deposit of Security Deposit (EMD) or payment of any pending bill held by the Institute in respect of any previous work will be entertained.

- (d) Bidder shall not be permitted to withdraw his offer or modify the terms & conditions thereof. In case the bidder fail to observe and comply with stipulation made herein or backs out after quoting the rates, the aforesaid amount of Bid Security (EMD) will be summarily rejected.
- (e) In case of bidder/ firm is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department, shall be exempted from the payment of Bid Security (EMD). In such case, copy of the certificate showing registration with the above mentioned institutions to be uploaded in Cover-I of the e-tender in PDF format. However, in the event that a firm that has claimed Bid Security (EMD) exemption turns out to be Lowest One (L-1), the firm will have to deposit the Performance Security and no exemption will be given in that case.
- (f) The Bid Security (EMD) will be returned to the unsuccessful bidders without any interest only after finalization of the tender process.

NOTE

At the time of submitting the e-Tender, the Bidders/ Tenderers are advised to select the payment option on e-Procurement Portal as 'OFFLINE' to pay the requisite Tender Fee and Bid Security (EMD) as applicable.

8. Performance Security:

- (a) After finalization of the tender, the successful bidders/ firms shall have to deposit Performance Security Deposit (PSD) within **fifteen (15) days** from date of the issue of Award of Contract (AoC) by the Tender Inviting Authority (TIA), the supplier, shall furnish Performance Security Deposit (PSD) to this office for an amount equal to **five percent (5% to 10%)** of the **total value of the contract**. In the event of non-deposition of PSD, the Bid Security (EMD) will be forfeited and contract shall be cancelled.
- (b) The Performance Security Deposit (PSD) shall be denominated in **INDIAN RUPEES (₹) ONLY** in form of **Account Payee Demand Draft** or **Bankers Cheque** or **Fixed Deposit Receipt (FDR)** drawn from any nationalized bank in India, in favour of **"ICAR Unit-NRC on Yak"** payable to **"SBI Dirang Branch (Code: 06010)"**.
- (c) The Performance Security Deposit (PSD) may also be deposited to Institute's bank account **THROUGH CORE BANKING TRANSFER/ RTGS/ NEFT/ BANK CHALLAN** as per Institute's bank account details specified under Clause 6(b).
- (d) In the event of any loss due to supplier's failure to fulfill its obligations in terms of the contract, the amount of the performance security shall be payable to the purchaser to compensate the purchaser for the same.
- (e) The same will be returned to the supplier without any interest, after completion of validity period of warranty obligations.

9. Bid Validity:

- (a) **180 days** from date of opening of the tender. Any Bid valid for a shorter period shall be treated as unresponsive and rejected.

10. Submission of e-Tender:

- (a) The tender shall be submitted online in two part viz. Technical Bid and Financial Bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

- (b) The tender/ bid submitted through offline mode by Telegram/ Fax/ Email/ Speed Post/ By Hand, etc. shall not be considered. No correspondence will be entertained in this matter.
- (c) The conditional bids/ tenders shall not be entertained and the same will be rejected automatically.
- (d) Document Comprising the Bid (The firms are required to upload scanned copies of the following documents):-

(I) TECHNICAL BID (COVER-I):

Sl. No.	Contents	File Type
(i)	Scanned copy of Bank Challan/ Receipt/ Counterfoil, etc. (duly signed and stamped by the concern bank) for depositing Tender Fee and Bid Security (EMD) or its exemption, if any.	.pdf
(ii)	Signed and stamped, scanned copy of [1] Valid registration/ incorporation certificate of the firm issued by <i>Appropriate Authority</i> and [2] Valid trade licence issued by <i>Appropriate Authority</i> .	.pdf
(iii)	Signed and stamped, scanned copy of [1] PAN Card; [2] GSTIN and [3] Income Tax Return Acknowledgment for last three years.	.pdf
(iv)	Duly filled, signed and stamped, scanned copy of [1] Contract Form and Undertaking as per <i>Annexure-I</i> and [2] Certificate About Non Black Listing as per <i>Annexure-II</i> .	.pdf
(v)	Signed and stamped, scanned copy of supply order for last 2 years' with other Central Government/Autonomous bodies/PSUs/Research Institutes under similar type of Rate Contract testifying tenderers' previous experience.	.pdf

(II) FINANCIAL BID (COVER-II):

Sl. No.	Contents	File Type
(i)	Price Bid (BoQ) to be filled in Excel format as per instructions given in price bid.	.xlsx
<p><u>NOTE</u></p> <p>The bidder has to quote rates on comprehensive basis (PER MONTH) as per the terms mentioned in this document. The comprehensive rates (PER MONTH) should be quoted as per the BoQ uploaded on the e-Procurement Portal. The bidders are advised to download this BoQ.xlsx as it is and quote their offer/rates in the permitted column and upload the same in the Financial Bid (Cover-II). The Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and Bid Security (EMD) would be forfeited and tenderer is liable to be banned from doing business with ICAR-NRC on Yak, Dirang-790101, Arunachal Pradesh.</p>		

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Administrative Officer I/c.

GENERAL TERMS & CONDITIONS OF CONTRACT

1. Tender documents can be downloaded from the ICAR-NRC on Yak, Dirang, Arunachal Pradesh website <https://www.nrcy.icar.gov.in> or from the e-Procurement website of Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Bidders should enroll/register in the e-procurement module of Central Public Procurement Portal through the website <https://eprocure.gov.in/eprocure/app> for participating in the bidding process. Bidders should also possess a valid Digital Signature Certificate (DSC) for online submission of bids.
2. Proposal for rate contract may be submitted in the prescribed format and all columns may be filled up. Incomplete proposals and tenders shall not be entertained. **The Institute shall not be responsible for any postal delay in receipt of Bid Security (EMD).** Any e-tender which does not fulfill the desired terms and conditions, shall be rejected out rightly and no communication in this regard shall be entertained.
3. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents as mentioned in the bid document should and must be uploaded on-line <http://eprocure.gov.in/eprocure/app>. **The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.**
4. **While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tender stipulate any condition of his own, such conditional tender is liable to be rejected.**
5. The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of online bids by the bidders.
6. No equipment/ instrument, etc. are covered under this rate contract.
7. Quotations qualified by such vague and indefinite expression such as Subject to prior confirmation”, “Subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly. Any conditional tender shall be rejected summarily.
8. At any time prior to date of submission of tender, Tender Inviting Authority may, for any reason or decision, modify the terms & conditions of the tender documents by a corrigendum displayed on the website of ICAR-NRC on Yak, Dirang, West Kameng District, Arunachal Pradesh (<https://nrcy.icar.gov.in>) and e-Procurement website of Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>). In order to provide reasonable time to take the amendment into account in preparing their bid. Tender Inviting Authority may or may not, at this discretion, extend the date and time for submission of tenders, etc.
9. Person signing the tender form or any document forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the person so signing had no authority to do so ICAR-NRC on Yak, Dirang, Arunachal Pradesh may without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
10. The tenderer should sign and affix his/ her firm’s stamp on each page of the tender documents.
11. **Right of acceptance:** The Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh reserve the right to accepting the whole or part of portion of the bid and the bidder shall provide the same at the rates quoted. The Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh reserve the right to reject any or all tenders/ quotations or all offers received in response to the tender or cancel or withdraw the tender notice without assigning any reason thereof and also does not bind itself to accept the lowest quotation or any tender and no claim in this regard shall be entertained.
12. The Technical Committee constituted by the Director, ICAR-National Research Centre on Yak, Dirang, Arunachal Pradesh, shall have the right to verify the particulars furnished by the bidder independently.

13. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh reserves the right to accept or reject any or all the tenders.
14. **Validity of Rate Contract:** The successful firm will enter into Rate Contract (RC) initially for a period of one (1) year from the date of engagement of resident IT engineer/ technician at ICAR-NRC on Yak, Dirang and liable to be extended for further periods not more than one year subject to satisfactory services and on the same terms and conditions on mutual agreements. However, The Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh reserve the right to terminate the contract at any time without assigning any reason.
15. ICAR-NRC on Yak, Dirang, West Kameng District, Arunachal Pradesh shall be the sole authority to cancel or amend the order, as per requirement.
16. **PAYMENT:**
- (a) The payment will be made on a **QUARTERLY BASIS** at the end of the each quarter through PFMS subjected to submission of the following documents to the Institute:
- (i) **ORIGINAL** quarterly Bill/ Invoice (mentioning the contract details, billing period and the details of agency's/ vender's bank account),
- (ii) Item wise preventive maintenance and cleaning reports for the billing period as per the instructions contained under ***Clause-7(iii) of Schedule-III.***
- (iii) Complaints report for the billing period as per the instructions contained under ***Clause-7(iv) of Schedule-III.***
- (iv) Satisfactory service report from In-charge AKMU of ICAR-NRC on Yak, Dirang for the billing period.
- (b) **No advance payment will be made in any circumstances.**
- (c) Income Tax (TDS) will be deducted from the payments due for the work done as per rule.
- (d) Payment of last quarter will be made only after the vendor/ agency fulfils all the contractual obligations i.e. replacement / repair of Components and its parts, etc. maintained under AMC.
17. In case of any damage to the ICAR-NRC on Yak, Dirang property by the teams engaged, the same will be recovered from the agency/ vendor.
18. The Director, ICAR-National Research Centre on Yak, Dirang, Arunachal Pradesh, reserves the exclusive right to accept or to reject any or all the tenders without assigning any reasons thereof. In case of any dispute, the decision of the Director would be the final.
19. Tenders/bidders are requested to visit website <https://eprocure.gov.in/eprocure/app> regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
20. The bidders may submit duly filled and completed bidding document **ONLINE** as per instruction contained in the bidding documents. Incomplete bid shall be rejected.
21. Legal jurisdiction for all disputes shall be within the purview of the West Kameng District, Arunachal Pradesh, India
22. All the communications with respect to the tender shall be addressed to: **The Director, ICAR-National Research Centre on Yak, Dirang, West Kameng District, Arunachal Pradesh-790101.**
23. For any query/ clarification with respect to the tender shall be approached to: **Contact No. 03780-242387, Email: yakdirector@gmail.com or aaonrcy@gmail.com .**

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SCOPE OF WORK

1. Specialist Resident IT Engineer/ Technician:

(a) The vendor/ agency should ensure to provide a full time well-qualified and specialist resident IT engineer/technician at ICAR-NRC on Yak, Dirang 8 hrs x 7 days working conditions. The IT engineer/technician shall be required to report at 09:30 hrs on all working days, if and when required on Holiday and Sunday. The IT engineer/ technician shall work in coordination with In-charge AKMU cell of the institute. **The deputed personnel shall have to have:**

(i) Three year degree/ diploma as well as at least three year working experience in Computer hardware, networking and related fields,

NOTE

The vendor/ agency should submit an authority/ engagement letter along with Xerox copy of qualification and experience with ORIGINAL to the Institute for verification before engaging IT engineer/ technician.

(ii) At all times abide by rules for holidays, working hours as specified above, time sheet and attendance as per ICAR-NRC on Yak, Dirang format,
(iii) At all times abide by general rules of conduct and discipline as required by ICAR-NRC on Yak, Dirang and changes made to it from time to time,
(iv) The contact details of the engineer/ technician deputed at the institute and senior level contact point person at the agency HQ should be made available.
(v) The agency should nominate one senior level contact person with whom the institute will communicate for resolving issues, if any.

(b) The IT engineer/ technician would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same which includes installing of updates of antivirus packages. IT Engineer should also ensure proper cleaning of machines on weekly basis. Failure to do so shall attract penalty as per norms.
(c) IT Engineer/ Technician so provided by the vendor/ agency under this contract will not be the employee of the ICAR-NRC on Yak, Dirang and there will be no employer-employee relationship between the ICAR-NRC on Yak, Dirang and the person so engaged by the contractor in the aforesaid services.
(d) The vendor/ agency shall not be able to change the IT engineer without prior permission of the Competent Authority of ICAR-NRC on Yak, Dirang. Further, the vendor/ agency shall provide a substitute for a deployed IT engineer/ technician, if required by ICAR-NRC on Yak, Dirang, within five days of such request. Failure to do so may lead to termination of the contract and /or imposition of penalties as per norms.
(e) Any damage that is caused to the institute facility due to the negligence and or incompetency by the personals posted at the institute will be sole responsibility of the vendor/ agency and the cost of damage along with other penal charges will be recovered from the vendor/ agency.
(f) The vendor/ agency and its staff shall maintain strict confidentiality of information. No part of information can be disclosed to any party in any form during the contract period or thereafter. The incidental disclosure of information to vendor/ agency and its staff is just for carrying out the job assigned and no more. Any violation or attempt of violation may lead to legal action under appropriate law.
(g) The Institute will not be responsible either to the vendor/ agency or to its staff deployed at this Institute for any medical assistance/injuries/death or any kind of loss occurred to during the contract period.
(h) **The lodging and fooding of IT engineer/ technician should be made by own expenses by the vendor/agency.**

- (i) Alternative standby IT engineer/ technician need be kept available all the time by the firm.
- (j) The provided IT engineer/ technician will work under the instructions of the In-charge AKMU or any person authorized by the ICAR-NRC on Yak, Dirang and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, location, and time taken for rectification of a complaint. The IT engineer is also required to get the compliant sheets signed by the respective end users.
- (k) The vendor/ agency will discharge all his legal obligations in respect of the workers/supervisors to be employed/deployed by him for the execution of the work in respect of their wages and service conditions and shall also comply with all the rules and regulations and provisions of law in force that may be applicable to them from time to time.
- (l) The vendor/ agency shall be responsible for good conduct and behaviour of its engaged staff. If the service of the engaged staff is found not up to the mark, he/she should be replaced within 24 hours from the receipt of letter from the concerned department.
- (m) The agency shall ensure that the Telephones, Computers, Internet Connection, Electricity will not be misused. If it is found misused, the heavy penalty will be put on the vendor/ agency. Similarly recovered data should not be shared with anybody.
- (n) The vendor/ agency will not subcontract or permit anyone other than their company personnel to perform any of the work, services or other performance required of the vendor under the AMC / Service Contract without the prior written consent of ICAR-NRC on Yak, Dirang.

2. Maintenance Services:

The maintenance service of the Components is as important as prompt corrective maintenance service since regular and proper preventive maintenance service ensures trouble free performance of the Components. The vendor should provide at least one preventive maintenance service in one month. The maintenance consisting the following services:

- (i) **On-site** maintenance of the entire hardware and software infrastructure of ICAR-NRC on Yak, Dirang, Arunachal Pradesh. The on-site maintenance would cover both '**under warranty**' and '**out of warranty**' hardware and software related issues.
- (ii) **HADWARE** includes comprehensive maintenance of Desktops, Laptops, Tablets, Printers, Scanners, UPS, Photocopy Machines and other accessories like mouse, key boards, web camera, switches, access points, routers, modem, etc. available in ICAR-NRC on Yak, Dirang.
- (iii) **SOFTWARE** includes installation/ updating/ trouble shooting of Operating System, Firewall, Antivirus, MS Office, Adobe, etc.
- (iv) **NETWORK/ LAN MANAGEMENT SERVICE:** ICAR-NRC on Yak, Dirang is having 2 Mbps VSAT Broad Band VSAT Link of ERNET India and Broad Band of BSNL. It will cover to maintenance the entire LAN laying networking and providing internet connectivity (LAN/ Wi-Fi) at different sections of ICAR-NRC on Yak, Dirang, Arunachal Pradesh. The services should be inclusive of maintenance and replacement of RJ45 connectors, switches, networking including D-Link Cat-6 cable wires or any other accessories related to Networking/ LAN.
- (v) Day-to-day operation, break down and preventive maintenance.
- (vi) Backup & Recovery Management Services.

3. Preventive Maintenance:

The vendor/ agency shall ensure that all the hardwares covered under this contract are attended for preventative maintenance and are cleaned during preventive maintenance. The vendor/ agency shall follow a strict preventive maintenance schedule, which must be carried out once in a month, for each machine. The vendor/ agency must ensure that he maintain a datasheet for each machine available, which will contain the configuration of each machine and dates of preventive breakdown maintenance carried out by the contractor. On no account, any equipment

or its accessories shall be allowed to be taken out of its normal installed location for preventive maintenance. The preventive maintenance shall constitute the following:

- (i) Physical inspection & cleaning up of all the hardware covered under this contract with a blower/cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc.
- (ii) Checking & testing of UPS batteries and submit the status of batteries. Although the batteries of UPS will be provide by the ICAR-NRC on Yak, Dirang for the replacement.
- (iii) Checking up of printers for paper dust and smooth operation & cleaning of printer head.
- (iv) Informing concerned user in case of any impending crash of hard disk so that remedial action for taking data backup could be initiated.
- (v) Checking of virus & removal of virus if any.
- (vi) Removal of temporary files in each desktop computers for smooth running of the system.

4. Replacement of Defective Parts:

The replacement of defective parts (electrical/ mechanical/ others) means either repair or replacement of parts at the site. If the fault is of serious nature and requires shifting of the components or any part thereof the vendor/ agency should provide similar components parts for uninterrupted continuation of work till the re-installation of the components or parts which were shifted for repair/ replacement. The defective part should be replaced/ repaired without any cost to the ICAR-NRC on Yak, Dirang.

5. Shifting of Components:

The shifting of Components means moving the Components from one place to the other place for carrying out the repair work.

6. Working Day and Hours:

The working hours of ICAR-NRC on Yak, Dirang is from 09:30 hrs to 17:00 hrs on weekdays i.e. Monday to Saturday with Second Saturday as holiday. However, there may be cases where vendor's/ agency's representative will have to attend the fault before/ after the office hour and on holidays too and the vendor/ agency should not charge any extra-cost for such operation and maintenance work.

7. Routine/Daily Maintenance Work to be carried out at the site:

- (i) The AMC will cover maintenance, repair, replacement and service for the hardware and software of desktops, laptops, tablets, printers, scanners, UPS, Photocopy Machines and other accessories like mouse, key boards, web camera, switches, access points, routers, modem and networking including D-Link Cat-6 cable wires etc.
- (ii) The vendor/ agency would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same which includes installing of updates of antivirus packages. The vendor/ agency should also ensure proper cleaning of machines on weekly basis. Failure to do so shall attract penalty as per norms.
- (iii) The vendor/ agency should prepare an item wise monthly preventive maintenance and cleaning report which shall contain the date and time of maintenance and name of the user Sections of ICAR-NRC on Yak, Dirang, signed by respective Section In-charges and verified by the In-charge AKMU and should be enclosed along with the quarterly bill for payment.
- (iv) A record of complaints should also be maintained by the vendor/ agency which shall contain date and time of reporting the problem, date and time of clearing the problem and actual problem attended duly signed by the respective section In-charges and also verified by In-charge AKMU of ICAR-NRC on Yak, Dirang and should be enclosed along with the quarterly bill for payment.
- (v) The agency should ensure the proper functioning of network system and in case of any failure, they should rectify without any delay. In case of ERNET related issue, they should contact ERNET officials for complaint registration and follow-up till the issue get rectified.
- (vi) The staff so engaged by the vendor/ agency should be able to attend all the faults and carryout repair & maintenance of the computer, other related peripherals and networking.
- (vii) The vendor/ agency shall provide operational support for applications running and added from time to time even if they are under warranty or guarantee. It is the responsibility of

- vendor/ agency to contact costumer care or supplying firm to facilitate warranty or guarantee claim of the computers and accessories which are added newly during the contract period.
- (viii) The vendor/ agency shall not replace any parts without the consent of The Director OR In-charge AKMU, ICAR-NRC on Yak, Dirang. In case part is provided by ICAR-NRC on Yak, Dirang, the parts removed/replaced shall be the property of the ICAR-NRC on Yak, Dirang.
- (ix) The software maintenance includes system recovery, loading/reformatting of software/discs with software like window – 10, window – 7, windows 2000, windows 2003, windows XP, MS office, Internet Explorer, Netscape, Outlook Express, Anti-virus software, Data retrieval and installation/ removal of any other software developed/purchased by ICAR-NRC on Yak, Dirang from time to time etc. It also includes removal of virus and re-installation of software, if corrupted. Also should provide Support in troubleshooting of commercial software packages.
- (x) The equipments will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside the ICAR-NRC on Yak, Dirang, it is mandatory to have approval of Competent Authority for such equipment and making proper entries with AKMU and at Security office.
- (xi) Monthly or Quarterly review shall be made by ICAR-NRC on Yak, Dirang on the performance of the agency and its service IT engineer/technician and liable to be terminated, if it is not found up to the mark and penalty in this regard will be imposed as per norms.
- (xii) 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 should be charged on per day basis. The amount of penalty will be either recovered from the Security Deposit of the annual maintenance period or from the AMC charges/bills.

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Administrative Officer I/c.

List of work requirements

Sl. No.	Items	Numbers
(A) HARDWARE ACCESSORIES:		
1.	Computer Set with accessories	40 Nos.
2.	LaserJet Printer	24 Nos.
3.	DeskJet Printer	08 Nos.
4.	Other Printers	07 Nos.
5.	Laptops	07 Nos.
6.	Scanners	02 Nos.
7.	Photocopy Machines	05 Nos.
8.	Tablets	05 Nos.
(B) NETWORKING ACCESSORIES:		
9.	D-Link Gigabyte 24 Port Switch	02 Nos.
10.	Cisco Gigabyte Managed 24 Port Switch	02 Nos.
11.	Access Point	02 Nos.
12.	D-Link Router	04 Nos.
13.	ERNET (Hughes) Modem	01 No.
14.	Maintenance of LAN laying networking for internet connectivity through ERNET and BSNL Broadband at different sections of ICAR-ICAR on Yak, Dirang.	Approximate 5,000 Mtrs.

NOTE: The bidder has to quote rates on comprehensive basis (PER MONTH) as per the terms mentioned in this document. The comprehensive rates (PER MONTH) should be quoted as per the BoQ uploaded on the e-Procurement Portal.

Sd/-
प्रभारी प्रशासनिक अधिकारी
Administrative Officer I/c.

(On the letter head of the Firm)

CONTRACT FORM AND UNDERTAKING

Ref: _____

Date: _____

To,

**The Director,
ICAR-NRC on Yak
Dirang, West Kameng District
Arunachal Pradesh-790101**

Sub: Acceptance of terms and conditions of tender notice/ document for comprehensive Annual Maintenance Contract (AMC) for providing operational & maintenance services of Desktops, Laptops, Tablets, Printers, Scanners, UPS, Photocopy Machines, other related peripherals and Networking at ICAR-National Research Centre on Yak, Dirang, West Kameng District, Arunachal Pradesh-790101 for a period of one year.

**Ref: (a) Tender Notice No: 7(21)/16/Store/ARC/4894, dtd. 29.02.2020
(b) Tender Document No: 2(59)/19/Store/AKMU/4896, dtd. 29.02.2020**

Sir,

1. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedules(s) and corrigendum(s) if any, etc.) which form part of the contract agreement and I/we shall abide hereby the terms/ conditions/clauses contained therein.
2. I/we hereby unconditionally accept the tender conditions of above mentioned tender document (s)/corrigendum(s) in its totality /entirety.
3. I/we do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public Sector Undertaking.
4. I/we certify that all information furnished by our Firm is true and correct and in the event the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said Bid Security (Earnest Money Deposit) absolutely.

Yours faithfully,

[Signature of the Bidder, with Official Seal]

Name _____

Designation _____

For and on behalf of

M/s. _____

Business Address _____

Official Seal of the Bidder _____

[Name & address of the Bidder/ Vendor]

(On the letter head of the Firm)

CERTIFICATE ABOUT NON BLACK LISTING

I/We, M/s. _____ **[Name of the Bidder/ Vendor]** hereby certify that the firm has not been ever blacklisted by any Central/ State Government/ Public Undertaking/ Government Institute(s) on any account during the last five years.

I/We also certify that the firm will be supplied the items as per the specification given by ICAR-NRC on Yak, Dirang, West Kameng District, Arunachal Pradesh and also abide all the terms and conditions stipulated in the Contract.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation may be summarily terminated at any state, the firm will be blacklisted and ICAR-NRC on Yak, Dirang, West Kameng District, Arunachal Pradesh may imposed any action as per Tender rules.

Date: _____ **[Signature of the Bidder, with Official Seal]**
Name _____
Place: _____ Designation _____

For and on behalf of
M/s. _____
Business Address _____
Official Seal of the Bidder _____
[Name & address of the Bidder/ Vendor]