

TENDER DOCUMENT

FOR

Comprehensive Annual Maintenance Contract of Desktop Computers, Servers, Laptops, Printers, Scanners, Router, Local Area Network, Network Devices and UPS

TENDER NO. D.12-4/2013-NIB/Vol.-IV

- (a) Tender document download start date : 11.01.2018 at 15:00 hrs.
- (b) Pre-bid meeting : 23.01.2018 at 11.30 hrs
- (c) Last date for submission of tender : 31.01.2018 at 15:00 hrs.
- (d) Date of opening for Technical-bid : 31.01.2018 at 15:30 hrs.
- (e) The technically qualified bidders will be informed to be present at the time of Price-bid opening.

Tender fee: Rs.525/- inclusive GST

January - 2018



NATIONAL INSTITUTE OF BIOLOGICALS

(Ministry of Health & family Welfare)

A-32, SECTOR-62(INSTITUTIONAL AREA)

NOIDA-201 309(U.P)

Tel: 0120-2400022, 2400072, Fax: 0120- 2403014

E-mail: info@nib.gov.in , Website: <http://nib.gov.in>



NATIONAL INSTITUTE OF BIOLOGICALS
(Ministry of Health & Family Welfare)
A-32, SECTOR- 62 (INSTITUTIONAL AREA),
NOIDA – 201 309 (U.P)
Tel: 0120-2400022, 2400072, Fax: 0120-2400074, 2403014

Date: 02.01.2017

NOTICE INVITING TENDER

The Director, National Institute of Biologicals, Noida invites sealed tenders for the following work under Two Bid Systems.

Srl. No	Tender No.	Name of Work/Services	EMD (Rs.)	Cost of Tender Document (Rs.)
1. (a)	F.No. D.12-4/2013-NIB/Vol.-IV	Comprehensive Annual Maintenance Contract of Desktop Computers, Servers, Laptop, Printers, Scanners, Router, Local Area Network, Network Devices and UPS		525/- {inclusive GST)

The details of the tender may be seen at NIB's website <http://nib.gov.in>.

The tender document can be obtained from the Finance Section of NIB between 10:00 A.M. to 5:00 P.M. on all working days from **11.01.2018** to **30.01.2018** by paying non-refundable tender fee in the shape of Demand Draft drawn in favour of “**National Institute of Biologicals**” payable at **Noida/ Delhi**. The tender document can also be downloaded from the Institute website. However requisite tender fee must be accompanied while submitting such downloaded tender. Last date for submission of tender is **31.01.2018 up to 15:00 hours**. Technical Bids will be opened on **31.01.2018 at 15:30 hours** in the presence of bidders or their authorized representatives who wish to be present at the time of opening. The Institute reserves the right to accept or reject any or all tenders without assigning any reason thereof. **Late tenders will not be accepted.**

(Dr. Reba Chhabra)
i/c Dy. Director (Admn.)

NATIONAL INSTITUTE OF BIOLOGICALS
(Ministry of Health & Family Welfare, Government of India)
A-32, Sector-62(Institutional Area), NOIDA-201 309(U.P)
Phone:0120-2400022, 2400072, Fax:0120-2403014
E-mail:info@nib.gov.in, Website: http://nib.gov.in

Tender for Comprehensive Annual Maintenance Contract of Desktop Computers, Servers (installed at Laxmi Nagar Data Centre, NICSI, Delhi & NIB, Noida), Laptop, Printers, Scanners, Router, Local Area Network, Network Devices & UPS (3 Nos. installed at Guest House & Hostel) installed in the Administrative Block, Laboratory Block, Guest House, Hostel and Library & IT Cell etc. at NIB, NOIDA.

The NATIONAL INSTITUTE OF BIOLOGICALS (Institute) is an autonomous Institute under the administrative control of Ministry of Health & Family Welfare, Govt. of India, engaged in evaluation and quality control of various biological products like blood products, blood reagents, Immuno-diagnostic kits, sera, vaccines, etc. produced and imported in to India. The Institute is spread over an area of 18.4 acres of land with various buildings have already been constructed in the Campus.

1. BRIEF DISCRPTION OF WORK:

The Institute, at its campus, has Desktop Computers, PC attached to high end laboratory equipments, Laptop, Printers, Scanner, Router, Local Area Network and Network Devices etc. With a view to give Comprehensive Annual Maintenance Contract for Computer Hardware and Networking devices, it intends to empanel a suitable Company / firm. The scope of this tender covers the entire campus of the Institute. The bidder has to maintain and troubleshoot the Computer Hardware, Local Area Network and Network devices installed in the Institute. The interconnectivity among the buildings (i.e., Administrative Block, Laboratory Block, Guest House, Hostel and Library & IT Cell) has already been made through optic fiber cables laid through communication manholes and underground pipe duct bank for LAN purposes.

Sealed Tenders are invited from experienced Companies / Firms in the prescribed format for Comprehensive Annual Maintenance Contract of above mentioned service installed in the various locations/ area of the buildings of the Institute as mentioned *ANNEXURE – I* of tender document.

The bidders are required to visit this Institute complex of NIB to see the actual installations for themselves to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete maintenance work / LAN systems etc., installed in the Institute.

2. FOR PRE-QUALIFICATIONS:-

2.1 Pre-qualification will be based on meeting the following minimum criteria regarding the Applicant's experience, personnel and financial position, as demonstrated by the Applicant's responses in the forms attached to the Letter of Application.

2.2 The Applicant to meet the following minimum criteria for pre-qualification:

- (a) The firm should be a registered firm, Pvt. Limited or Limited and incorporated on or before 31 December, 2008. The firm must have a service base in Delhi / NCR (NOIDA).
- (b) The firm should be ISO: 9001:2015 certified in the field of maintenance of Desktop Computers and its peripherals.
- (c) Average Annual Financial Turnover for related works (i.e., Maintenance / Services) during the last three years (2014-15, 2015-16, 2016-17) , ending March-31st should be at least **Rs. 15 lakh per annum** or above (Fill enclosed **APPENDIX-A**).
- (d) Experience of having successfully maintaining similar type of works during the last 03 (three) years ending last day of month previous to the one in which tenders are invited i.e. March 31, 2017 should be either of the following;
 - (i) Three similar completed works costing not less than the amount equal to Rs. 3.00 lakh.

Or
 - (ii) Two similar completed works costing not less than the amount equal to Rs. 4.20 lakh.

Or
 - (iii) One similar completed work costing not less than the amount equal to Rs. 5.60 lakh.
- (e) Definition of "Similar Works" i.e., the firm must be maintaining currently not less than 200 PCs, 05 Servers, 100 Printers (LaserJet / DeskJet / All in one / Scanner) and complete LAN setup having more than 300 network nodes & Network devices etc in a premises of at least 3 govt. Ministries / PSU / Autonomous Bodies / large reputed Pvt. Limited company and furnish its performance certificate issued by the competent authority (Fill enclosed **APPENDIX-B**).

- (f) For evaluation purpose, the value of Annual Maintenance Charges / work cost will be considered in the tender.
- 2.3 Self Attested copy of PAN/TIN No., GST No., and Income Tax Clearance Certificate to be furnished /enclosed.
- 2.4 The firm must be registered in PF and ESIC (attach PF & ESI registration certificate) and to provide the said facility to their employee during the last 03 years (2014-15, 2015-16, 2016-17). Documentary proof for the same should be furnished.
- 2.5 Personnel Capabilities: The Applicant must have suitably qualified personnel to execute the contract (Fill in **APPENDIX-D**).
- 2.6 The bidder must provide an undertaking that their firm is not currently be debarred or blacklisted by any Govt. Department / agencies.

3. EARNEST MONEY DEPOSIT (EMD): -

The tenderers are required to deposit Demand Draft of **Rs. 14,000/-** (Rupees fourteen thousand only) in favour of the **“National Institute of Biologicals,** payable at **Noida/ New Delhi** as Earnest Money Deposit (EMD) along with original tender documents for this work. EMD will be returned to the unsuccessful bidders after award of the contract. No interest shall be payable by the Institute on EMD. For the successful tenderer, EMD will be returned on acceptance of work order and submission of Performance Security.

4. SALE OF TENDER:

Non-transferable tender document containing terms, conditions and technical specification etc. can be obtained from the Accounts Section of this Institute on all working days at schedule date and time on a written request on the letter head of the firm and on payment of prescribed tender fee through crossed demand draft/pay order (non-refundable) in favour of **National Institute of Biologicals, payable at Noida/ New Delhi** towards its cost. Before buying the tender documents, tenderer may see the document particularly pre-qualification criteria in their own interest.

The tender document can be downloaded from the Institute website <http://nib.gov.in> as well as CPP Portal and Tender Fee can be deposited along with the technical bid.

Tender/Bid received without tender fee is liable to be rejected.

- 5.** The tender is to be submitted in two separate sealed envelopes as under:

5.1. TECHNICAL- BID (Envelope No -1)

a) The tender document in original including the unfilled PRICE-BID Proforma (**ANNEXURE-VI**) duly signed and stamped as a token of acceptance, along with deviation sheet with deviation if any, from particular tender conditions in a separate sheet (**ANNEXURE -V**). The following additional documents shall also be enclosed and sealed, superscript with name of the tender i. e.:

i) The Registration Certificate, Authorization letter about system integration, ISO certificate in the field of maintenance of Desktop Computers and its peripherals, registration in PF and ESI certificates, PAN, TIN, GST No. and Income Tax Clearance etc to be furnished along with copies of experience certificates of carrying out similar nature of work as per pre-qualification criteria particularly Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, Printers, Scanners and Local Area Network, Network Devices & UPS etc rendered in Ministries / PSU / Autonomous Bodies / large reputed Pvt. Limited company etc. satisfactorily during last 03 (Three) years. The firm may also enclose copy of work orders to meet the experience criteria.

ii) Self attested copies of the balance sheet / audited statement of accounts or any other relevant document to prove the minimum average annual turnover required as per pre-qualification criteria in preceding last three financial years in Computer Hardware and Network maintenance services.

iii) Earnest Money Deposit (EMD) Draft

iv) Tender Fee

5.2 PRICE-BID (Envelope No. 2)

The Price-Bid as per Performa given in the tender document as **ANNEXURE-VI** shall be photo copied and then price filled up and submitted in Envelope No -2, duly sealed superscript with name of tender. Any conditions given in the Price Bid may cause rejection of Bid.

6 PRE-BID MEETING AND CLARIFICATION OF BIDS:

6.1 A Pre-Bid meeting will be organized by the Institute before the last date for submission of bids at NIB, NOIDA. **Bidders may seek any clarifications from the Institute on written request regarding the tender document.**

6.2.1 During evaluation of bids Institute may, at its discretion ask the bidder (s) for clarification of their bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

7. SUBMISSION OF BIDS:

The Envelop No. 1 & 2 shall be sealed separately and placed in a third Envelope which also shall be sealed and duly super scribed with the name of the tender.

Bids with all complete relevant documents must be addressed to **The Director, National Institute of Biologicals, A-32, Sector- 62 (Institutional Area), NOIDA-201309 (U.P)** not later than **1500 Hrs** on scheduled date.

8. OPENING OF BIDS:

(i) Bid shall be opened in the office of this Institute at NIB, Noida, at the prescribed time in the presence of tenderer or their representatives who may wish to be present on due date and time as mentioned in the tender document.

(ii) The technical bid (Envelop No. 1) shall be opened first. The Price Bid (Envelop No. 2) will be opened only of those tenderer whose technical bid is found to be in order and for which they shall be intimated separately about date and time by e-mail/Fax/ Telephone.

(iii) The bidder who has not submitted the documents as per tender conditions, major deviations, proper EMD / Tender Fee and experience certificate etc. their tender may be treated as non responsive and their Price Bid (Envelop No. 2) shall not be opened.

(iv) The successful Company / firm will be intimated and contract agreement will be entered into initially for a period of one year. The preparation of the contract agreement with proper stamp paper etc. would be done by the bidder in consultation with the Institute.

(v) The Company / firms are required to submit their most competitive price offer in the format (**ANNEXURE –VI**) in concurrence with the list of items related to Computer hardware and LAN system scope of work, technical specifications, terms & conditions and deviations sheet etc enclosed herewith as (**APPENDIX- A,B,C,D, & E** and **ANNEXURE – I, II, III, IV, V& VI**).

9. AWARD OF CONTRACT:

NIB will award the contract to the successful bidder whose quotation has been determined to be substantially responsive and determined as the lowest evaluated tender/quotation, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

10. Period of Contract – Initially for one year, and can be extended on existing rates, terms and conditions for another 02 (two) years on satisfactory performance on year to year basis.

11. **Foreclosure of contract** due to abandonment or reduction in scope of work - If at any time after acceptance of the tender, the **National Institute of Biologicals** shall decide to abandon or reduce the scope of the works of any reason whatsoever and hence not require the whole or any part of the works to be carried out, the NIB shall give notice in writing to that effect to the Company / firm and the Company / firm shall act accordingly in the matter. The Company / firm shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works.

12. **Subletting** - The contract shall not be assigned or sublet without the written approval of the Institute.

13. **Right to accept any tender and to reject any or all tenders:**

(a) The Institute reserves the right to accept or reject any quotation, and or to annul the bidding process and or reject all quotations at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Institute's action.

14. NOTIFICATION OF AWARD:

14.1 Prior to the expiration of the validity, Institute will notify the successful firm in writing by Speed post/ registered letter or by Fax, that his quotation has been accepted.

14.2 The notification of award will constitute the formation of the contract.

14.3 Upon furnishing of Performance Security by the successful bidder's, the Institute will promptly notify each unsuccessful bidder/s and will release their EMD.

15. SIGNING OF CONTRACT:

At the same time Institute notifies the successful bidder that his quotation has been accepted and Institute will send a work order to the bidder describing the works to be carried out and the same shall be returned duly acknowledged affirmatively by the bidder, as a token of acceptance and a contract agreement will be signed between both the parties.

16. PERFORMANCE SECURITY:

16.1 Within 21 days of receipt of work order from the Institute, the successful firm shall furnish the Performance Security equivalent to 10% of the Annual Contract

value in the form of Bank Guarantee (from any Nationalized/Schedule Bank) **valid for 60 days beyond expiry of the contract/extended contract period**, in the format as per **APPENDIX- E** or in the form of Demand Draft/Pay Order in favour of “National Institute of Biologicals” payable at “**Noida/Delhi**”.

16.2 Failure of the Company / firm to comply with the requirement of contract shall constitute sufficient grounds for the annulment of the awards and forfeiture of the performance security, in which event the Institute may get done the work at the risk cost of the Company / firm.

17. PAYMENT:

17.1 Company / firm will submit quarterly **Pre Receipt** (affixing the Revenue Stamp) **bills in duplicate** duly supported with necessary service reports rendered during the period along with the proof of deposit of ESI, PF and GST (if applicable). The Institute will make payment to the Company / firm within **30 days** after receipt of the bill after deduction of applicable taxes/TDS etc.

The bill payment will be only released after submission of proof of disbursement of Resident Engineers payment up to 10th day of every month during the contract period and follow the Labour Act. The contractor shall have to submit the disbursement sheet along with monthly bill. It may kindly noted that Resident Engineers payment need to be disbursed by direct transfer of amount in their bank accounts. **If the contractor does not released the payment maximum up to 10th day of each month, in such event, NIB will deduct an amount of Rs. 500/- per day for each day of delay after 10th day of the month.**

17.2. If the service reports do not shows proper compliance of works to be done by the Company / firm as per schedule; Institute will make suitable deduction from the Company / firm’s bills. If the Company / firm fails to maintain the maintenance of services as per contract, in such event the Institute will deduct actual cost incurred on this work plus 10% extra for Departmental Service Charges.

17.3 The Company / firm shall be responsible for proper maintenance of decorum, punctuality, discipline and work out put. The personnel so deployed should be in a proper neat & clean well-dressed uniform.

17.4 Levy/Taxes payable by Company / firm - GST or any other tax on materials in respect of this contract shall be payable by the Company / firm and the Institute shall not entertain any claim whatsoever in this respect.

All tendered rates shall be inclusive of all taxes and levies payable except GST under respective statutes. However, pursuant to the Constitution (46th Amendment Act, 1982, if any further tax or levy is imposed by Statute, after the last stipulated date for the receipt of tender including extensions, if any, and the

Company / firm thereupon necessarily and properly pays such taxes/levies, the Company / firm shall be reimbursed the amount so paid.

18. **Compensation for Damages:** Computation of compensation for damage shall be based on working days. The time when computer system is not used to any reason except the fault in Computer System shall be treated as uptime. If any of the accessories attached with the Computer System is down the complete computer system shall be treated as down.

18.1 Compensation for standalone Computer System (s):

18.1.1 Critical Care Area: The Desktop Computers installed with any equipment require critical care during maintenance services. A separate list of computer is available at **Annexure-II**. According to this contract agreement, the company / firm shall be duty bound to give 100% uptime of the computer systems attached with any equipment. But in case 100% uptime is not maintained in any month for any computer system attached with equipment, then compensation at the rate of Rs. 500/- per day per computer system will be payable by company / firm to the Institute. The same will be debited from the running bill of the company / firm at the time of payment.

18.1.2 Individual Computer Systems: In the case of individual computer systems, considering several unavoidable circumstances, the Institute will overlook 5% downtime. But in case 95% uptime is not maintained in any month for any individual computer system, then compensation at the rate of Rs. 500/- per day per computer system will be payable by company / firm to the Institute. The same will be debited from the running bill of the company / firm at the time of payment.

18.1.3 Penalty Clause: In the case of clause no. 18.1.2, if firm not shows proper compliance of work or system remains breakdown for more than 72 hours, in addition to compensation, Institute has the liberty to get the system repaired it own and actual cost incurred plus 10% Departmental Service charges will be recovered from the amount due to Company / firm.

19. **APPLICABLE LAW:**

- 19.1 The contract shall be interpreted in accordance with the Laws of the Union of India. Company / firms shall be solely responsible for compliance of all labour laws, payment of fair salaries and allowances to his personnel that might become applicable under any new act, law or order of Government of State / Centre. The Institute shall have no liability whatsoever in any manner. The Company / firm have to show the proof of payment of fair salaries to his workers as and when asked for the same by the Institute. **It is clarified that the minimum rates of wages as fixed by the Ministry of Labour, Govt. of India (Central Minimum**

Wages) from time to time for NOIDA comes under “A” category to the respective category of employment, are applicable to NIB.

- 19.2 Minimum wages act to be complied with - The Company / firm shall comply with all the provisions of the Ministry Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970, amended from time and rules framed hereunder and other labour laws affecting contract labour that may be brought into force from time to time.
- 19.3 **If there is any variation in Minimum Wages during the contract period, the monthly contract price/rates will be revised based on any increase / decrease of minimum wages for which documentary proof will be furnished by the contractor.**
- 19.4 The contractor should submit the price break-up based upon the minimum daily wages for NOIDA – “A” Category (as per Ministry of Labour, Govt. of India) for quoted rates to be enclosed with the price-bid, which will be taken as part of bid evaluation.

20. TERMINATION OF CONTRACT

- 20.1 The Institute may terminate the Contract in whole or part:
- a) If the company / firm fails to deliver any or all of the Services within the period(s) specified in the Contract Agreement or
 - b) If the company / firm fails to perform any other obligation(s) under the Contract.

In such a case, the Performance Security submitted by the company / firm may be forfeited.

21. RESOLUTION OF DISPUTE:

- 21.1 All disputes arising out of this contract shall be referred to the sole arbitration of a person selected by the Company / firm out of the panel of three persons nominated by the Director, National Institute of Biologicals, and his decision / award shall be final and binding on both parties. The Arbitration shall be governed under the Indian Arbitration Act 1996 or any statutory modifications or re-enactment thereof and rules made there under and for the time being in force shall apply to the arbitration proceeding under this contract. All disputes are subject to NOIDA/DELHI Jurisdiction only.

22. FORCE MAJEURE:

- 22.1 Notwithstanding the provisions stated above, the service provider shall not be liable for forfeiture of its performance security, penalty or termination for default,

if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.

22.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the supplier and not involving the Company / firm/service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the service provider either in its sovereign or contractual capacity, wars or revolutions fires, floods, epidemics, quarantine restrictions and freight embargoes.

22.3 If a Force Majeure situation arises, the Company / firm shall promptly notify the Institute in writing of such conditions and the cause thereof. Unless otherwise directed by the employer in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

23. Terms & Conditions for MSME:

Current valid certificate of registration including its annexures in case registered with SSI / NSIC etc., to be attached with bid document. All terms & conditions with respect to MSME shall be applicable as per rules.

LETTER OF APPLICATION

[NOTE: On the letter head paper of the Applicant including full postal address, telephone no., fax no., and E-mail address]

To

The Director

National Institute of Biologicals,
Plot No. A-32, Sector-62 (Institutional Area),
NOIDA -201 309(U.P)

Sir,

1. Being duly authorized to represent and act on behalf of (hereinafter referred to as "the Applicant") and having reviewed and fully understood all the Pre-qualification information provided, the undersigned hereby apply for the following scope of work:

"Comprehensive annual maintenance contract of Desktop Computers, Laptop, Printers, Scanners and Local Area Network, Network Devices & UPS (3 Nos. installed at Guest House & Hostel) in the Admin Block, Lab & Animal House, Library, Guest House and Hostel etc. at NIB, NOIDA".
2. Attached to this letter are copies or original documents defining:
 - (a) the Applicant's legal status;
 - (b) the principle place of business; and
 - (c) the place of incorporation (for applicants who are corporations) or the place of registration and the nationality of the owners (for applicants who are partnerships or individually-owned firms).
3. Your office and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative or any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements, and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.
4. Your office and its authorized representatives may contact the following persons for further information.

General, Personnel, Technical and Financial Enquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2

5. This application is made in the full understanding that:
- (a) Bids by pre-qualified applicants will be subject to verification of all information submitted for Pre-qualification at the time of bidding;
 - (b) Your office reserves the right to:
 - Amend the scope and value of the contract/bid. In such event, bids will only be called from pre-qualified bidders who meet the revised requirements and reject or accept any application, cancel the Pre-qualification process, and reject all application without assigning any reason thereof; and
 - (c) Your office shall not be liable for any such action and shall be under no obligation to inform the Applicant.
6. Appended to this application, we give details of the participation of each party including capital contribution and profit/loss agreements, to the joint venture or association. We also specify the financial commitment in terms of the percentage of the value of the contract, and the responsibilities for execution of the contract.
7. The undersigned declare that statements made and the information provided in the duly completed application are complete, true, and correct in every detail.

Signed
Name
For and on behalf of

Application Form No. 1

GENERAL INFORMATION:

All individual firms applying for tender are requested to complete the information in this form. Information to be provided for all owners or applicants who are partnerships or individually-owned firms.

1.	Name of firm:
2.	Head office address:
3.	Registered office address:
4.	Telephone: Contact:
5.	Fax : E-mail:
6.	Place of incorporation/ Year of incorporation / registration Registration No.

STRUCTURE AND ORGANIZATION

1. The applicant is
 - (a) an individual
 - (b) a proprietary firm
 - (c) a firm in partnership
 - (d) a Limited Company or Corporation.

2. Attach the Organization Chart showing the structure of the organization, including the names of the Directors and position of officers.

3. Have you ever left the work awarded to you incomplete: (If so, give name of project and reasons for not completing the work.)

APPENDIX-A

ANNUAL TURN OVER

YEAR	ANNUAL TURNOVER AS PER AUDITED BALANCE SHEET (in Rs.)
2014-2015	
2015-2016	
2016-2017	
Average Annual Turnover	

NOTE:-

- a) The above data is to be supported by Audited Balance Sheets.
- b) If not audited till the date of submission of tender, a certificate from the Chartered Accountants may be submitted, along with un-audited accounts.

APPENDIX-B

DETAILS OF COMPLETED WORKS OF SIMILAR NATURE AND COMPLEXITY (During last three year ending March 31, 2017):

S.No.	Name of the contract	Name of the client	Brief Description of the contract	Date of Start	Date of completion as per contract	Date of actual completion	Value (Rs.)
1.							
2.							
3.							

NOTE: Please attach supporting documents for the above information.

APPENDIX-C

Details of Registration with State/Central/PSU Departments

Name of the Authority/Department with whom registered	Class in which registered	Amount for which eligible to work	Date of Registration	Validity period	Whether registration

ANNEXURE-I**List of Desktop Computers, Laptops, Printers and Scanners covered under the Comprehensive Annual Maintenance Contract**

Desktop Computer:

S.No.	Name of Items	Make/Model	Quantity
1	Desktop Computer	Assembled	12
2	Desktop Computer	HCL-SL 1330	23
3	Desktop Computer	HP 280 G1 MT Business PC (CCTV)	01
4	Desktop Computer	HCL Infiniti Pro SL 1280	01
5	Desktop Computer	Acer VM 2612	10
6	Desktop Computer	HP Compaq dx 6100MT	02
7	Desktop Computer	HP Elite 8300	62
8	Desktop Computer	HP Elite 8300	36
9	Desktop Computer	HP Compaq dx2000	01
10	Desktop Computer	HP Vectra – VL-420	01
11	Desktop Computer	HP Compaq d530MT	04
12	Desktop Computer	HP Compaq dx2480	01
13	Desktop Computer	HP Compaq d290 MT	08
14	Desktop Computer	HP Compaq dx7200	06
15	Desktop Computer	HP Compaq dx2060	01
16	Desktop Computer	IBM Lenovo P-IV	03
17	Desktop Computer	HP Pro 3090 MT	02
18	Desktop Computer	HP Work Station XW2300	01
19	Desktop Computer	Dell Computer with LCD Monitor	02
20	Desktop Computer	HP Elite 8300 (with AAS– BP Lab)	01
21	Desktop Computer	ACER (with Elisa Reader–AT Lab)	01

S.No.	Name of Items	Make/Model	Quantity
22	Desktop Computer	HP 202 G2 MT (with HPLC – TMAB & VV Lab)	03
23	Desktop Computer	Computer attached with Capillary Electrophoresis PA 800	01
24	Desktop Computer	HP 110 Desktop PC Series with Elisa Washer – VV Lab	01
25	Desktop Computer	ACER Veriton with Elisa Reader – VV Lab	01
26	Desktop Computer	Dell Computer attached with BMS	01
27	Desktop Computer	Dell Inspiron 20 (Model 3059 Series – Wireless Data Logger)	01
	Total		187
Laptop			
28	Laptop	HP ProBook 4530s	10
29	Laptop	IBM Think Pad	02
30	Laptop	HP DV6-2165 TX	01
31	Laptop	Sony Vio	01
32	Laptop	Lenovo Yoga-3 (14")	01
33	Laptop	HP ProBook 430 G2	01
34	Laptop	Lenovo Laptop (with Densitometer – AT Lab)	01
		Total	17
Printers			
35	Printers	Samsung LaserJet ML – 1610	17
36	Printers	HP LASERJET 2200	02
37	Printers	HP LASERJET 1010	01
38	Printers	HP LASERJET 1020	15
39	Printers	HP LASERJET 1020 +	04
40	Printers	HP LASERJET 1320	06
41	Printers	Samsung LASERJET ML – 1520P	02
42	Printers	HP LASERJET 1000	05

S.No.	Name of Items	Make/Model	Quantity
43	Printers	HP LASERJET P2015d	03
44	Printers	HP LASERJET 6L	01
45	Printers	HP LASERJET 2055D	06
46	Printers	HP LASERJET P1566	26
47	Printers	HP LASERJET 3015 (MFP)	01
48	Printers	HP LASERJET 1136 (MFP)	01
49	Printers	HP LASERJET Pro 1536 (MFP)	02
50	Printers	CANON LASERJET 4550d (MFP)	02
51	Printers	HP Color LASERJET 3600	01
52	Printers	HP Color LASERJET 4500	01
53	Printers	HP DESKJET 640c	01
54	Printers	HP DESKJET 400	01
55	Printers	HP DESKJET 5150	01
56	Printers	HP DESKJET 948c	01
57	Printers	HP DESKJET 1280	01
58	Printers	HP DESKJET 6122	01
59	Printers	HP DESKJET 2460	01
60	Printers	HP DESKJET D1668	01
61	Printers	HP DESKJET D2360	04
62	Printers	HP Business InkJet 2280 tn	01
63	Dotmatrix Printer	Dotmatrix Printer with Balance	01
64	Dotmatrix Printer	TVS – MSP – 345 dot matrix	01
65	Dotmatrix Printer	Epson LX – 300	02
66	DeskJet Printer	HP DeskJet 1510 All-in-one (BMS)	01
		Total	114

S.No.	Name of Items	Make/Model	Quantity
Scanners			
67	Scanners	Scanner Mustek A3 USB	02
68	Scanners	Epson make Scanner	01
69	Scanners	Canon make Scanner	01
70	Scanners	HP ScanJet G2410	02
Total			06

List of Servers, Enclosure and Router etc. covered under the Comprehensive Annual Maintenance Contract

S.No.	Item Description	Qty.	Sl. No.	Location
1.	INFINITI GLOBAL LINE 2700ST Server (HCL)	01 No.	B093A1167354	NIB, Noida
1.1	Rack Mountable Keyboard Mouse (HP)	01 No.	attached with S.No. 1	
1.2	Rack Mountable Switch / Cable for KVM Switch (HP)	01 No.	attached with S.No. 1	
2.	CISCO 2821-SEC/K9 Router # 2821 (CISCO)	01 No.	PHK1343F10Y	NIB, Noida
3.	HP BladeSystem c7000 Enclosure, Single-P	01 No.	SSGH951XN37	Laxmi Nagar Data Centre, NICS I Delhi
4.	Proliant BL680c/(2) Quad-Core Intel X (HP)	04 Nos.	492336-B21-B TWT002000E TWT002000D TWT002000H TWT002008U	

Summary:

Desktop Computer	-	187 Nos.	Laptop	-	17 Nos.
LaserJet Printer	-	88 Nos.	MFP Printers	-	06 Nos.
Color LaserJet	-	02 Nos.	DeskJet Printer	-	13 Nos.
InkJet Printer	-	01 No.	Dotmatrix Printer	-	04 Nos.
Scanner	-	06 Nos.	Server (HCL+HP)	-	05 Nos.
Enclosure	-	01 No.	CISCO Router	-	01 No.
UPS	-	03 No.			

Note: Servers include rack mountable keyboard & mouse and KVM switch etc. as mentioned above.

Active & Passive items of Local Area Network in CAMC			
1	24 Port 10/100/1000 and 4 Port Fibre (DLink make) SuperStack (24 Port, managed, Gigabit) with four SFP Slots, 1000 Base – SX SFP Transreceiver	01	Functional
2	24 Port 10/100/1000 and 2 Port Fibre (3 COM SuperStack 3 Switch 3824 (24 Port, managed, Gigabit) with four SFP Slots, 3COM 1000 Base – SX SFP Transreceiver	03	Functional
3 (a)	24 Port 10/100 and 2 Port 10/100/1000 (3 COM SuperStack 3 Switch 4226T 24 Port plus 2 10/100/1000 Managed Switch	18	Functional
3 (b)	24 Port 10/100 and 2 Port 10/100/1000 (D-Link)	05	Functional
4	6 core outdoor armored 62.5/125 mm fibre (Molex make) – in meters	1500	Functional
5	UTP Cat 5e cable (molex) – in meters	14500	Functional
6	Surface Mount Box (Molex / North East)	438 (380+12+12+33+4)	Functional
7	Cat 5 Information outlet Box (Molex / North East)	438	Functional
8	Mounting Cord Cat 5e (3ft) (Molex/D-Link)	438	Functional
9	Mounting Cord Cat 5e (7ft) (Molex / D-Link)	438	Functional
10	Mounting Cord cross cat 5e 3 ft (Molex)	20	Functional
11	24 port Jack Panel (Molex)	20	Functional
12	12 Port LIU Rack Mount (Molex)	02	Functional

Active & Passive items of Local Area Network in CAMC			
13	6 Port LIU Rack Mount (Molex)	2	Functional
14	SC Connector (Molex)	36	Functional
15	SC Coupler plates (Molex)	6	Functional
16	SC to SC duplex 62.5 / 125 mm patch cord 3 mtrs	6	Functional
17	CY2842D Rack 42U APW President (600W/1000mmD)	1	Functional
18	Castor (set of 4)	1	Functional
19	Fan Housing unit with 4 fans	1	Functional
20	MS channel with loops	1	Functional
21	AC main channel 12 points	1	Functional
22	Earthing Kit	1	Functional
23	Stationary shelf 725 mm	1	Functional
24	Keyboard tray rotary with slides	1	Functional
25	Mounting Hardware (pac of 10)	1	Functional
26	APW President 6 U wallmount rack	6	Functional
27	APW President 9 U wallmount rack	5	Functional
28	APW President 27 U 600/600 rack	1	Functional
29	UPS (Guest House & Hostel)	3	Functional

ANNEXURE-II

**LIST OF COMPUTERS ATTACHED WITH EQUIPMENT WHICH REQUIRE
CRITICAL CARE**

S. No.	Detail of item	Attached with	Qty.	S/N. of item
Blood Product Lab				
1	HP Compaq Pentium IV d290 MT	HPLC	1	INI6060DV7
2	HP Compaq dx7200	UV VIS Spec.	1	INI6220313
3	HP Compaq d290 MT	Protin Compostion	1	INI6290G1
4	Acer VM2612	Cooling Chamber	1	UDVD9SI020C3233407
5	HP Elite 8300	Protein Composition	1	INA247S48J
6	HP Elite 8300	AAS	1	INA142WRN9
Recombinant Products Lab				
7	HP Compaq Pentium IV d290 MT	Elisa Reader (R7)	1	INI6060DTV
8	HP Compaq Pentium IV d290 MT	HPLC-W	1	INI6060DTB
9	HP Compaq Pentium IV dx2060	HPLC -Agilent	1	INI6170COH
10	Desktop Computer with LG monitor	Gel Doc System	1	R9 (Navtech Kit)
11	IBM Lenovo Pentium IV	PMS	1	L924727
12	HP Compaq dx7200	UV VIS Spec.	1	INI62202ZF
13	HP Pro 3090 MT	Cooling Chamber	1	INA120ZFFQ
14	HP Pro 3090 MT	Cooling Chamber	1	INA120ZFC3
15	HCL SL-1330	HPLC	1	1111AA639007
16	HCL SL-1330	HPLC	1	1111AA639009
Enzyme & Hormone Lab				
17	HP Compaq Pentium IV d290 MT	HPLC - Agilent	1	INI6060DXX
18	Desktop Computer (Navtech Kit)	Gel Doc System	1	-
19	IBM Lenovo Pentium IV	Combistats Software	1	L924737
20	IBM Lenovo Pentium IV	FTIR	1	L924675
21	HP Compaq dx7200	UV VIS Spec.	1	INI62202Z7
Antibody Lab				
22	HP Workstation XW2300	FACS Aria	1	2UA6030FMV
23	HP Compaq dx7200	UV VIS Spec.	1	INI62202Z3
24	HP Elite 8300	UV VIS Spec.	1	INA247S4DG
25	HP 202 G2 MT Computer	HPLC 1 eWater 2695	1	INA437SB7G
26	HP 202 G2 MT Computer	HPLC 2 eWater 2695	1	INA437SB5R
27	Desktop Computer	Capillary Electrophoresis (PA 800 Plus Beckman Coulter)	1	MJ91RV2
NAT Lab				
28	DELL Computer with TFT monitor	DNA Sequencer	1	38F8V71
29	DELL Computer with LCD Monitor	DNA Sequencer 3100	1	BB1HB1S
30	Desktop Computer with LG monitor	Gel Doc System	1	Navtech Kit
Bacterial Vaccine Lab				
31	HP Compaq d290 MT	HPLC – Agilent	1	INI6060DTP
32	HP Elite 8300	FPLC	1	INA247S4BQ
33	HP Compaq d530 MT	TG/DTA	1	INI41205HP
34	Acer VM2612	Cooling Chamber	1	UDVD9SI020C3233413
35	HP Compaq dx7200 MT	UV VIS Spec.	1	INI622030V
36	HP Compaq dx7200 MT	UV VIS Spec.	1	INI6220300
Viral Vaccine Lab				
37	Acer VM2612	Cooling Chamber	1	UDVD9SI020C3233421
38	HP 202 G2 MT Computer	HPLC	1	INA437SB6R
39	HP 110 Desktop PC Series	Elisa Washer	1	4CE4410NMQ
40	Acer Veriton	Elisa Reader		UXVJSS1434E3272072

ANNEXURE-II

S. No.	Detail of item	Attached with	Qty.	S/N. of item
Biochemistry Lab				
41	ACER Computer	Biochemical Analyser	1	AWPLE0025550529145E
Infection Diagnostic Lab				
42	HP Vectra – VL420	ELISA Reader	1	IN20500259
43	Acer VM2612	Cooling Chamber		UDVD9SI020C3233408
Allergen Testing Lab				
44	HCL SL-1330	UV VIS Spec.	1	1111AA639018
45	Acer VM2612	Cooling Chamber	1	UDVD9SI020C3233409
46	HP Elite 8300	FPLC	1	INA307WT27
47	ACER Computer	Elisa Reader	1	UDVALSI094C5355205
48	Lenovo Laptop	Densitometer GS 800	1	MP09WT2s
Engineering Division				
49	HP Compaq d290 MT Desktop Computer	Autocad	1	INI6400F7R
50	Dell make Desktop Computer	BMS	1	FPNSH32
51	HP make Desktop Computer	CCTV	1	INA502ZK6P
52	HP Compaq d290 MT	EPBAX	1	INI6040BZP
53	Dell Inspiron 20 Model 3059 Series	Wireless Data Logger	1	4TLL772
Finance & Accounts				
54	HCL Infiniti Pro SL 1280	CompDDO	1	A093A1139262
55	Desktop (Assembled)	Tally Server	1	M-5121
IT Cell				
56	HP Elite 8300	VPN	1	INA247S4C9

SCOPE OF WORK

Scope of work shall be as defined hereunder:-

- 1) The company/firm has to provide services to set right the malfunctions of the Desktop Computers, Servers, Laptop, Printers, Scanners, Router, LAN system, Network devices (UTP cable, Fibre, LAN switches, I/O devices etc), UPS and related equipment installed at Laxmi Nagar Data Centre, NICSI, Delhi and NIB campus.
- 2) The parts for which services could not be provided shall be replaced by Company / firm. The parts that are to be replaced should be new parts of reputed brand or equivalent in performance & capacity. In case, if any system has been crashed, data is to be retrieved by the company / firm.
- 3) The company / firm shall provide all spares (hardware) which cover under the contract. Maintenance of Computer hardware and Network system will be responsibility of the company / firm. It is the responsibility of the company / firm to keep the minimum inventory as per following detail at the site i.e., NIB, Noida for smooth functioning of work:
 - a) LED Monitor - 2 Nos.
 - b) Keyboard - 10 Nos.
 - c) Mouse (USB) - 10 Nos.
 - d) RAM - 10 Nos.
 - e) Printers - 02 Nos.
 - f) Network Switch (24 port) - 04 Nos.
 - g) Patch cord (3 mtr.) - 10 Nos.
 - h) RJ 45 connector - 01 Box
 - i) UTP Cable - 01 Box
 - j) SMPS - 05 Nos.
 - k) Printer's roller - 10 Nos.
 - l) Hard disk drive - 05 Nos.
 - m) I/Os devices - 10 Pcs.
 - n) Processor's battery - 20 Nos.
 - o) Power Cable - 10 Nos.
 - p) VGA Cable - 10 Nos.
 - q) Printer's Cable - 10 Nos.
- 4) Log book for complaint shall also be arranged by the contractor and keep the daily records of complaints attended by resident engineers etc. from the date of start of work & all parameters shall be recorded systematically. The agency is responsible for data retrieval and backup of data activities to NIC Servers / cloud as engaged by NIC.
- 5) The Institute shall be responsible for providing proper power source for the Computer hardware and LAN system.

- 6) All the items attached with LAN system like UTP cable, Fiber cable (installed through communication manholes and underground pipe duct bank) Central Switches, LAN Switches, Input / output devices (I/O), UPS and all other items attached with the LAN will be under annual maintenance contract as per the agreement between the Company/firm and the Institute.
- 7) In the case of Computer hardware and its peripherals, the contract will be comprehensive in nature, i.e., the rates approved will cover the maintenance of operating systems, software installation and configuration of internet/e-mail on computers and cost of all spare parts except consumables like:
- | | |
|--|-------------------------|
| i) Plastic parts | ii) Printer bands |
| iii) Printer ribbons | iv) Fuser assemblies |
| v) Roller of printers | vi) Power adopter |
| vii) Printer's Teflon | viii) Printer's Head |
| ix) Scanner lamp | x) Monitor picture tube |
| xi) Laptop batteries | xii) HDD media |
| xiii) Tonner for laserjet printers & inkjet cartridges | xiv) UPS batteries |

Bidders may provide the rates of the above spare parts specifically mentioned at S.No. iv) to ix). These rates will be applicable during the entire maintenance contract for repair / replacement, on as and when required basis.

- 8) This contract agreement specifically excludes damages caused due to fire, theft, water / rain, riots, accidents and other exceptional circumstances like rat menace etc.
- 9) The Institute will give company/firm full access to the equipment to enable Or to provide maintenance services and shall make them available to company's/firm's service representatives/ appropriate staff who are familiar with the problems and will provide working space and facilities.
- 10) **The company / firm will have to provide :**

- a) **02** (two) Resident Engineers (Highly Skilled) on regular basis (09.00 hours to 18:00 hours on all working days) for maintenance of computer hardware and up keep the LAN system as per the requirement of the Institute. Servicing of each main item like Desktop Computer, Printer, LAN switches, etc., must be done once in a month and a report will be submitted by the company/firm regarding this. These Resident Engineers are also responsible to make necessary arrangement in the Conference Room for meetings as and when required by the Institute. **The Resident Engineers (Highly Skilled) should not, in any case, be paid less than the minimum wages prescribed by the Central Govt. for required qualification / skill.**

b) Deployment of Manpower:

S.No.	Designation	Category	No.	Minimum Qualification	Experience
1	Resident Engineer (Hardware & Network)	Highly Skilled	02	<p>Bachelor Degree in Computer Science / three years diploma in Computer Science / Engineering / Electronics along with One Year Diploma in Hardware and Networking from Govt. / reputed organization.</p> <p>The person should have Cisco Certified Networking Associate (CCNA) and/or Cisco Certified Networking Professional (CCNP), Or Microsoft Certified Solutions Expert (MCSE) and/or Microsoft Certified Solutions Associate (MCSA);</p>	2 years' experience in the field of maintaining and trouble shooting in Windows / LAN environment etc capable of diagnosing and providing quick solutions especially for Desktop Computer, Server, Laptops, Printers, Scanner, Router and Local Area Networking etc. with Mobile connectivity.

- c) The Institute reserves the right to seek resume and salary slips of the deputed Resident Engineers to ascertain whether they conform to the terms & conditions.
- d) Response time to attend & close the complaint will be 24 to 48 hours.
- e) Each problem in Computer hardware & its peripherals and LAN system should be rectified totally. Same problem in a system should not occur again and again. If same problem occurs more than three times and it is not rectified then it will be presumed that it could not be diagnosed by the company/firm or the defective part connected with this problem is not replaced. In this case the maintenance amount for that system will not be payable.
- f) If there is any type of problem in a system which could not be rectified within 48 hours, the clear reason, solution & time for the rectification of the problem should be mentioned by the company/firm resident engineer on the call report.
- g) No system / part will be taken to workshop by the company/firm unless it is very essential. Only defective parts may be taken to workshop by the company/firm. In case Company / firm have to take any part to the workshop for its repair, he has to provide standby part in advance so that the work may be continued.

- h)** If company/firm provides standby system for any part which is out of order, it will be the responsibility of the company/firm that before expiring the contract agreement it should repair/replace the defective system and only then he could take its standby system back otherwise the Institute may deduct/recover from the security and payable amount equal to the cost of the system.
- i)** No system/ LAN points should be remained down on the basis that the part equivalent to defective part is not available. The company/firm has to install the latest parts in the system so that the work may be continued.
- j)** All services regarding computer hardware and network will be provided by the company/firm at our place.
- k)** It will be the responsibility of the company/firm to keep all the Computer hardware and LAN system listed under scope of work in working condition. If the company/firm fails to do so or could not provide satisfactory services for the network & peripherals, the services for those networks may be discontinued by the Institute by giving a notice to the company/firm & full amount for the maintenance of those networks may be recovered by the Institute from the Company / Firm.
- l)** The contract will be for the period from the date of signing the agreement/date of award letter to next one year for providing all services on site including all spares and replacement of defective parts. The contractor must have a service base in Delhi / NCR (NOIDA) with required and enough spares. The contractor should always be in a position to replace defective parts of all brands of PCs, Printers, Printer-cum-fax machine, Scanner and LAN switches without any delay. This should be specifically confirmed in the offer.
- m)** The contractor shall provide spare parts, assemblies and sub-assemblies which develop defects or breakdown during the period of CAMC. All spare parts replaced shall be original equipment manufacturer /supplier.
- n)** All Desktop Computer/Laptop /Printer/Scanner components will come under the purview of the contract. This will include:
 - a) Processor (CPU)
 - b) Motherboards
 - c) Main memory (RAM)
 - d) Storage devices, i.e. Hard Disk Drives, CD-ROM Drives.
 - e) Keyboards, Mouse
 - f) Monitor (Except picture tube)
 - g) All peripheral cards/network cards
 - h) SMPS unit
 - i) All parts of printers except Printer Head and consumable items mentioned in above clause 6.

- j) LAN System & Network switches etc.
- o) Any resident engineer/person from the company/firm will neither open any system nor replace any spare without prior permission of Nodal Officer of the Institute otherwise the company/firm will be responsible for the same and the Institute may take necessary action accordingly.
- p) In case of defective parts, if the part is not repairable, the part will be replaced with the same "make", If that "make" is not available in the market then part will be replaced with the more reputed make having recognition in Govt. offices.
- q) The Contractor shall get the maintenance of the system, including the cleaning thereof, done by his maintenance staff solely at his own risk. The department shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under the CAMC.
- r) The contractor firm must have expertise in corrective and preventive onsite maintenance and repair of Desktop Computers, Laptop, Printers (LaserJet Printers / Deskjet /Dot Matrix printers), Scanners and other hardware parts and accessories.
- s) **The Contractor shall be required to hand over all the equipments in working condition at the time of termination of the Contract, other-wise the equipment, found faulty, shall be rectified from any external agencies and whole replacement/repair cost will be borne by the Contractor only.**
- t) The maintenance has to be done at the highest workmanship suitable for a world class Institute facility with almost no down time. The scope of preventive maintenance in general is given below for guidance. Any other work necessary for the proper maintenance as well as break down of any Computer hardware and LAN System will have to be done by the company / firm in this scope in consultation with the Nodal Officer of the Institute, so as to keep the system in a trouble free operational condition.

A. WORK TO BE DONE MONTHLY:

- a) Cleaning of the interiors of the Computer hardware and LAN racks where switch installed by vacuum/air blower /wiping them clean.
- b) **Preventive maintenance:** In respect of computer systems within scope of work, preventive maintenance is required once in the month. Failure will be viewed as non-performance and will invite cancellation of services and other legal action.

- c) The preventive maintenance would include monthly servicing of the Computer hardware and LAN System irrespective of whether the system has suffered a breakdown or not and it would include checking of all the peripherals installed with PC for proper operation, servicing and cleaning of machines with blower. A Preventive Maintenance Report signed by the user would be submitted to the Nodal Officer in the prescribed format by the contractor failing which quarterly payment will not be released to the contractor.
- d) Check the battery fluid gravity by hydrometer, battery water level and checks all controls.

B. Preventive maintenance: In respect of Servers and Router is required once in 3 months. A preventive maintenance report signed by the user would be submitted to the Nodal Officer at the time of submission of bill for release of payment.

C. WORKS TO BE DONE DURING THE YEAR:

- a) Cleaning of cable trenches / fibre cable duct bank (i.e., Communication manholes and underground pipe duct bank) etc concerned with the LAN System.
- b) Check the healthiness of LAN system in the presence of Nodal Officer of the Institute and submit a report for record.

ANNEXURE-IV

GENERAL TERMS & CONDITIONS OF THE CONTRACT

1. The maintenance work is for Comprehensive Annual Maintenance Contract of Desktop Computers, Servers (installed at LNDC & NIB, Noida), Laptop, Printers, Scanners, Router, Local Area Network, Network Devices and UPS (3 Nos. installed in the Guest House & Hostel) installed in the Admin Block, Lab & Animal House, Library, Guest House and Hostel etc. at NIB, NOIDA. The bidders are required to visit and examine the whole system and satisfy themselves before submitting their quotations.
2. The Institute has reserves the right to shift the Servers from Laxmi Nagar Data Centre, NICSI, Delhi to NIB campus. The bidder has to provide all the technical support for shifting and installation of Servers without any extra charge. However, in case any hardware is required such as rack etc., the same shall be provided by the Institute.
3. The Institute reserves the irrevocable authority to accept or reject any tender in part or whole without assigning any reasons.
4. The rates shall be exclusive of GST. Even if, there is any variation in the GST during the contract period, the rate shall remain unchanged and no additional payment can be made in this regard.
5. Two Resident Engineers (One Hardware and other one Hardware & Network) having at least two years' experience shall be made available on full day regular basis for carrying out the preventive maintenance works and sort out day to day troubleshooting for the Institute as per requirements.
6. Care should be taken so that the system does not lead to major breakdown and in case the system goes into fault, it should be rectified within the 48 hours of complaint registered.
7. All spare parts/consumable shall be of same make and type as installed as far as possible. If the same are not available, permission for alternative make must be taken from the Nodal Officer of the Institute.
8. **Payment:** No advance payment will be made under any circumstances. However, on successful completion of work for each quarter, payment will be released within **30 days** after receipt of the bills.
9. Rates should be quoted in figure as well as in words in the Performa enclosed herewith (**ANNEXURE-VI**).
10. No addition /alteration / deletion in the tender are allowed.

11. Rates quoted shall be **valid for a period of 120 days** from the date of opening of the Technical Bid.
12. The authorized signatory of the firm should sign all pages of the tender document as a token of their acceptance. Any deviation or departure, if desired by the bidder, is to be clearly mentioned giving item No and page No and reason for deviation/departure in **Annexure-V** attached for this purpose and they can add more sheets in the same format as per their requirement.
13. Late tenders / unsigned quotations may be rejected by the Institute.
14. For a local firm, the tender could be delivered in the **NIB's TENDER-BOX** on or before the due date and time. If sent by post or courier, any delay in submission to the Institute, may debar the tenderer from opening or consideration.
15. **The Institute reserves the right to call the Resident Engineers on Saturday and Sunday, if required, at any point of time. No extra payment shall be made for the same.** Saturdays / Sundays should be utilized primarily for the maintenance purposes, where shutdown is required, in consultation with the Nodal Officer of the Institute.
16. The Company / firm shall provide tools and equipment required for the maintenance purposes.
17. The Company / firm will be responsible for the safety of his staff during the performance of their duty at the Institute site and Institute will remain indemnified for any claims.
18. In case, performance of any staff is not found up to the mark and not able to work properly, he will have to be changed as per the instruction of the Institute.
19. The Institute will have the liberty to discontinue the contract at any time by giving **One month's notice** without assigning any reasons. The Company / firm will hand over the whole premise in good condition after expiry of the contract. In case of any problem with the Computer hardware or LAN System, the Company / firm's representative shall keep informed to Nodal Officer of the Institute.
20. In case of contractor backing out during the contract period without any explicit consent of the Institute, he will be liable to Forfeiture of Security Deposit.
21. The Company / firm shall keep the Computer hardware and LAN system well maintained, neat and clean and adhere to the maintenance schedules of various items like LAN switches etc. On placement of work order, they will prepare the maintenance schedule and discuss the same with Nodal Officer of the Institute for its implementation. This may be revised from time to time as per the requirement.

22. TDS as per the tax rules shall be deducted by the Institute from the running bills.
23. The company / firm shall not sublet the Annual Maintenance Contract to any other company / firm.
24. Company / firm shall be solely responsible for payment of salaries to his personnel that might become applicable under any new government order. NIB shall have no liability whatsoever in any manner.
25. Company / firm shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff and will bring back the system to its original condition.
26. The firm's resident engineer is required to follow the Institute security norms strictly. They may be required to give photographs and other details, if required by the Institute.
27. Attendance of the staff shall be maintained by the Company / firm and if the Institute wishes to see the same, the Company / firm shall make it available for inspection.
28. It must be ensured by the Company / firm that no damage/loss shall be caused to the properties of Institute by their act.
29. All the works carried out by the Company / firm whether for preventive or breakdown maintenance are to be properly recorded everyday on an approved format and shall be kept ready for any inspection. These shall be got signed by the Nodal officer of the Institute at the time of release of payment.
30. Tender application without complete documents / information shall not be considered.

ANNEXURE-V

DEVIATION SHEET

SCHEDULE OF DEPARTURE FROM SPECIFICATIONS

(Deviation from tender conditions may be mentioned clearly giving clause No. of items, page No and ANNEXURE No to co-relate. Major deviations may cause rejection of tender.)

SI No	Item No and Page No	Details of Departure	Reason for departure

Seal & Signature of Tenderer

APPENDIX-E

PROFORMA FOR PERFORMANCE BANK GUARANTEE
(On stamp paper of appropriate value from any Nationalized Bank)

To,

National Institute of Biologicals
A-32, Sector- 62, (Institutional Area),
NOIDA-201 309 (U.P)

Dear Sir,

In consideration of National Institute of Biologicals (hereinafter called as the Employer which expression shall include his successor and assigns having awarded to

..... (here in after referred to as the said Company / firm or Company / firm' when expression shall wherever the subject of context so permits include its successors and assigns) a contract No. In terms inter alias, of the NIB's Letter No. dated. and the General Conditions of Contract and upon the condition of the Company / firm's furnishing security for the performance of the Company / firm's obligations and discharge of the Company / firm's liability under in connection with the said contract up to a sum of Rs..... (Rupees..... Only) amounting to 10 % (Ten) percent of the total contract value.

1. We. (here in after called "The Bank which expression shall include its successors and assigns) hereby jointly and severally undertake to guarantee the payment to The Employer in rupees forthwith on demand in writing and without protest of demur or any and all moneys anyway payable by the Company / firm to The Employer under in respect of or in connection with the side contract inclusive of all The Employer's losses and damages and costs, (inclusive between attorney and client) charges and expenses and other moneys anyway payable in respect of the above to this guarantee up to an aggregate limit of Rs. (Rupees.....only).
2. We Bank further agree that The Employer shall be sole judge of and as to whether the said Company / firm has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damage, cost, charges and expenses caused to or suffered by or that may be caused to or suffered by The Employer on account there of and the decisions of The Employer that the said Company / firm has committed such breach or breaches and as to the amount or amounts of loss,

damage, costs, charges and expenses caused to or suffered by The Employer from time to time shall be final and binding on us.

3. The Employer shall be at liberty without reference to the bank and without affecting the full liability of the bank hereunder to take any other security in respect of the Company / firm's obligations and liabilities hereunder or to vary the contract or the work to be done there under vis-à-vis the Company / firm or to grant time or indulgence to the Company / firm or to reduce or to increase or otherwise vary the prices of the total contract value or to release or to forbear from enforcement of all or any of the security and/ or any other security (ies) now or hereafter held by the Employer and no such dealing (s) reduction (s) increase (s) or other indulgence (s) or arrangements with the Company / firm or release or forbearance whatsoever shall absolve the Bank of the full liability to The Employer hereunder or prejudice the rights of The Employer against the bank.
4. This guarantee shall not be determined or affected by the liquidation or winding up, dissolution, or change of constitution or insolvency of the Company / firm but shall in all respect and for all purposes be binding and operative until payment of all monies payable to The Employer in terms thereof.
5. The bank hereby waives all rights at any time inconsistent with the terms of this guarantee and the obligations of the bank in terms hereof shall not be anywise affected or suspended by reason of any dispute or dispute having been raised by the Company / firm stopping or preventing or purporting to stop or prevent any payment by the bank to The Employer in terms hereof.
6. The amount stated in any notice of demand addressed by the Employer to the bank as liable to be paid to the Employer by the Company / firm or as suffered or incurred by The Employer on account of any losses or damages of cost, costs, charges and / or expenses shall be conclusive evidence of the amount so liable to be paid to The Employer of suffered or incurred by The Employer as the case may be and shall be payable by the bank to The Employer in terms hereof.
7. This guarantee shall be a continuing guarantee and shall remain valid and irrevocable for all claims of the Employer and liabilities of the Company / firm arising up to and until midnight of.....
8. This guarantee shall be addition to any other guarantee or security whatsoever that The Employer may now or at any time anywise may have in relation to the Company / firm's obligations/ or liabilities under and/ or in connection with the said contract, and The Employer shall have full authority to have recourse to or enforce this security in preference to any other guarantee or security which The Employer may have or obtain and no forbearance on the part of The Employer in enforcing or requiring enforcement of any other security shall have the effect or releasing the Bank from its full liability hereunder.

9. It shall not be necessary for the Employer to proceed against the said Company / firm before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the bank notwithstanding that any security which the Employer may have obtained or obtain from the Company / firm shall at the time when proceedings are taken against the said bank hereunder be outstanding or unrealized.
10. We the said Bank undertake not to revoke this guarantee during its currency except with the consent of the Employer in writing and agree that any change in the constitution of the said Company / firm or the said Bank shall not discharge our liability hereunder.
11. Wethe said Bank further that we shall pay forthwith the amount stated in the notice of demand notwithstanding any dispute/ difference pending between the parties before the arbitrator and/ or that any dispute is being referred to arbitration.
12. Notwithstanding anything contained herein above, our liability under this guarantee shall be restricted to Rs. (Rupees.....) and this guarantee shall remain in force tilland unless a claim is made on us within 3 months from that date, that is before all the claims under this guarantee shall be forfeited and we shall be relieved of and discharged from our liabilities thereunder.

Datedday of20 .

For and on behalf of Bank.

Issued
Under
Seal

PRICE BID

ANNEXURE-VI

Comprehensive Annual Maintenance Contract of Desktop Computers, Servers, Laptop, Printers, Scanners, Router, LAN System, Network devices and UPS etc.

PRICE BID

(This part should be photo copied and then fill-up the prices quoted on the photocopy only and shall be duly signed and stamped by the authorized signatory and enclosed in sealed envelope No.2). This ANNEXURE in original without filing price shall be enclosed in Technical–Bid (Envelope No.1) as token of acceptance of this Performa.

SCHEDULE-I

S.No.	Items	Qty.	Unit Charges (per annum)	Total Charges (per annum)
1	Desktop Computer	187		
2	HCL INFINITI GLOBAL LINE 2700ST Server	01		
3	HP Proliant BL680c/(2) Quad-Core Intel X Server	04		
4	HP BladeSystem c7000 Enclosure, Single-P	01		
5	Laptop	17		
6	LaserJet Printer	88		
7	MFP LaserJet Printer	06		
8	Color LaserJet Printer	02		
9	DeskJet Printer	13		
10	InkJet Printer	01		
11	Dotmatrix Printer	04		
12	Scanner	06		
13	CISCO 2821-SEC/K9 Router # 2821 (CISCO)	01		
14	LAN system, Network devices etc.	All active & passive components installed in NIB Campus		
15	UPS (Guest House & Hostel)	03		
16	Total			
17	Goods & Service Tax @ ___%			
18	Grand Total (Rs.)			

ANNEXURE-VI (Contd.....)

SCHEDULE-II

S.No.	Name of Staff deployed	No.	Monthly Salary (Rs.)	Annual Salary (Rs.)
1.	Resident Engineer	02		
2.	Total			
3.	Goods & Service Tax @ ___%			
4.	Grand Total (Rs.)			

CONSOLIDATED SCHEDULE:

Schedule	Amount (Rs.)
Schedule-I	
Schedule-II	
Total (Rs.)	

Note:

1. Price inclusive of all taxes & duties other than GST.
2. The quoted prices are valid for **120 days** from the date of opening of the Bid.
3. The contract period will be initially for one year unless prematurely closed as per clause mentioned elsewhere in the tender. The contract can be extended for a further period of 02 years based on satisfactory performance of the contractor.
4. The tender not fulfilling the Central Minimum Wages criteria as per Ministry of Labour, Govt. of India, for NOIDA – comes under “A” category, the submitted tender shall be rejected.
5. GST% (percentage) and amount not specified in Price-Bid will be treated as inclusive and value of work will be calculated on reverse calculation basis.
6. The rate (%) and amount of GST applicable should be mentioned very clearly and any vague terms, i.e., applicable as per rule etc., will not be entertained and it will be treated as inclusive.
7. The bidders are strongly advised to go through the complete bid document, visit the site before quoting their rates.
8. Number of Desktop Computers, Servers, Laptops, Printers, Scanners, Router, LAN System, Network devices and UPS can be increased or decreased at any point of time during the contract period.

Signature of the Tenderer and seal
(Name & Designation of the authorized signatory)