



राष्ट्रीय वनस्पति स्वास्थ्य प्रबंधन संस्थान
National Institute of Plant Health Management
कृषि एवं सहकारिता विभाग, कृषि एवं किसान कल्याण मंत्रालय, भारत सरकार
Department of Agriculture & Cooperation
Ministry of Agriculture & Farmers Welfare, Government of India



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No. NIPHM/ICT/13/AMC of systems/2018/25

Date: 29.10.2018

इ-निविदा सूचना
e-TENDER NOTICE

Sub: Invitation of Online bids through e-procurement system in Two Cover for **Comprehensive Annual Maintenance Contract for IT infrastructure facilities and services** for ICT Division – Reg.

* * *

Sir/Madam,

National Institute of Plant Health Management (NIPHM) an autonomous Institute under Ministry of Agriculture & Farmers Welfare, Govt. of India invites **‘Online bids through e-procurement system (<https://eprocure.gov.in/eprocure/>) for Comprehensive Annual Maintenance Contract (CAMC) for IT infrastructure facilities and services for ICT Division’** in **‘Two Cover’** system from the reputed manufacturers/authorized distributors/dealers. The list of items & tentative quantities mentioned in the Annexure-II enclosed. The quantity of items may increase or decrease at the time of award of purchase order depending on the actual need/requirement of NIPHM.

The schedule of receipt and opening of quotations is as under:-

Last date and time for receipt of bids :: 14:00 hrs on 14.11.2018

Date & Time for opening of bids :: 15:00 hrs on 15.11.2018

Note:

1. Copy of Tender document is available in CPP Portal (URL: <https://eprocure.gov.in/eprocure/>) and NIPHM, Hyderabad website (URL: <https://niphm.gov.in>). Corrigendum/addendum, if any, will be published only in the website and separate communication will not be sent for the same.
2. Instructions regarding submission of online bids are available at URL: <https://eprocure.gov.in/eprocure/>
3. **Bids should be submitted through online only. Manual / physical bids will not be accepted.**
4. On submission of online bid, please intimated the same to the e-mail ID: niphm@nic.in

REGISTRAR

1. SUBMISSION OF TENDER THROUGH ONLINE:

The Tender proposes two stage tender systems viz. (1) **Technical Bid** and (2) **Price Bid**.

| | | | |
|----------|------------------------------------|---|--|
| I | Technical Bid (Cover-1) | : | Bidders are requested to upload the required scanned copies of files as per the following: |
| | File-1 | : | Profile of the Company – stating whether the firm is partnership/registered under the Companies Act along with its necessary enclosures. Scanned copy of Company Information (filled & signed) as per Annexure – I |
| | File-2 | : | Proofs in support of eligibility criteria as per the tender. Scanned copies of the documents / information (filled & signed) as per the 'Eligibility Criteria' Clause – 4 |
| | File-3 | : | Scanned copy of Technical compliance sheet (filled & signed) for the item mentioned at Annexure – II |
| | File-4 | : | Authorization letter and undertaking (as per Annexure-IV and Annexure-V) from the Competent Authority of the Company to sign this Tender document. Documents received without such authorization will not be considered for further processing. This is not applicable if the proprietor signs himself as competent authority. |

Details to be furnished in the Envelope-B i.e., Price Bid

| | | | |
|----------|--------------------------------|---|---|
| I | Price Bid (Cover-2) | : | Bidders are requested to upload the required scanned copies of files as per the following: |
| | File-1 | : | Scanned copy of Price Bid (filled & signed) as per Annexure – III |

Note:

1. The Bidders should furnish the location with addresses and license details of the firm.
2. The Bidders shall furnish as part of the bid, documents establishing the Bidders eligibility to bid and its qualifications to perform the Contract if their tender is accepted.
3. The documentary evidence of the Bidder's qualifications shall be established to the satisfaction of NIPHM. However, the decision of Director General, NIPHM will be final in this regard.

2. Preamble of Tender

National Institute of Plant Health Management, an autonomous Institute under Ministry of Agriculture & Farmers Welfare, Govt. of India is mandated to promote environmentally sustainable Plant Health Management Practices in diverse and changing agro-climatic conditions and provide policy support to Central and State Government on Plant Health Management, Sanitary and Phyto-sanitary issues and emerging bio-security challenges.

For smooth and efficient functioning of the office NIPHM invites ‘**Sealed Bids**’ under ‘**two cover system**’ for **Comprehensive Annual Maintenance Contract (CAMC) for IT infrastructure facilities and services** for ICT Division from Registered or Licensed Agencies/Firms/Organizations dealing in such items.

3. GENERAL TERMS & CONDITIONS

- a. **Download :** Tender Document with full details can be downloaded from NIPHM Website (<http://niphm.gov.in/>) or the Government of India, Central Public Procurement Portal (<http://eprocure.gov.in/cppp/>) from **30.10.2018** and in such cases, participation in the tender will be subject to remittance of the prescribed **EMD** along with the Bid.

b. **EMD Amount and Mode of Submission:**

The bidders should submit EMD mentioned in the table below in the form of demand draft / Bankers Cheque drawn on any Nationalized bank/Scheduled Bank should be drawn in favour of “NATIONAL INSTITUTE OF PLANT HEALTH MANAGEMENT”, payable at Hyderabad-500 030 and should be submitted to the office on or before tender closing date & time. If EMD is not received by closing date & time, bid submitted by default bidder shall be rejected.

EMD details:

| Sl. No | Description | EMD Amount (In Rs.) |
|--------|--|---------------------|
| 1. | CAMC for IT Infrastructure facilities and services | Rs. 15,000/- |
| Total | | Rs. 15,000/- |

- c. **Security Deposit:** The successful bidder has to furnish an amount equivalent to **ten (10) per cent** of the estimated value of contract as **Performance Security Deposit** which will be refunded / returned only after satisfactory completion of the contractual obligations. The Security Deposit should be in the form of Demand Draft, Fixed Deposit Receipt or bankers cheque or Bank Guarantee from any of the Nationalized bank/Scheduled Bank in an acceptable form and on which no interest will be paid.

d. **Important Dates:**

| | | | |
|----|---|-------------|----------|
| 1. | Start date of downloading the Tender Document | 30.10.2018 | 0000 hrs |
| 2. | Last date for down loading of Tender Document or any addendum / corrigendum | 14.11. 2018 | 1400 hrs |
| 3. | Last date and time for submission of Tenders | 14.11.2018 | 1400 hrs |
| 4. | Date and Time for opening of Technical Bids | 15.11.2018 | 1500 hrs |

- e. **Duration:** The period of contract will be for one year renewable on annual basis based on the performance of the firm not excluding 3 years in total. *The awarded work should be started within ten days from the date of issue of work order.*
- f. **Payment:** No advance payment is permissible. However , payment for satisfactory services provided in each quarter of the year on pro-rata basis, will be made within 30 days after the date of completion of each quarter of the year on receipt of bills in Triplicate by the NIPHM , after the services duly certified by the ICT division.
- g. **Termination of Contract:** In case of non-performance, the services will be terminated with a notice period of one month. No correspondence in this matter will be entertained. The decision in this regard lies with the Director General, NIPHM and shall be abiding to both parties.
- h. **Place of work :** NIPHM, Rajendranagar, Hyderabad – 500 030, Telangana
- i. **Period of Validity:** The rates quoted shall be valid for a minimum period of **180 days** beyond the date of opening of tenders.
- j. **Enquiry's on tender:** Enquiry is open up to 5 days from the date of tender hosted in the e portal.
- k. **Site visit:** The prospective service providers may visit the NIPHM premises and contact the ICT division for site analysis on any working day and during office working hours with prior intimation, and before the bid closing date.
- l. **Rejection of tenders:** Tenders not complying with the terms and conditions mentioned in the document are liable to be rejected.
- m. **Acceptance of tender and Jurisdiction:** Director General, NIPHM reserves the right to accept or reject any of the tenders either in part or in full without assigning any reason thereof. Decision of the Director General will be final and legally binding. All disputes will be subject to Hyderabad Jurisdiction only.
- n. In case of any dispute between contractor & workers, it is the responsibility of the contractor to settle them amicably and the institute will not be a party to them and will not be responsible for any lapses, etc., on the part of the contractor vis-à-vis his workers. If under any circumstances a court awards decree against the Institute in cases relating to the workers employed by the contractor at the Institute, the contractor shall himself take all necessary action in fulfilment of the decree and the Institute as such shall not be liable to take any action. The workers engaged by the contractor will not have any type of claim against NIPHM and the contractor shall be liable and responsible for compliance of all Labour laws.

4. CLARIFICATIONS IN THE TENDER

- a. A prospective Bidder requiring any clarification regarding the Tender may address the Tender Inviting Authority through online up to 6 days prior to the last date. NIPHM will respond in writing to any request for clarification in the Tender.
- b. The responses to the clarifications will also be notified on NIPHM's website <http://niphm.gov.in> and <https://eprocure.gov.in/eprocure/>
- I. Amendments to the Tender**
 - a. NIPHM may amend the Tender Conditions up to 5 days prior to the time fixed for receipt of the Tender.
 - b. Amendment to the tender, in response to clarifications sought by prospective Bidders, is solely at the discretion of NIPHM. Such amendments will be notified on NIPHM's website and CPP Portal <https://eprocure.gov.in/eprocure/>
 - c. NIPHM, at its discretion, may or may not extend the due date and time for the submission of bids on account of amendments. Extension of time will be notified on NIPHM's website and CPP Portal <https://eprocure.gov.in/eprocure/>

- d. All the Bidders are advised to periodically browse NIPHM website <http://niphm.gov.in> and CPP Portal <https://eprocure.gov.in/eprocure/> for any amendments or corrigenda issued in connection with this Tender. NIPHM will not be responsible for any misinterpretation of the provisions of this tender document on account of the Bidders' failure to update the bid documents based on changes announced through the website.
- II.** The Agency shall not be entitled to any increase in the rates.
- III.** The agency shall not transfer or assign sub-contract to any other party.
- IV. Corrupt or Fraudulent Practices:** Bidders should observe the highest standard of ethics during the procurement and execution of such contracts.

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of public official in the procurement process or in contract execution, and

“Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

NIPHM will reject a proposal for award if it is found that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

5. पात्रता मानदंड/ ELIGIBILITY CRITERIA:

The Bidders should meet the following Eligibility Criteria for quoting the tender and the scanned document copies to prove their Eligibility should be uploaded as per the Clause-1.

| Sl. No | Minimum Eligibility Criteria | Proof to be submitted for fulfilling the Eligibility |
|--------|--|---|
| 1 | Bidder details | Registration Certificate of the firm / Company/sole proprietor etc... |
| 2 | The firm should have at least 3 calendar years' experience in providing AMC services on 31.08.2018. | Documents (work orders) to prove that the company / firm has provided AMC services for 3 calendar years as on 31.08.2018. The bidder should submit the experience certificate for each calendar year separately. (Work Orders/ Installation Certificates). |
| 3 | The bidder should have an annual turnover should be of Rs. 1 crore at least for one year during last three financial years (FY 2015-16, 2016-17, 2017-18). | Turnover Certificate by a Chartered accountant enclosed for FY 2015-16, FY 2016-17& FY 2017-18. |
| 4 | The firm should be income tax assessee at least for a period of three years. | Self- attested copies of the acknowledgments of Income tax returns for AY 2016-17, AY 2017-18 and AY 2018-19 and PAN Card of the firm should be enclosed. |
| 5 | The firm should be registered under GST. | Self-attested copy of the certificate of GST registration. |
| 6 | Earnest Money Deposit | The Demand Draft from a nationalized bank/ scheduled bank should be drawn in favour of 'NATIONAL INSTITUTE OF PLANT HEALTH MANAGEMENT', payable at Hyderabad-500030 or it can be in the form of Banker Cheque from any of the Nationalized bank/Scheduled bank in an acceptable form for Rs. 15,000. |

6. SCOPE OF THE WORK, TERMS OF SUPPLY:

a) Scope of work

Manpower Requirements: Resident Engineer for attending to hardware and network issues – 1 Nos

Network Engineer Qualifications: Engineering Degree/Diploma in Information Technology or Computers Science or Electronics Engineering with a minimum of three year experience in Server Installations, maintenance, Network/computer hardware maintenance, printers, scanners and other IT equipment maintenance and troubleshooting. Bio-data of personnel posted at the Institute along with their employment details should be submitted.

Institute has right to ask for replacement of the personnel posted without assigning any reason.

b) Scope of Manpower requirements:

I. Timings: The resident engineer should be available at the institute from 8.30 a.m. to 6.00 p.m. and as required by the authorities.

II. Hardware

- a) Management and comprehensive maintenance of IT infrastructure.
- b) Resolution of user calls related to Network and Desktop services, Printers etc.,
- c) Troubleshooting and resolution of all IT equipment/components.
- d) Configuring and assisting Video Conferencing/Web Meetings
- e) Monitoring and troubleshooting LAN.
- f) Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
- g) Monitoring of inbound/outbound traffic for any security threats

III. Software

- a) Server's General Maintenance, updating/securing Windows Enterprise Servers, SQL Server, VM Virtualization (if required), Anti-virus, data maintenance and generation of required reports.
- b) Problem diagnosis and rectification on Operating System and Network
- c) Installation & Reconfiguration , Reinstallation of Operating System and Applications- E-Mail, Office Applications, Windows / 7 /2010 or any other software as required by the institute on Windows/Linux platform from the original media provided by the Institute
- d) Configuration & management of hardware firewall (Cyberoam)

IV. Security: The agency shall be completely responsible for the network security, malicious software on the network, viruses, cyber threats or attacks to the institutes data, systems, network, installations etc.

V. Back Office Support

- a. Escalated support should be made available from certified professional, in case resident engineer is unable to complete the task or in case of exigencies.
- b. Technical specialists should be available for telephonic/onsite support on complex problems.

VI. Vendor Co-ordination: With the support and guidance of the IT section, the agency shall coordinate various other vendors of the Institute who have provided Application software, Warranty service providers etc.) to get the problems resolved.

C) Comprehensive Maintenance of IT Hardware

- I. The contract will be for Comprehensive on-site maintenance of hardware listed in the tender document including breakage / damage of all cables like OFC, power cards / cables, and all movable and immovable plastic and other parts. However, this does not include consumables if any.
- II. The selected firm at their own cost should have back-to-back support agreement with OEM(s) of equipment if required to replace parts of all equipment. Before replacing, the firm should provide product details such as serial numbers to the Institute and the related items/spares should be of equal make and configuration or higher. No local item will be allowed for replacement in place of original OEM items.
- III. The firm should provide necessary tools/equipment to the service engineer(s) to carry out preventive maintenance or minor works at the Institute. The firm should also keep sufficient inventory of spare parts to reduce the delay in repairing/replacing defect items.
- IV. In case of failures in hard disks, the firm shall make all attempts possible to retrieve the data. In case all attempts to recover the data fail, old hard disk should be returned to the Institute and replaced with new.
- V. The firm should periodically do preventive maintenance, identify obsolete items and notify the same to the Institute with a call report.
- VI. All plastic parts, wires, cords, breakdowns due to power conditions, rodents, monkeys etc. are covered under the scope. The bidder has to rectify all such problems or replace all the parts/components. In case of severe physical damage to the systems resulting in its complete breakdown, due to causes not attributable to the firm, the firm shall not be liable for repair/ replacement of the same. However, the decision of the Institute regarding the liability of the firm shall be final and the firm shall not have any claim in this regard.
- VII. Institute has warranty on some of the equipment from OEM. These items will be brought under this to the selected firm as and when its warranty or AMC expires or completed with the current service provider.
- VIII. The firm shall create a process document for carrying out the FMS and submit the same to the Institute within one month of the award of the contract. This document shall define all the processes to be undertaken by the firm and standard operating procedures (SOP), the processes involved to meet all the requirements in the scope of work and SLA.
- IX. The firm should carry out onetime maintenance of all IT hardware and submit a report to the Institute of the status of the equipment. The firm should also bring out to the notice of the Institute regarding obsolete items.

d) Service Level Agreement (SLA)

The service engineer shall not remain absent without prior information to the Head, ICT division and the agency. The agency shall ensure backup manpower is deployed during that period for providing service under the AMC.

Network services (including LAN, Wifi, Servers etc.) should not be down for more than two hours in case the problem is related to configurations/software related issues. In case of hardware related, the maximum downtime allowed is one working day. However, the firm should keep standby device until the original device is repaired in case of hardware failure the firm has to keep standby items of all items listed in the Annexure-2.

These items shall be made available with one month of acceptance of the contract. The firm can take back their inventory at the end of the contract period. No data should be lost during the complete tenure of contract and agency shall be held responsible for any data loss and shall be penalized by NIPHM.

e) The firm should submit a monthly report consisting of the following details:

- (i) Attendance of service engineer(s)
- (ii) Network/Services availability
- (iii) Number of calls received and attended and
- (iv) Number of calls/work pending

f) Any other work assigned by ICT division of NIPHM

g) Police verification, EPF, ESIC, issue related to staff deputing at NIPHM will be handled by successful bidder.

h) The agency shall ensure that the engineers(s) are present timely and possess valid ID cards on all working days including holidays (if required). In case of engineer going on leave alternate arrangements should be made well in advance and coordinator given prior intimation.

i) The vender shall ensure the following service norms:

- a) service availability timings : 8.30 hours to 1800 hours (Monday to Saturday)
- b) on site response time : Immediate

j) The engineers also required to coordinate with ICT division for all technical work and liable to work on all holidays and Sunday (if service are required). This office will not pay any additional amount for working on holidays.

k) Price bid validity: bids shall remain valid for 90 DAYS from the date of opening of price bid. However, the purchaser reserves the right to seek consent for an extension of the period of validity.

7. SIGNING OF BIDS

Individual signing the tender or other documents connected with contract must specify whether he / she signs as:

- i) *A “Sole proprietor” of the concern or constituted attorney of such sole proprietor;*
- ii) *A partner of the firm, if it is a partnership firm in which case he must have authority to execute on behalf of the firm.*
- iii) *Director or a Principal Officer duly authorized by the Board of Directors of the Company, if it is a Company.*

- a. The bids shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. **Bidders are requested to sign each and every page of the tender document including Annexure(s) attached thereto.**
- b. Any alterations, erasures shall be treated valid only if they are authenticated by full signature by the person or persons authorised to sign the bid. Tender documents should be free from over writing.

8. ACCEPTANCE OF TENDER / CONDITIONS OF THE CONTRACT

- a. The final acceptance of the Tender is entirely vested with NIPHM which reserves the right to accept or reject any or all of the Tenders in full or in part.
- b. After acceptance of the Tender by NIPHM, the Bidder shall have no right to withdraw his Tender and **Prices payable to the Agency as stated in the Contract shall be final and not subject to any adjustment during performance of the Contract.**
- c. The Tender accepting authority may also reject all the Tenders for reasons such as changes in the scope of work, lack of anticipated financial resources, court orders, accidents or calamities and other unforeseen circumstances.
- d. After acceptance of the Tender, NIPHM would issue Letter of Acceptance (LOA)/award the purchase order only to the Successful Bidder. NIPHM also reserve the right to issue Purchase Orders to more than one Bidder. The letter of acceptance will include the details along with terms and conditions of the tender.
- e. If a Tenderer withdraws the tender after the closing date specified in the tender (or) in the case of the Successful Tenderer failing to provide service specification mentioned in the purchase order or does not accept the purchase order for any reason, whatsoever, penalty of 5% of value of order shall be imposed/levied as liquidated damages, apart from forfeiture of EMD/Performance Security.

9. REJECTION OF TENDER: NIPHM also reserves the right to reject/cancel the tender without assigning any reason thereof.

10. RATES AND PRICES:

- a. Bidders should quote the rates in the format given in the Price Bid - Annexure – III. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers shall have to be signed in full by the Bidder with date. No erasing or over writings are permissible. Price quoted shall be firm and any variation in rates, prices or terms during validity of the bid shall result in forfeiture of EMD.
- b. The rates quoted should be inclusive of all taxes and charges such as GST, Octroi, packing, forwarding, insurance and loading, unloading, freight and clearance etc. Price quoted in the price bid shall be final and no further claims over and above the price quoted by the bidder shall be payable by NIPHM unless and otherwise agreed mutually in writing and bidder should undertake to supply goods at NIPHM at his cost.
- c. The GST taxes where legally leviable and intended to be claimed should be distinctly shown along with the price quoted. Where this is not done it will be treated that the price is inclusive of GST. GST registration No. and date of its validity should be indicated. The firm must quote their TIN No. , PAN No., (IT returns) etc. in the quotation (attested copies to be enclosed).
- d. The rates should be mentioned clearly in both figures and words for each item in the quotation. If there is any variation in figures and words, rates quoted in words will be taken in to consideration. The overwriting, cutting, erasing, if any should clearly be indicated duly attested.
- e. The Price should be quoted only in Indian Rupees.

11. PAYMENT OF PERFORMANCE SECURITY (PS):

The Successful firm(s) shall require to deposit 10% of the estimated value of service as Security deposit/Performance Security either by means of demand draft or bankers Cheque or Bank Guarantee from any nationalized/Scheduled banks in favour of National Institute of Plant Health Management (NIPHM), Hyderabad which should be valid beyond 60 days from the date of completion of all contractual obligations of the Agency including warranty obligation. The security deposit will be released/discharged after 60 days of completion all contractual obligations of the Agency including warranty obligation.

Penalty:

- a) The following penalty rates would apply in case of violation in SLA

| Service | Penalty |
|------------------|--|
| Manpower | Rs. 500 /- per day per person |
| Network Services | Rs. 500/- per occurrence and in case the service is not restored within next working day, Rs. 1000/- per day will be imposed |
| Network Hardware | Rs. 1000/- per day per item |
| Other hardware | Rs. 500/- per day per item |

However, a maximum of 25000/- penalty per quarter will be imposed. In case, a firm has been penalized at maximum penalty for two quarters, it would be considered as deficiency in service and the Institute has the right to cancel the contract with a stipulated notice period and withheld the Bank Guarantee and blacklist the firm.

- b) NIPHM reserves the right to cancel the contract in case company is failing to provide services up to the satisfaction level or on security grounds. The penalties, if any shall be recovered from Security deposits/Performance Bank Guarantee.
- c) Loss of any part in the product on account of negligence attributable to the vendor, the vendor at his own discretion may reinstate or replace the malfunctioning /non-functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. However, in the case of hard disc, vendor should provide a new hard disc of matching or higher configuration.
- d) The contractor shall not change the engineer(s) without prior clearance from the customer. Further that the contractor shall provide a substitute for a deployed engineer, if required by the customer, within five days of such request. Failure to do so may lead to termination of the contract and /or imposition of penalties by the customer not exceeding 5% of the total value of the contract;

12. EMD Amount and Mode of Submission:

*The bidders should submit **Rs. 15,000/- (Rupees Fifteen Thousand Only)** demand draft/Bankers Cheque drawn on any Nationalized bank/Scheduled Bank should be drawn in favour of "NATIONAL INSTITUTE OF PLANT HEALTH MANAGEMENT", payable at Hyderabad-500 030 and should be submitted to the office on or before tender closing date & time. If EMD is not received by closing date & time, tender shall be rejected.*

- a) "The EMD amount of the unsuccessful Tenderers will be returned after the acceptance of the successful Tenders within a reasonable time on or before 30th day of the award of the contract.
- b) The EMD amount held by NIPHM till it is returned to the unsuccessful Tenderers will not earn any interest thereof.
- c) The EMD amount of Successful Tenderers will be adjusted as part of the Security Deposit (SD) due for successful execution of the contract.
- d) Tenders **without** EMD amount will be **rejected** by NIPHM as non-responsive. If the tenderer is exempted from submission of EMD, he should enclose the copy of the supporting document / certificate issued by Government along with the Tender.
- e) If a Tenderer withdraws the tender during the period of tender validity specified in the tender (or) in the case of the Successful Tenderers, if the Tenderer fails to sign the contract or to remit Security Deposit, the EMD amount shall be forfeited to the NIPHM.

13. TERMS OF PAYMENT:

- a) No advance payment is permissible. However , payment for satisfactory services provided in each quarter of the year on pro-rata basis, will be made within 30 days after the date of completion of each quarter of the year on receipt of bills in Triplicate by the NIPHM , after the services duly certified by the ICT division.
- b) The Agency/firm should submit the invoice in triplicate. The invoice should contain the GST registration number and there should not be any overwriting/cuttings/corrections. An advance stamped receipt should be enclosed along with invoice.

14. The security deposit shall be forfeited, if the successful bidder fails to provide the services as per specifications mentioned in the tender/P.O or does not accept the assigned work for any reason, whatsoever.

15. EXECUTION OF AGREEMENT:

- a. The successful Bidder is required to execute enter into an Agreement on non-judicial stamp paper of Rs.100/- for fulfilment of the contract. Along with the Agreement the required Security Deposit should be remitted to NIPHM.
- b. The successful Bidders shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or Body Corporate for the execution of the contract or any part thereof.

* * * * *

15. BIDDER'S PROFILE- PART-A:-**SUPPLY OF Laboratory Equipment:**

| | | |
|---|---|--|
| 1 | Profile a) Name b) Regd. Address c) Address for correspondence d) <u>Contact Person's</u> i) Name & Designation ii) Address iii) Tel. No. Landline & mobile iv) Email ID | |
| 2 | Type of Firm | Sole Proprietor / Private Ltd. / Partnership / Co-operative / Public Co. (Pl. tick and enclose copy of Memorandum/Articles of Association/ Certificates of Incorporation) |
| 3 | Please mention PAN/GIR NO. & date & year of Registration. (please enclose photocopy) | |
| 4 | GST registration No. (please enclose photocopy) | |
| 5 | The annual gross turnover during last three years. (Please enclose copies of ITR/ Audited balance sheet and P&L account etc.) | |
| 6 | Technical specifications supported by printed literature of the manufacturer, giving all the details of conformity and non conformity if any. Additional features if any with support. * | |
| 7 | The firm should be income tax assessee at least for a period of three years (Income Tax returns to be enclosed). | |
| 8 | Experience as on 31.08.2018. | |

* Detailed information in the form of printed brochures, catalogue, forms and formats and certificates be annexed.

Signature of authorised signatory

Name : _____

Designation _____

Seal :

16. तकनीकी विनिर्देशन | Technical specifications :**List of Services being currently running**

| Name of the Service | Make/Model or Platform |
|--------------------------------|------------------------------|
| Firewall | Cyberoam 100 ing |
| Web Server and Database Server | Website (IIS), MS-SQL Server |

| Fibre Distribution Panels | | | |
|----------------------------------|--|--|----------------|
| 1. | | Fibre Distributions Panel | 05 |
| | | Total Fibre Distribution Panels | 05 |
| Other Network Passive Components | | | |
| 2. | Network Passive Accessories (Including all Cables, N/W Connectors, V.35 interface, Information outlets 300 nos., UTP cabling, OFC Cabling, Patch Panels, Distribution panels, UTP converters, (OFC / UTP/Power cables), Hardware Items, SC to ST, ST/SC connectors, wire managers in entire NIPHM campus passive material, etc., | | One Lot |
| | Network Passive Components | | One Lot |

List of items to be brought under AMC

| S.no. | make | Model | Configuration | Date & year of Purchase | Qty. |
|-------|------------|-------------------------|---------------------------------|-------------------------|------|
| 1. | HP | Proliant DL580 G7 | | 2010 | 2 |
| 2. | UVC Server | | | 2013 | 1 |
| 3. | Dell | OptiPlex 7010SF | I7, 4 GB Ram, 500 GB HDD | 2014 | 4 |
| 4. | Dell | OptiPlex 7010MT | I3, 2 GB Ram, 500 GB HDD | 2014 | 21 |
| 5. | Dell | Vostro 3800 | I3, 4 GB Ram, 500 GB HDD | 2015 | 1 |
| 6. | Dell | Vostro 3020MT | I3, 4 GB Ram, 500 GB HDD | 2015 | 2 |
| 7. | HP | Elite 8100 | I5, 4 GB Ram, 500 GB HDD | 2012 | 16 |
| 8. | HP | Pro 3090MT | C2D, 2 GB Ram, 320 GB HDD | 2010 | 20 |
| 9. | HCL | Infinity Plus | Dual core, 2 GB Ram, 320 GB HDD | 2008 | 12 |
| 10. | HP | Pro Book 450 | I3, 4 GB RAM, 500 GB HDD | 2013 | 16 |
| 11. | Toshiba | satellite | I3, 4 GB RAM, 500 GB HDD | 2012 | 1 |
| 12. | Acer | Aspire B5750Z | | 2011 | 14 |
| 13. | Dell | Vostro 1550 | I3, 4 GB RAM, 500 GB HDD | 2012 | 1 |
| 14. | HP | Pro Book 4410s | C2D, 3 GB RAM, 500 GB HDD | 2010 | 3 |
| 15. | Dell | Studio 1550 Direct Base | I5, 4 GB RAM, 500 GBHDD | 2010 | 1 |
| 16. | Dell | Inspiron 5420 | I5, 4 GB RAM, 500 GB HDD | 2013 | 1 |
| 17. | Dell | Mini Inspiron | Atom Processor | 2013 | 2 |
| 18. | HP | LaserJet 1020 Plus | LaserJet Printer | 2015 | 5 |

| S.no. | make | Model | Configuration | Date & year of Purchase | Qty |
|-------|------------------------------------|---------------------------|--|-------------------------|-----|
| 19. | HP | LaserJet 1022 | LaserJet Printer | 2008 | 12 |
| 20. | HP | LaserJet 3015 | MFP LaserJet Printer | 2008 | 4 |
| 21. | HP | Deskjet K209a | Desk Jet Printer | 2008 | 2 |
| 22. | HP | LaserJet P2055dn | LaserJet Printer | 2010 | 1 |
| 23. | HP | LaserJet MFP M126NW | MFP LaserJet Printer | 2016 | 1 |
| 24. | HP | MFP 476 dw | MFP LaserJet Printer | 2016 | 1 |
| 25. | HP | Colour C1025 | Color Printer | | 2 |
| 26. | HP | LaserJet P3015 | LaserJet Printer | | 6 |
| 27. | Ricoh | Aficio SPC231SF | MFP Colour LaserJet Printer | 2010 | 3 |
| 28. | Ricoh | Aficio SP C232CN | Colour LaserJet Printer | 2010 | 1 |
| 29. | Xerox | WC 3220DN | MFP LaserJet Printer | 2013 | 5 |
| 30. | Samsung | SCX-4016 3in1 | MFP LaserJet Printer | 2005 | 0 |
| 31. | Samsung | Pro Xpress M3770FD | MFP LaserJet Printer | 2016 | 1 |
| 32. | TVS | MSP-355 DM | Dot Matrix Printer | 2012 | 1 |
| 33. | Epson | LQ-1150--11 | Dot Matrix Printer | 2010 | 1 |
| 34. | Hitachi | CP-X4022WN | Heavy Duty Projector | 2013 | 6 |
| 35. | Hitachi | CP-X608 | Heavy Duty Projector | 2010 | 2 |
| 36. | DLP Projector | Optima ES-521 | Portable Projector | 2014 | 1 |
| 37. | Sony | Vision Potable | Portable Projector | 2016 | 1 |
| 38. | Cisco | Core Switch3560 L3 Switch | | | 1 |
| 39. | Cisco | WS-C2960X-24TS-L | 2013-5 Nos 2015-1 Nos | | 5 |
| 40. | Cisco | WS-C2960X-48TS-L | 2013-3 Nos 2015-1 Nos | | 3 |
| 41. | Cisco | WS-C2960XR-24TS-I | 2015-1 Nos | | 1 |
| 42. | Cisco | Aeronet 2600 WAP | | 2013 | 9 |
| 43. | Cisco | Aeronet 2600 WAP | | 2015 | 10 |
| 44. | Arun Pro | 10KVA | UPS with 30 Nos 26 AH Batteries | | 2 |
| 45. | Power INN | 5KVA | UPS with 16 Nos 42 AH Batteries- 1 UPS UPS with 16 Nos 26 AH Batteries- 3 UPS | Not under warranty | 4 |
| 46. | Compact 1 KV UPS | 1 KVA | UPS with 3 Nos 42 AH Batteries | Not under warranty | 8 |
| 47. | D link 24 port Switch DGS-1210-28P | | | | 3 |
| 48. | Digital Access points(DG-WA1102NP) | | | | 19 |

17. कीमत बोली/ PRICE BID – PART-B

Name of the items:

| S. No. | make | Model | Configuration | Date & year of Purchase | Qty | Unit Rate | Taxes | Total Amount |
|--------|------------|-------------------------|---------------------------------|-------------------------|-----|-----------|-------|--------------|
| 1 | HP | Proliant DL580 G7 | | 2010 | 2 | | | |
| 2 | UVC Server | | | 2013 | 1 | | | |
| 3 | Dell | OptiPlex 7010SF | I7, 4 GB Ram, 500 GB HDD | 2014 | 4 | | | |
| 4 | Dell | OptiPlex 7010MT | I3, 2 GB Ram, 500 GB HDD | 2014 | 21 | | | |
| 5 | Dell | Vostro 3800 | I3, 4 GB Ram, 500 GB HDD | 2015 | 1 | | | |
| 6 | Dell | Vostro 3020MT | I3, 4 GB Ram, 500 GB HDD | 2015 | 2 | | | |
| 7 | HP | Elite 8100 | I5, 4 GB Ram, 500 GB HDD | 2012 | 16 | | | |
| 8 | HP | Pro 3090MT | C2D, 2 GB Ram, 320 GB HDD | 2010 | 20 | | | |
| 9 | HCL | Infinity Plus | Dual core, 2 GB Ram, 320 GB HDD | 2008 | 12 | | | |
| 10 | HP | Pro Book 450 | I3, 4 GB RAM, 500 GB HDD | 2013 | 16 | | | |
| 11 | Toshiba | satellite | I3, 4 GB RAM, 500 GB HDD | 2012 | 1 | | | |
| 12 | Acer | Aspire B5750Z | | 2011 | 14 | | | |
| 13 | Dell | Vostro 1550 | I3, 4 GB RAM, 500 GB HDD | 2012 | 1 | | | |
| 14 | HP | Pro Book 4410s | C2D, 3 GB RAM, 500 GB HDD | 2010 | 3 | | | |
| 15 | Dell | Studio 1550 Direct Base | I5, 4 GB RAM, 500 GB HDD | 2010 | 1 | | | |
| 16 | Dell | Inspiron 5420 | I5, 4 GB RAM, 500 GB HDD | 2013 | 1 | | | |
| 17 | Dell | Mini Inspiron | Atom Processor | 2013 | 2 | | | |
| 18 | HP | LaserJet 1020 Plus | LaserJet Printer | 2015 | 5 | | | |
| 19 | HP | LaserJet 1022 | LaserJet Printer | 2008 | 12 | | | |
| 20 | HP | LaserJet 3015 | MFP LaserJet Printer | 2008 | 4 | | | |
| 21 | HP | Deskjet K209a | Desk Jet Printer | 2008 | 2 | | | |
| 22 | HP | LaserJet P2055dn | LaserJet Printer | 2010 | 1 | | | |
| 23 | HP | LaserJet MFP M126NW | MFP LaserJet Printer | 2016 | 1 | | | |

| S. No. | make | Model | Configuration | Date & year of Purchase | Qty | Unit Rate | Taxes | Total Amount |
|--------|------------------|---------------------------|--|-------------------------|-----|-----------|-------|--------------|
| 24 | HP | MFP 476 dw | MFP LaserJet Printer | 2016 | 1 | | | |
| 25 | HP | Colour C1025 | Color Printer | | 2 | | | |
| 26 | HP | LaserJet P3015 | LaserJet Printer | | 6 | | | |
| 27 | Ricoh | Aficio SPC231SF | MFP Colour LaserJet Printer | 2010 | 3 | | | |
| 28 | Ricoh | Aficio SP C232CN | Colour LaserJet Printer | 2010 | 1 | | | |
| 29 | Xerox | WC 3220DN | MFP LaserJet Printer | 2013 | 5 | | | |
| 30 | Samsung | SCX-4016 3in1 | MFP LaserJet Printer | 2005 | 0 | | | |
| 31 | Samsung | Pro Xpress M3770FD | MFP LaserJet Printer | 2016 | 1 | | | |
| 32 | TVS | MSP-355 DM | Dot Matrix Printer | 2012 | 1 | | | |
| 33 | Epson | LQ-1150--11 | Dot Matrix Printer | 2010 | 1 | | | |
| 34 | Hitachi | CP-X4022WN | Heavy Duty Projector | 2013 | 6 | | | |
| 35 | Hitachi | CP-X608 | Heavy Duty Projector | 2010 | 2 | | | |
| 36 | DLP Projector | Optima ES-521 | Portable Projector | 2014 | 1 | | | |
| 37 | Sony | Vision Potable | Portable Projector | 2016 | 1 | | | |
| 38 | Cisco | Core Switch 3560 L3Switch | | | 1 | | | |
| 39 | Cisco | WS-C2960X-24TS-L | 2013-5 Nos 2015-1 Nos | | 5 | | | |
| 40 | Cisco | WS-C2960X-48TS-L | 2013-3 Nos 2015-1 Nos | | 3 | | | |
| 41 | Cisco | WSC2960XR 24TS-I | 2015-1 Nos | | 1 | | | |
| 42 | Cisco | Aeronet 2600 WAP | 2013 | | 9 | | | |
| 43 | Cisco | Aeronet 2600 WAP | 2015 | | 10 | | | |
| 44 | Arun Pro | 10KVA | UPS with 30 Nos 26 AH Batteries | | 2 | | | |
| 45 | Power INN | 5KVA | 1. UPS with 16 Nos 42 AH Batteries- 1 UPS 2. UPS with 16 Nos 26 AH Batteries- 3 UPS Not under warranty | | 4 | | | |
| 46 | Compact 1 KV UPS | 1 KVA | 3. UPS with 3 Nos 42 AH Batteries | Not under warranty | 8 | | | |

| S. No. | make | Model | Configuration | Date & year of Purchase | Qty. | Unit Rate | Taxes | Total Amount |
|--------|------------------------------------|-------|---------------|-------------------------|------|-----------|-------|--------------|
| 47 | D link 24 port Switch DGS-1210-28P | | | | 3 | | | |
| 48 | Digital Access points(DG-WA1102NP) | | | | 19 | | | |

Note: 1. Items should be delivered and installed at NIPHM.
2. GST/TOT should be indicated clearly.
3. Prices should be quoted only in Indian rupees.

We are herewith undertaking that the details provided above are true and to abide by the terms and conditions contained in the bid document of NIPHM.

प्राधिकृत पदाधिकारी का हस्ताक्षर
Signature of authorised official
(मोहर एवं स्टॉप सहित/
With seal and stamp)

नाम/ Name:
पदनाम/ Designation:

i. **प्राधिकार पत्र हेतु प्रपत्र / FORMAT FOR AUTHORISATION LETTER**

सेवा में/To,

रजिस्ट्रार/ The Registrar,
 राष्ट्रीय वनस्पति स्वास्थ्य प्रबंधन संस्थान
 National Institute of Plant Health Management,
 राजेन्द्रनगर/ Rajendranagar,
हैदराबाद/Hyderabad-500 030.
 तेलंगाना / Telangana,

महोदय/महोदया

Sir/Madam,

हम एतद्वारा _____ को
 बोली(बिड) प्रस्तुत करने एवं भाग लेने हेतु तथा प्रस्तुत किए गए संविदा संदर्भ _____ पर
 हस्ताक्षर करने के लिए प्राधिकृत करते हैं। इस संबंध में उनके द्वारा लिया गया कोई भी निर्णय हमें स्वीकृत
 है।

We hereby authorise _____ to submit a Bid and subsequently
 participate and sign the contract submitted against the Ref.:
 _____. We hereby accept his decision taken, if any, in this
 regard.

(प्रतिनिधि के तौर पर एवं कंपनी की ओर से हस्ताक्षर)

(Signature for and on behalf of the Company)

स्थान/Place :

दिनांक/Date :

ii. **FORMAT FOR UNDER TAKING**

UNDERTAKING

- a. मैं/हम वचन देता हूं /देते हैं कि मैंने/हमने सभी निबंधन एवं शर्तों को सावधानीपूर्वक अध्ययन कर लिया है एवं **रावस्वाप्रसं (एनआईपीएचएम)** के प्रस्तावित आपूर्ति संबंधी मानदण्डों को समझ लिया है तथा उल्लिखित सभी मानदंडों का अनुपालन करूंगा/करेंगे।

I/We undertake that I/We have carefully studied all the terms and conditions and understood the parameters of the proposed supplies of the NIPHM and shall abide by them.

- b. मैं/हम यह भी वचन देता हूं/ देते हैं कि मैंने/हमने “दिनांक----- के निविदा के **संलग्नक-II** में उल्लिखित आपूर्ति करने संबंधी **मानदण्डों एवं तकनीकी विनिर्देशन विशिष्टि**” को समझ लिया है एवं “**आपूर्ति संबंधी मानदण्डों एवं विनिर्देशन विशिष्टि**” के अनुसार आपूर्ति करूंगा/करेंगे” ।

I/We also undertake that I/We have understood “Parameters and Technical Specifications for making the supplies” mentioned in Annexure-II of the Tender dated _____ and shall make the supplies strictly as per these “Parameters and Technical Specifications for the supplies”.

- c. मैं/हम आगे यह भी वचन देता हूं /देते हैं कि इस निविदा में सभी संदर्भों में दी गई सूचनाएं मेरी अधिकतम जानकारी के अनुसार सही और सत्य है एवं मैं/हम इसके प्रति पूरी जिम्मेदारी लेता हूं /लेते हैं तथा फर्म/ कंपनी किसी भी सरकार कार्यालय / मंत्रालय / विभाग / पीएसयू / प्रतिष्ठित संगठन और बैंक आदि द्वारा काली सूची में सूचीबद्ध नहीं किया गया है

I/We further undertake that the information given in this tender is true and correct in all respect and we hold the responsibility for the same and the firm/ Company has not been black listed by any Govt. office/ministry/Department/PSUs/ reputed organization and Banks etc.

दिनांक : (कंपनी के मोहर सहित निविदाकार के हस्ताक्षर एवं दिनांक)

Dated at (Dated signature of Bidder with stamp of the firm)

INSTRUCTIONS FOR ONLINE BID SUBMISSION:

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION :

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click **here to Enroll**" on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address **and** mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sift' / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS:

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS :

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS :

- 1) Bidder should log into the e-procure website well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable **and** enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their price bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details(such as name of the bidder). No other cells should be changed. Once the

Details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The serve time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.