



भाकृअनुप-राष्ट्रीय उच्च सुरक्षा पशुरोग संस्थान
ICAR-National Institute of High Security Animal Diseases

(एवियन इन्फ्लूएंजा ओ.आई.ई. संदर्भ प्रयोगशाला)

(OIE Reference Laboratory for Avian Influenza)

आनंद नगर, भोपाल - ४६२०२२ (म.प्र.), भारत

Anand Nagar, Bhopal - 462022 (M.P.), India



EPABX Tel. No. 0755-2757542, 2750647, FAX: 0755-2758842, Website: www.nihsad.nic.in

F. No. 9-67/17-18/NIHSAD (P&S)

Dated: - 01.09.2017

TENDER NOTICE

Online Bids are invited from reputed & interested firms for Comprehensive AMC for providing services for **Operation & Maintenance of LAN/WAN/Computer etc.** at ICAR Unit, NIHSAD, Bhopal for a period of one year, extendable by one more year subject to mutual agreement, as per its requirement. A demand Draft/FDR of Rs. 10, 000/- (Rupees Ten Thousand Only) as earnest money deposit (EMD) is to be made in favour of ICAR Unit, NIHSAD, Bhopal and may be addressed to Director, ICAR-NIHSAD, Bhopal.

1.	Details of Tender Deposits: -	
	Cost of Tender Form	Rs. 1000/- (Rupees One Thousand Only) (in shape of DD Only in favour of ICAR Unit, NIHSAD, Bhopal)
	Earnest Money Deposit	Rs. 10000/- (Rupees Ten Thousand Only)
	Security Deposit	10% of the total value of the contract (DD/FDR)

Tender Schedule (Critical date sheet)

Tender id	
Tender No.	No. 9-67/17-18/NIHSAD (P&S)
Name of Organization	ICAR-National Institute of High Security Animal Diseases, Bhopal - 462022
Date and Time for issue/Publishing	04.09.2017 at 4:00 PM
Document Download/Sale Start Date and Time	05.09.2017 at 11:00 AM
Document Download/Sale End Date and Time	27.09.2017 at 11:00 AM
Pre Bid Meeting Date & Time	14.09.2017 at 11:30 AM
Pre Bid Clarification Start Date & Time	NA
Pre Bid Clarification End Date & Time	NA
Bid Submission Start Date and Time	05.09.2017 at 11:30 AM
Bid Submission End Date and Time	27.09.2017 at 12:00 Noon
Technical Bid Opening Start Date and Time	28.09.2017 at 3:00 PM
Price Bid Opening Start Date and Time	Will be intimated after scrutiny of technical bid
Address for Communication	Director, ICAR-NIHSAD, Anand Nagar, Bhopal – 462022 (M.P.) Website: - www.nihsad.nic.in

On-line bids are invited under **two-bid system** (containing technical bid & financial bid) through e-procurement system of CPPP from registered/well-established /reputed firms for a period of one year and extendable by one more year subject to satisfactory performance at ICAR-NIHSAD, Bhopal.

The instructions for uploading the tender/quotation may be obtained from the website of CPP portal i.e. <http://eprocure.gov.in>.

Tender form, terms & conditions can be downloaded free of cost from the website <http://eprocure.gov.in>, upto 11:00 AM of 27.09.2017 and www.nihsad.nic.in On-line bids complete in all respects should be submitted through CPP Portal <http://eprocure.gov.in> only on or before the last date and time i.e. 27.09.2017 at 12:00 Noon.

In case, holiday is declared by the Government on the day of opening bids, the bids will be opened on the next working day at the same time. The Director, NIHSAD reserves the right to accept or reject any or all the tenders without assigning any reasons.

Please note that only online bids submitted through CPP Portal will be accepted. Technical Bid and Financial Bid (BOQ) should be uploaded separately.

**Adm. Officer
ICAR-NIHSAD, Bhopal**



भारत-अनुप-राष्ट्रीय उच्च सुरक्षा पशुरोग संस्थान
ICAR-National Institute of High Security Animal Diseases

(एवियन इन्फ्लूएंजा ओ.आई.ई. संदर्भ प्रयोगशाला)
(OIE Reference Laboratory for Avian Influenza)

आनंद नगर, भोपाल - ४६२०२२ (म.प्र.), भारत
Anand Nagar, Bhopal - 462022 (M.P.), India



EPABX Tel. No. 0755-2757542, 2750647, FAX: 0755-2758842, Website: www.nihsad.nic.in

F. No. 9-67/17-18/NIHSAD (P&S)

Dated: - 01.09.2017

INVITATION TO ONLINE TENDER AND INSTRUCTIONS CONTAINING TERMS AND CONDITIONS FOR AMC OF OPERATION & MAINTENANCE OF LAN/WAN/COMPUTER ETC.(ON COMPREHENSIVE BASIS) FOR A PERIOD OF ONE YEAR ON WORK CONTRACT BASIS AT ICAR-NIHSAD, BHOPAL AND EXTENDABLE BY ONE MORE YEAR SUBJECT TO SATISFACTORY PERFORMANCE OF THE VENDOR AND MUTUAL AGREEMENT.

From: - Director,
ICAR-National Institute of High Security Animal Diseases,
Anand Nagar,
Bhopal – 462022 (M.P.)

To

Dear Sir(s),

Online Tender are hereby invited on behalf of the Director, ICAR-NIHSAD, Bhopal for AMC of Operation & Maintenance of LAN/WAN/COMPUTER ETC.(ON COMPREHENSIVE BASIS) FOR A PERIOD OF ONE YEAR ON WORK CONTRACT BASIS AT ICAR-NIHSAD, BHOPAL AND EXTENDABLE BY ONE MORE YEAR SUBJECT TO SATISFACTORY PERFORMANCE OF THE VENDOR AND MUTUAL AGREEMENT.

1. The terms and conditions of the contract are those contained in the general conditions of contract applicable to the contracts placed by the ICAR-NIHSAD as detailed in the tender forms and its schedules. Please submit your rates in the tenders form if you are in a position to furnish the requisite services in accordance with the requirements stated in the attached schedules.
2. Earnest money of Rs. 10,000/- and Rs. 1,000/- (only DD) as cost of Tender form must be deposited in the form of demand draft/FDR to ICAR Unit, NIHSAD, Bhopal **in person to Director, ICAR-NIHSAD, Bhopal on or before the last date/time of submission.** The particulars of the earnest money deposited must also be superscribed on the top of the envelope by including the demand draft/FDR number and date failing which the bids will not be accepted. Conditional bids shall not be considered. No overwriting or cutting is permitted in the tender documents. Such bids will be rejected outright.
3. The tenderer is being permitted to give tenders in consideration of the stipulations on his part that after submitting his tenders, he will not resile from his offer or modify the terms and conditions thereof. If the tenderer fails to observe and comply with the foregoing stipulations, the aforesaid amount of EMD will be forfeited by the NIHSAD. In the event of the offer made by the tenderer not being accepted, the amount of earnest money deposited by the tenderer will be refunded to him after he has applied for the same, in the manner prescribed by the ICAR-NIHSAD, Bhopal. An undertaking as per Annexure - II, is also required to be submitted by the tendering firm.
4. The schedules of the tender form should be uploaded with online bids. In the event of the space provided on the schedule form being insufficient for the required purposes, additional pages may be added. Each additional page must be numbered consecutively and be signed in full by the

- tenderer. In such cases, reference to the additional pages must be made in the tender form. If any modification of the schedule is considered necessary it should be communicated by means of a separate letter alongwith the tenders.
5. The tenders are liable to be ignored if complete information as required is not given therein or if the particulars asked for in the schedules to the tenders are not fully filled in. Individual signing the tenders or other documents connected with the contract may specify whether he signs it in the capacity of (i) a sole proprietor of the firm or constituted attorney of such sole proprietor, or (ii) a partner of the firm if it be partnership in which case he must have authority to refer to arbitration dispute concerning the partnership whether by virtue of the partnership agreement or power of attorney or (iii) constituted attorney of the firm if it is a company.
 6. If a tenderer does not accept the offer, after issue of letter of award by ICAR-NIHSAD within 15 (Fifteen) days, the offer made shall be deemed to be withdrawn without any notice & earnest money forfeited.
 7. In case of partnership firms, where no authority has been given to any partner to execute the contract/agreement concerning the business of the partnership, the tenders and all other related document must be signed by every partner of the firm. A person signing the tender form or any other documents forming part of the contract on behalf of another shall be deemed to warrant that he has authority to bind such other and if, on enquiry it appears that the persons so signing had no authority to do so, the ICAR-NIHSAD shall without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages. Each page of the tender and the schedules to the tender and annexure(s), if any, should be signed by the tenderer and should be uploaded alongwith technical bid.
 8. Online tenders are invited under two-bids systems through e-procurement system. **EMD must be deposited with Director, ICAR-NIHSAD during working hours i.e. 10:00AM to 5:00 PM on all working days (except Saturday, Sunday and Gazetted Holidays) before the last date/time for submission of bids, failing which bids will not be accepted. EMD must be in the form of Demand draft/FDR in favour of ICAR Unit, NIHSAD, Bhopal.**
 9. Tenders will be opened online by the authorized officer(s) on 28.09.2017 at 3:00 PM. Bidders have two options to participate in tendering process at the time of opening of Bids. Bidders can come at the place of opening of bids (electronically) as done in the conventional tender process or he can visualize the process online without physically being present at ICAR-NIHSAD.
 10. The financial bid (BOQ) will be opened for the technically qualified tenderers only. The date of opening of financial bid would be intimated to technically qualified tenderes.
 11. Tenderer is at liberty to be present or to authorize a representative to be present at the time of opening of the tenders. The name and address of the representative who would be attending the opening of the tenders on your behalf should be indicated in your tender. Name and address of permanent representative of the tenderer, if any, may also be indicated.
 12. An amount equivalent to 10% of the total contract value of contract is to be deposited by the selected agency/successful tenderer as Performance Security Deposit (DD/FDR) only after receiving a communication from the NIHSAD. In the event of non-deposition of the same, the earnest money will be forfeited.
 13. No interest on security deposit and earnest money deposit shall be paid by the NIHSAD to the tenderer.
 14. The bid validity period is 120 days from the date of opening of technical bid.
 15. **The amount of basic wages & VDA notified by the State Government (M.P.) is the minimum base and the tenderers are at liberty to quote any rate above the minimum indicated therein, keeping in view any increase in wages/VDA in April & October each year. The bid of those tenderers shall be summarily rejected who quote less than the minimum wages rate and other statutory payments prescribed by Law. The tendering agency shall be responsible for compliance of all statutory provisions relating to minimum wages, EPF & ESI in respect of personnel deployed by it to this office. All such statutory requirements must be incorporated while quoting the rate.**
 16. The TDS or any other tax which is as per the rules of the Government shall be deducted at source

- from monthly/quarterly bill of the successful tenderer, as per rules/instructions made applicable from time to time by government.
17. Decision of Director, ICAR-NIHSAD shall be final for any aspect of the contract and binding on all parties. Disputes arising, if any, on the contract will be settled at his level by mutual consultation and in case of failure of settlement, dispute shall be referred to the sole arbitrator to be appointed by the Director, ICAR-NIHSAD. The decision of the sole arbitrator so appointed shall be final and binding on the parties. Arbitration proceeding shall be governed by the Arbitration & Conciliation Act, 196 as amended from time to time.
 18. Acceptance by the Director, ICAR-NIHSAD will be communicated by fax/express letter or any other form of communication. Formal letter of acceptance and work order of the tenderer will be forwarded as soon as possible, but the earlier instructions in the fax/express letter etc. should be acted upon immediately.
 19. The Director, ICAR-NIHSAD does not pledge itself to accept the lowest or any tenders and also reserve to itself right of accepting the tenders whole or in part keeping in view valid reasons. Conditional tenders will not be accepted.
 20. The Director, ICAR-NIHSAD in its capacity as Principal Employer, reserves the right to modify any of the terms and conditions of the contract as mentioned in the Schedules I & II of this document, at its discretion, in the interest of the job/work.
 21. Successful Bidder/tenderer will have to enter into a detailed contract agreement with ICAR-NIHSAD on non-judicial stamp paper of Rs. 500/- (Five Hundred Only) or appropriate value as per Rules in force.
 22. The following documents/vouchers are required to be uploaded with the technical bid (Schedule-I & II): -
 - a. Scanned copy of DD/FDR of earnest money deposit (EMD) and tender cost form.
 - b. Scanned copy of valid registration certificate issued by National and Small Industries Corporation (NSIC)/Medium, Small & Medium Enterprises (MSME), if applicable..
 - c. Scanned copy of 3 work experience (minimum of one year each) in the field of providing AMC for computers and peripherals including Network in Central Govt./Autonomous bodies/Corporations/State Govt./PSUs/Reputed public organizations during last 3 years as per attached format (Annexure-I).
 - d. Scanned copies of EPF and ESI Certificate issued by the local Government.
 - e. Scanned copy of turnover of the firm not less than Rs. 5, 00, 000/- (Rupees Five Lakhs Only) during the last three years.
 - f. Scanned copies of Income tax and GST registration.
 - g. Scanned copies of PAN Number.
 - h. Scanned copies of constitution of the Firm/Agency as per Indian Companies Act.
 - i. An undertaking as per attached Format (Annexure – II) duly attested by Notary on a non-judicial stamp paper of value of Rs. 500/- (Rupees Five Hundred Only) regarding their non-blacklisting by any of the Government Departments, Public Sector Undertakings and/or by Central Vigilance commission during the last three years. **Original undertaking should be submitted alongwith EMD.**
- Only those firms who qualify in the technical bid will be considered for financial bid.
Financial bid (BOQ) should be uploaded separately.

Yours Sincerely,

Adm. Officer

For and on behalf of the Director
 National Institute of High Security Animal Diseases
 Anand Nagar, Bhopal – 462 021 (M.P.)

TENDER FOR THE AMC OF OPERATION & MAINTENANCE OF LAN/WAN/COMPUTER ETC. (ON COMPREHENSIVE BASIS)

Full Name & Address of the Tenderer in: addition to Post Box No., if any, should be quoted in all communications to this office

Telephone No. :
FAX/Mobile No. :
E-Mail address :

From

.....

To

The Director,
National Institute of High Security Animal Diseases,
Bhopal – 462 021 (M.P.)

I/We have read all the particulars regarding the General information and other terms and conditions of the contract for and agree to provide the services as detailed in the schedule herein or to such portion thereof as you may specify in the acceptance of the Tender at the rates given in Schedule-I to this Tender and I/we agree to hold this offer open till 120 days. The rates quoted will be valid for a period of one year in the event of award of the Contract.

1. I/We shall be bound by a communication acceptance dispatched within the prescribed time.
2. I/We have understood these terms and conditions for the contract and shall provide the best services strictly in accordance with these requirements.
3. The following pages have been added to and from a part of this Tender. The Schedules-I, II and III are accompanied with this Tender.
4. Every page so attached with this Tender bears my signature and the office seal.
5. DD/FDR No.....Dated..... of Rs. drawn in favour of ICAR Unit, NIHSAD, Bhopal and payable at SBI, HET, Piplani Branch, Bhopal enclosed as earnest money required.

Yours faithfully,

Signature & Seal of the Tenderer
Telephone No. Office

Name of the Witness _____

Resi.

Occupation _____(alongwith Address Proof)

Mobile

Address _____

Signature of witness to contractor's signature
Address:

Name & Signature of Witness:
Address:

Signature of the tenderer.....

SCHEDULE – I**SCHEDULE TO TENDERS**

Part – I

1.	Name of the Firm/Agency	
2.	Full Address with PIN Code Telephone No. /Mobile No.	
3.	Constitution of the Firm/Agency (Attach copy) Indian Companies Act.	
4. i)	For partnership firms whether registered under the Indian Partnership Act, 1932, please state further whether by the partnership agreement to arbitration has been conferred on the partner who has signed the Tender.	
ii)	If answer to the above is in negative whether there is any general power of attorney executed by all the partners of the firm authorizing the partners who have signed the Tender to refer dispute concerning business of the partnership to arbitration.	
iii)	If the answer to above point one and two is in the affirmative please furnish a copy of either the partnership agreement or the general power of attorney as the case may be. The copy should be attested by a Notary Public or its execution would be admitted by affidavit on a properly stamped paper by all partners.	
5.	Name and full address of the Banker	
6.	Your Permanent Income Tax (PAN) no./Circle/Ward	
7.	Any other relevant information	

Signature of the tenderer.....

Part – II

8.	Earnest money Deposited:	Yes
-----------	--------------------------	-----

Part – III

9.	Name and Address of the firm's representative and whether the firm would be representing at the opening of the Tenders	
-----------	--	--

10.	Name of the Permanent Representative visiting NIHSAD, Bhopal regarding the contract	
------------	---	--

Date: - _____

Place: - _____

AUTHORISED SIGNATORY

PART – IV (CHECK LIST)**List of Documents to be submitted by the Bidder in Technical bid**

Sr. No.	Documents required	Yes/No	Page No.
1	Scanned copy of Cost of Tender Form		
2	Scanned copy of EMD in shape of DD/FDR/Banker's Cheque detailed on the envelope		
3	Scanned copy of PAN Card in the name of firm/proprietor		
4	Scanned copy of valid registration certificate issued by National and Small Industries Corporation (NSIC)/Medium, Small & Medium Enterprises (MSME), if applicable.		
5	Scanned copy of EPF and ESI Registration No. alongwith valid certified copy thereof		
6	Scanned copy of 3 work experience (minimum of one year each) in the field of providing AMC services of computers and Peripherals including Networking in Central Govt./Autonomous bodies/Corporations/State Govt./PSUs/Reputed public organizations.		
7	Scanned copy of turnover of the firm not less than Rs. 5, 00, 000/- (Rupees Five Lakhs Only) during the last three years.		
8	Scanned copies of Income tax and GST registration.		
9	Scanned copies of constitution of the Firm/Agency as per Indian Companies Act.		
10	An undertaking as per attached Format (Annexure – II) duly attested by Notary on a non-judicial stamp paper of value of Rs. 500/- (Rupees Five Hundred Only) regarding their non-blacklisting by any of the Government Departments, Public Sector Undertakings and/or by Central Vigilance commission during the last three years. Original undertaking should be submitted alongwith EMD.		

Signature of the tenderer.....

Annexure – I**Details of the Minimum 3 Works/Jobs (minimum of one year each)during last 3 years .**

Sr. No.	Name of the Deptt. Organization & Name of Contact Person with Ph. No.	Period		No. of Staff deployed	Remarks
		From	To		
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					

(Authorized Signatory)

SCHEDULE – II**SCOPE OF WORK AND TENDER TERMS & CONDITIONS****A Definitions:****i. Preventive Maintenance:**

The preventive maintenance service of the Components is as important as prompt corrective maintenance service since regular and proper preventive maintenance service ensures trouble-free performance of the Component/s. The vendor should provide at least one preventive maintenance service in one month.

ii. Corrective Maintenance:

The corrective maintenance means identification of problem and its rectification which may include reloading of operating system, reloading/ configuring of printer, reloading/ loading of application software either developed in-house or developed by the third party, printer drivers, anti-virus softwares, smart card reader drivers etc. Although the Antivirus software will be provided by the institute

iii. Replacement of Defective Parts:

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

iv. Shifting of Components:

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

v. Working Day and Hours:

ICAR-NIHSAD working hours is 10:00 hrs to 17:00 hrs on weekdays i.e. Monday to Saturday with Second Saturday as holiday. However, there may be cases where vendor's representative have to work before/ after the office hour and on holidays too and the vendor should not charge any extra-cost for such operation and maintenance work.

B Items/Services under the scope of work

i. Desktop, printer, UPS & other accessories like mouse, web camera etc. Following number of items available in ICAR-NISHAD will be covered under AMC such as Desktops-72, Printers/scanners-28, UPS-51, IBM Server-1, Switches- 19 (24 rt-2, 08 port-09, 05 Port-08), Access Points-05, Wifi adaptors-04, Lan Extender-02, TP link Sender/receiver- 02 pairs, Networking Racks-04, Wireless network card-03, D link Router-01 and Cable with IOB to entire network (List of items are enclosed as Annexure-II)

ii. Network Management Services.

ICAR-NIHSAD is having 100 Mbps bandwidth NKN network connection under the maintenance of RailTel and BSNL broad band connection.

iii. Virus Management Services (Desktops of ICAR-NIHSAD are installed with end point security system).

iv. OS Administration and Network Security and LAN server administration.

v. Backup & Recovery Management Services.

vi. Application Management Services.

vii. Day-to-day operation, break down and preventive maintenance.

C **Work Point:** Contractor has to provide one skilled contractual staff having diploma in Hardware and Networking from a recognized institute with two years of work experience in maintaining servers, computers, printers and network of reputed firms to attend the complaints at site from 09:30 AM to 5:30 PM.

Contractual Staff should follow strict attendance and punctuality.

D **Routine/Daily Maintenance Work to be carried out at the site:**

i. The AMC will cover maintenance, repair, replacement and service for the hardware and software of Personal Computers, Laptops, Printers, Peripherals, UPS and Networking including UTP cable wires. (Detailed list of computers, printers and other peripherals is enclosed as Annexure-II).

ii. A record of complaints shall be maintained by the firm which shall contain date and time of reporting the problem, date and time of clearing the problem and actual problem attended. This report shall be enclosed along with the quarterly bills for payment. Complaint book at the site should have the contact Number, Telephone & FAX numbers of the firm and the contractual staff.

iii. The agency should ensure the proper functioning of network system and in case of any failure, they should rectify without any delay. In case of NKN related issue, they should contact RailTel/NKN officials and in case of BSNL line, complaint registration and follow-up with BSNL officials should be done till the issue get rectified.

iv. The contractual staff should be able to attend all the faults and carryout repair & maintenance of the computer and peripherals.

v. The agency shall provide operational Support for applications running and added from time to time even if they are under warranty or guarantee. It is the responsibility of agency to contact costumer care or supplying firm to facilitate warranty or guarantee claim of the computers and accessories which are added newly during the contract period.

vi. **In case of computers, the AMC includes the Hard Disk, DVD writer, Floppy Drive, CD-Rom Drive, Power Supply, UPS Controllers Cards, Display Cards, Monitor, Processor and ICs. In case of Printers/Scanners all the parts along with data cable, printer head, etc. should be supplied by the firm.**

vii. **Network management services should be inclusive of maintenance and replacement of RJ45 connectors, switches, network cables or any other accessories related to LAN/WAN. In case of additional requirements, the firm should provide switches (upto 50 total ports) and cables (upto 500 meters) without additional charges.**

viii. The agency shall not replace any parts without the consent of The Director / I/C Computer cell, NIHSAD. In case part is supplied by NIHSAD, the Parts removed/replaced shall be the property of the NIHSAD, although in case of replacement the old damaged parts may be kept by the vender with the consent of the Institute.

ix. The software maintenance includes system recovery, loading/reformatting of software/discs with software like window – 10, window – 7, windows 2000, windows 2003, windows XP, MS office, software, Internet Explorer, Netscape, Outlook Express, Anti-virus software, Data retrieval and installation/removal of any other software developed/purchased by NIHSAD from time to time etc. It also includes removal of virus and re-installation of software, if corrupted. Also should provide Support in troubleshooting of commercial software packages.

E. **Preventative Maintenance:**

The vendor shall ensure that all the hardware covered under this contract are attended for

preventative maintenance and are cleaned during preventive maintenance. The vendor shall follow a **strict preventive maintenance schedule, which must be carried out at least once in a month**, for each machine. The vendor must ensure that he maintains a datasheet for each machine available, which will contain the configuration of each machine and dates of preventive breakdown maintenance carried out by the contractor. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location for preventive maintenance.

Preventive maintenance shall constitute the following:

- i. Physical inspection & cleaning up of all the hardware covered under this contract with a **blower/cleaner as per requirement** and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc.
- ii. Checking & testing of UPS batteries and submit the status of batteries. Although the batteries of UPS will be provide by the NIHSAD for the replacement.
- iii. Checking up of printers for paper dust and smooth operation & cleaning of printer head.
- iv. Informing concerned user in case of any impending crash of hard disk so that remedial action for taking data backup could be initiated.
- v. Checking of virus & removal of virus if any.
- vi. Repair of registry and removal of remnant of viruses/worms, Malwares/Spywares incompletely un-installed or deleted programmers etc.
- vii. Removal of temporary files in each desktop computers for smooth running of the system.

F Downtime calculation

Downtime: Downtime is defined as the time during which the systems and/or services running on it are not available or are deemed to be not available to the users in part or full due to any non – functioning, repairs / problems etc. The penalty for downtime will be counted from the time problem is reported to the bidder, electronically or telephonically or by such other means till problem is solved / rectified to the satisfaction of user. Penalty shall be applicable once the admissible down time is crossed. The admissible down time is computed as per the following rules:

Maximum Admissible Downtime: Clients and Peripherals – **Maximum 20 office hours calculated over a period of Three months per machine/system for all machines except server & Network.**

Note:-

1. Maximum downtime in a day will be equal to run time even if machine (for all machines PC, LT, Printer, Scanner etc.) is down for 24 hours i.e. if Desktop is down from 9 am to 9 am (next day) the total down time will be 7 hrs. (10AM to 5PM) and not 24 hrs.
For Server & Network: -
If connectivity is available but Server or Network does not work.
Down time Calculation: -
 - i) For individual m/c it will be counted with the m/c down time (as per above rule).
 - OR
 - ii) In case of total failure maximum allowable time will be 72 hrs in 3 months & counted as per the real clock time (not as per office time).
2. In case of intermittent failures and repetitive problem due to improper diagnosis or repairs, then it will be treated as continuously down from the time of first fault reporting
3. Deemed down: A system although up but is not able to deliver services because of non-availability of connected system. For example, if switch is down, all PCs connected to it will also be deemed as down. If server is down, all PCs connected to it will also be

deemed as down

4. Few Example of down calculations:

•	When server is down – server and all hardware connected to sever directly or indirectly will be deemed as down.
•	When Hub/Switch is down – Hub/Switch and all other related items connected to Hub/Switch.
•	Only PC is down – PC, Only Printer is down – printer.
•	Router and Modem – Entire office h/w are down.

5. Severity Levels.

To ensure an overall 99% uptime, the SLAs shall adhere to following service level norms:

Severity	Response time	Resolution Time
Severity 1	1-2hrs.	3 Hours
Severity Level 1: Problems related to the PCs, Printers, UPS, Networks, Network components and applications.		
Penalty:		
Penalties for delayed response will be as under:		

Sl. No	Description	Performance Time/Response Time
1.	Penalty for delayed response to complaints	Rs. 100/- per day
2.	Penalty for down time of below items due to PC/Printer/UPS/SCANNER	Rs. 50/- per equipment per day
	Network/Server	Rs. 200/- per day
	Software	Rs. 100/- per day

G Other Terms and Conditions

- 1 The contract is subject to the condition that the tenderer will comply with all the laws and acts of Central Govt., State Govt. relating to this contract made applicable from time to time.
- 2 Standards of Performance: The bidder shall perform the service and carry out its obligation under the contract with due diligence, efficiency and economy, in accordance with generally accepted technique and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management engineering practices. It shall employ technical and engineering practices. It shall employ appropriate advance technology and safe and effective equipment, machinery material and methods. The bidder shall always act, in respect of any matter relating to this contract, as faithful advisors to the NIHSAD and shall at all times, support and safeguard the NIHSAD legitimate interests in any dealings with Third Parties.
- 3 The Contractor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
- 4 In case of any piracy problems the agency will be solely responsible for the same.
- 5 Some of the machines, LAN/WAN are installed in the Bio-containment area. For attending the same, bio safety rules/ regulations of this Institute to be followed strictly. Any violation will result in termination of the contract.

- 6 The Agency shall further be bound by and carry out the direction/Instructions given to them by the COMPUTER INCHARGE, NIHSAD or the officers designated by him/her in this respect, from time to time. All the material/parts, will be replaced/used will require the prior consent of the Computer I/C regarding quality etc.
- 7 **Confidentiality of Information:** The agency and its staff shall maintain strict confidentiality of information. No part of information can be disclosed to any party in any form during the contract period or thereafter. The incidental disclosure of information to agency and its staff is just for carrying out the job assigned and no more. Any violation or attempt of Violation may lead to legal action under appropriate law.
- 8 The contractual staff so provided by the agency under this contract will not be the employee of the NIHSAD and there will be no employer-employee relationship between the NIHSAD and the person so engaged by the contractor in the aforesaid services.
- 9 The contractor will discharge all his legal obligations in respect of the workers/supervisors to be employed/deployed by him for the execution of the work in respect of their wages and service conditions and shall also comply with all the rules and regulations and provisions of law in force that may be applicable to them from time to time.
- 10 The contractor shall indemnify and keep indemnified the NIHSAD from any claims, loss or damages that may be caused to it on account of any failure to comply with the obligations under various laws. In case of any dispute, the decision of Director, NIHSAD shall be final and binding on the contractor.
- 11 To have proper coordination in working, the Contractor/Service provider Agency authorities would visit the working areas frequently and contact the concerned In-charge officers/administration for any clarification if required.
- 12 Any change in service provider or contractual worker should be done in consultation with NIHSAD authority. Abrupt and unjustified changes will not be accepted.
- 13 The selected agency shall provide the necessary personnel to NIHSAD as per labour acts prevalent as per GOI or M.P. whichever is applicable. The agency shall be responsible for good conduct and behavior of its engaged man power. If the service of the engaged manpower is found not up to the mark, he/she should be replaced within 24 hours from the receipt of letter from the concerned department.
- 14 The vendor will not subcontract or permit anyone other than their company personnel to perform any of the work, services or other performance required of the vendor under the AMC / Service Contract without the prior written consent of the NIHSAD.
- 15 The agency shall ensure that the Telephones, Computers, Internet Connection, Electricity will not be misused. If it is found misused, the heavy penalty will be put on the agency. Similarly recovered data should not be shared with anybody.
- 16 Returning of the equipment after completion of the contract period: The Bidder shall handover (return) all the equipment back to the Department after the contract period in good and working condition.
- 17 Review: Both NIHSAD and agency shall conduct periodical reviews from time to time by examining the automated reports generated by bidder such as downtime reports, uptime reports, logbooks etc.
- 18 The payment will be made on a quarterly basis at the end of the each quarter and subject to submission of satisfactory service report from the users departments and item wise preventive maintenance and cleaning reports. Payment will be made through core (NEFT) Banking for which the proof regarding account No. with SBI is provided along with Tender form. Payment of last quarter will be made only after the vendor fulfills all the contractual obligations i.e. replacement / repair of Component /s and its part /s maintained under AMC like. However, the sequence of payment would be as given below:-
- 19 Payment to the contractual staff would be done by the contractor in their account on or before

- 10th of each month, right from the first month.
- 20 The contractor then shall submit the claims of such payments to the institute alongwith proof of payment of wages and payment towards EPF, ESI, GST and other statutory payment etc. The mode of payment and challans etc. should be transparent so as to prove their authenticity. In case of quarterly payment such proof shall be submitted in subsequent month.
- 21 Upon verification of records as mentioned above and the attendance of contractual persons, the administration would release the payment via BANK TRANSFER in the account of contractor.
- 22 Income Tax (TDS) will be deducted from the payments due for the work done as per rule.
- 23 The Institute will not be responsible either to the Contractor or to its workers deployed at this Institute for any medical assistance/injuries/death or any kind of loss occurred to contractual labours.
- 24 In case of any damage to the NIHSAD property by the teams engaged, the same will be recovered from the agency.
- 25 The Director, NIHSAD reserves the right to reject any or all tenders/quotations in whole or in part without assigning any reason thereof. The decision of Director, NIHSAD shall be final and binding on the Contractor/Agency in respect of clause covered under the contract
- Note: The contractor has to quote rates on comprehensive basis as per the terms mentioned in this document.**

Annexure-II
List of computers with Peripherals and LAN Accessories for comprehensive AMC 2016-17

Sr.No	DESCRIPTION	UPS	PRINTER
1	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-EF62), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-01CC), DELL KEYBOARD (S/N- CN-ODJ494-71581-4C1-OB8I-A01)	COMMON UPS APC 1KVA	HP LASERJET P1505
2	HCL CPU, DUAL CORE PROCESSOR, 320 GB HDD, 3GB RAM, HCL TFT MONITOR (S/N - 444094802244), FRONTECH MOUSE (S/N- JIL-3749150101226), HCL KEYBOARD (S/N- CB1205012635)	MICROTECH 600VA	NA
3	DELL CPU, INTEL CORE i7 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-CWPL), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4CL-07FN), DELL KEYBOARD (S/N- CN-0DJ494-71581-4C3-0032-A01)	HP HEWLEFT (ONLY FOR CPU)	HP LASERJET CP1025 COLOR PRINTER
4	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-CWPL), HP MOUSE, DELL KEYBOARD (S/N- CN-ODJ494-71581-4C1-OBEW-A01)	INTEX 600VA	SAMSUNG LASERJET PRINTER
5	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-CUML), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-01LW), DELL KEYBOARD (S/N- CN-ODJ494-71581-4B6-025N-A01)	APC 1100VA	HP LASERJET P1007
6	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-CVWL), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-01YO), DELL KEYBOARD (S/N- CN-ODJ494-71581-4C1-OBC7-A01)	Intex 600VA	SAMSUNG LASERJET PRINTER
7	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-EF2L), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-00HH), DELL KEYBOARD (S/N- CN-ODJ494-71581-4C1-OBEG-A01)	MICROTECH 600VA	HP DESKJET INK ADVANTAGE 2520HC COLOR PRINTER

8	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-FR), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-), DELL KEYBOARD (S/N- CN-ODJ494-71581-4B6-A01)	APC 600VA	PANASOIC KX-MB2120 ALL IN ONE PRINTER
9	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-C6RL), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-01IU), DELL KEYBOARD (S/N- CN-ODJ494-71581-4B6-02S2-A01)	APC 600VA	NA
10	DELL CPU, INTEL CORE i7 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-CVRL), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C1-07EA), DELL KEYBOARD (S/N- CN-ODJ494-71581-4C3-0090-A01)	NA	All in one Richo Print/scan/copy/Fax , SP310SFN.
11	HCL CPU, INTEL CORE i3 PROCESSOR, 500 GB HDD, 4 GB RAM, HCL MONITER (S/N- B86131608381), HCL MOUSE (S/N- T4112G), HCL KEYBOARD (S/N- CB1304001409)	INTEX 600VA	HP Laser Jet M1136 MFP
12	DELL ALL IN ONE PC (SERVICE TAG NO.- 421R9Q1), INTEL CORE i3 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MOUSE (S/N- CN-0M6M5F-56732-175-36IM-A01), DELL KEYBOARD (S/N- CN-0M6M5F-56732-175-36IK-A01)	APC, 600VA	NA
13	HCL CPU, INTEL CORE i3 PROCESSOR, HCL MONITOR (S/N- B86131300115), LOGITECH MOUSE (S/N- PID- HS311HA06YW), HCL KEYBOARD (S/N- CB1304051090)	INTEX 600VA	NA
14	LENOVO ALL IN ONE PC (S/N- VS20057082), INTEL CORE i3 PROCESSOR, 3 GB RAM, 500 GB HDD, LOG iTECH, DELL KEYBOARD	MICROTECH UPS	HP ink Deskjet 2060
16	HP XW4400 WORKSTATION CPU, INTEL CORE 2 DUO PROCESSOR, 3 GB RAM, 80 GB + 500 GB WITH TEM, EIZO JEOL MONITOR (S/N- 67302017), HP MOUSE (S/N- F93A90A5BU710WM), HP KEYBOARD (S/N- BC3880BGAUC2EM)	NA	NA
17	LENOVO CPU, INTEL CORE i3 PROCESSOR, 4 GB RAM, 500 GB HDD, LENOVO MONITER (S/N- 4MO4737B3350570), LOGITECH MOUSE (S/N- PID-LZ118HU), LENOVO KEYBOARD (S/N- 11102071)	INTEX 600VA	NA

18	LENOVO CPU, INTEL CORE 2 DUO PROCESSOR, 2 GB RAM, 320 GB HD, LENOVO MONITOR (S/N- 6M0297483021034), LENOVO MOUSE (S/N- PID-HC8370K02AK), LENOVO KEYBOARD (S/N- 08F26303143D)	NA	HP LASERJET M1136 MFP
19	HCL CPU, INTEL DUAL CORE PROCESSOR, 3 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- 444094802045), DELL MOUSE, HCL KEYBOARD (S/N- G9450013288)	BEETLE 700VA	HP 1022 LASERJET,
20	LENOVO ALL IN ONE PC (S/N- VS50026306), INTEL CORE i5 PROCESSOR, 4 GB RAM, 1024 GB HDD, BULZER MOUSE, LENOVO KEYBOARD (S/N- 2774233)	UPS APC 600VA	HP LASERJET P1007
21	LENOVO ALL IN ONE PC (S/N- VS50035851), INTEL CORE i5 PROCESSOR, 4 GB RAM, 1024 GB HDD, INTEX MOUSE, LENOVO KEYBOARD (S/N- 0097572)	INTEX 600VA	HP LASERJET P1007
22	DELL ALL IN ONE PC (SERVICE TAG NO.- 2CIR9Q1),INTEL CORE i3 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MOUSE (S/N- CN-0M6M5F-56732-175-399M-A01), DELL KEYBOARD (S/N- CN-0M6M5F-56732-175-399K-A01)	UPS APC 600VA	HP LASERJET P1007
23	LENOVO CPU, CORE 2 DUO PROCESSOR, 3 GB RAM, 240 GB HDD, LENOVO TFT MONITOR (S/N- 0M0360392371170), LENOVO MOUSE (S/N- PID-LZ821AT14V5), LENOVO KEYBOARD (S/N- 08E16600184D)	APC 600VA	SCX-4300 SAMSUNG AND HP COLOR JET 2600N
24	IBM CPU, INTEL P-4 PROCESSOR, 1 GB RAM, 80 GB HDD, SAMSUNG TFT MONITOR (S/N- BR21HVYL300187T), T-LINK MOUSE, HP KEYBOARD (S/N- CT:BCYUH0AHH6Y7EE)	APC 600VA	HP LASER JET 2420N
25	IBM think centre CPU, INTEL P-4 PROCESSOR, 256 MB RAM, 80 GB HDD, IBM TFT MONITOR (S/N- 23KF551), AD NET MOUSE, IBM KEYBOARD (S/N- 4936800)	INTEX 600VA	NA
26	HP CPU, INTEL DUAL CORE PROCESSOR, 1 GB RAM, 233 GB HDD, SAMSUNG MONITOR (S/N- CM16H9FS810207Z), T-LINK MOUSE, HP KEYBOARD (S/N- BC3880FVBXKCYA)	NA	NA
27	HCL CPU, INTEL DUAL CORE PROCESSOR, 3 GB RAM, 320 GB HDD, HCL MONITOR (S/N- 444094802056), AD-NET MOUSE, HCL KEYBOARD (S/N- G9450013072)	NA	NA
28	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL	APC 600VA	HP LASERJET

	MONITOR (S/N- CN-022ROT-72872-512-C6FL), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-01MZ), DELL KEYBOARD (S/N- CN-ODJ494-71581-4B6-02SI-A01)		M1005 PRINTER
29	HP PAVILOIN CPU, INTEL DUAL CORE PROCESSOR, 1 GB RAM, 80 GB HDD, HP TFT MONITOR (S/N- CNC72906PN), INTEX MOUSE, HCL KEYBOARD (S/N- CA1204012456)	INTEX 600VA	NA
30	HCL CPU, INTEL CORE 2 DUO PROCESSOR, 2.5 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- 444094803015), HCL MOUSE (S/N- G9411009226), HCL KEYBOARD (S/N- CBB04033763)	INTEX 600VA	NA
31	IBM CPU, INTEL P-4 PROCESSOR, 1.36 GB RAM, 40 GB HDD, IBM CRT MONITOR (S/N- 55HHTPR), HIGER MOUSE, IBM KEYBOARD (S/N- 01214089142205627)	MICROTECH 600VA	NA
32	LENOVO CPU, INTEL CORE 2 DUO PROCESSOR , 2 GB RAM, 320 GB HDD, LENOVO MONITOR (S/N- 6M0297483520100), COMPAQ MOUSE (S/N- PSB0923019054), LENOVO KEYBOARD (S/N- 08F26301824D)	MICROTECH 600VA	HP LASERJET 2060
33	Intex CPU, INTEL core 2 duo PROCESSOR, 2 GB RAM, 160 GB HDD, IBM CRT MONITOR (S/N- V1-K1673), HIGER MOUSE, Prodot KEYBOARD	NA	NA
34	COMPAQ CPU, INTEL CORE 2 DUO PROCESSOR, 2 GB RAM, 500 GB HDD, COMPAQ TFT MONITOR (S/N- CNT930C70V), LENOVO MOUSE (S/N- PID-LZ017HR0ZU0), COMPAQ KEYBOARD (S/N- PUAA0929016518)	APC 600VA	NA
35	IBM CPU, INTEL Core 2 duo PROCESSOR, 2 GB RAM, 40 GB HDD, IBM MONITOR (S/N- V6-A1328), LENOVO MOUSE (S/N- PID-HC8370KO218), IBM KEYBOARD (S/N- 5092436)	NA	NA
36	HCL CPU, INTEL DUAL CORE PROCESSOR, 3 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- 444094802922), HCL MOUSE (S/N- G9411009320), HCL KEYBOARD (S/N- BE000245)	APC 600VA	HP LASERJET P1008
37	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-C6NL), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-01CF), DELL KEYBOARD (S/N- CN-ODJ494-71581-4C1-0BB2-A01)	APC 600VA	NA
38	HCL CPU, INTEL DUAL CORE PROCESSOR, 3 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- 444094802658), HCL MOUSE (S/N- G9411009156), HCL KEYBOARD (S/N- G9450013363)	Microtech 600VA UPS	Panasonic KXMB2120 All in one printer

39	DELL CPU, INTEL CORE i5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-CWTL), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-01Y7), DELL KEYBOARD (S/N- CN-ODJ494-71581-4C1-OBCA-A01)	INTEX 600VA	PANASOIC KX-MB2120 ALL IN ONE PRINTER
40	HCL CPU, INTEL DUAL CORE PROCESSOR, 2 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- 444094802924), HCL MOUSE (S/N- G9411009233), HCL KEYBOARD (S/N- G9450013126)	INTEX 600VA	WIPRO LQ 1050 PLUS DX
41	HP PAVILOIN CPU, INTEL DUAL CORE PROCESSOR, 2.5 GB RAM, 320 GB HDD, HP TFT MONITOR (S/N- CNC747R2FV), HP MOUSE (S/N- PB0732065255), HP KEYBOARD (S/N- LC73423769)	APC 600VA	HP LASERJET P1008
42	LG CPU, INTEL P-4 PROCESSOR, 1.18 GB RAM, 80 GB HDD, LG CRT MONITOR (S/N- 604NLFD014779), LG MOUSE (S/N- HCA53907537), LG KEYBOARD (S/N- M6P05100577)	NA	NA
43	HP PAVILOIN CPU, INTEL DUAL CORE PROCESSOR, 4 GB RAM, 320 GB HDD, HP TFT MONITOR (S/N- CNC74809K7), HP MOUSE (S/N- PB0732064123), HP KEYBOARD (S/N- LC73423243)	APC 600VA (COMBINE AKMU 1 AND AKMU 2)	NA
44	LENOVO CPU, INTEL P-4 PROCESSOR, 2 GB RAM, 80 GB HDD, SAMSUNG TFT MONITOR (S/N- M317HBY900665N), FRONTECH MOUSE (S/N- 3705120127992), LENOVO KEYBOARD (S/N- 0097572)		NA
45	LENOVO CPU, INTEL CORE 2 DUO PROCESSOR , 3 GB RAM, 320 GB HDD, LENOVO MONITOR (S/N- 6M0297483020422), HCL MOUSE (S/N- PID-HC213HR), LENOVO KEYBOARD (S/N- 08H01803185D)	NA	NA
46	HCL CPU, INTEL DUAL CORE PROCESSOR, 3 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- TFT185W80PSA), HP MOUSE (S/N- PB0732064215), HP KEYBOARD (S/N- LC73421591)	NA	NA
47	IBM CPU, INTEL P-4 PROCESSOR, 2 GB RAM, 80 GB HDD, IBM TFT MONITOR (S/N- V6-A0733), I-BALL MOUSE (S/N- 0117A13597), IBM KEYBOARD (S/N- 5090356)	NA	NA
48	HP PAVILION CPU, INTEL DUAL CORE PROCESSOR, 1 GB RAM, 320 GB HDD, HP TFT MONITOR (S/N- CNC74803PN), HCL MOUSE (S/N- U270577), HCL KEYBOARD (S/N- U270577)	NA	NA

49	IBM CPU, INTEL P-4 PROCESSOR, 512 MB RAM, 40 GB HDD, LG CRT MONITOR (S/N- 104D100636), TECH-COM MOUSE, ACER KEYBOARD (S/N- K6572142054P)	NA	NA
50	HCL CPU, INTEL CORE 2 DUO PROCESSOR, 2 GB RAM, 233 GB HDD, HCL TFT MONITOR (S/N- C09SBG196158), HCL MOUSE (S/N- PID-LZ943ACOPZM), COMPAQ KEYBOARD (S/N- BI3BC0N39HI5QV)	NA	NA
51	DELL CPU, INTEL CORE i7, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-EF82), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4CL-07FR), HCL KEYBOARD (S/N- C0911019624)	APC 600VA	NA
52	HCL CPU, INTEL DUAL CORE PROCESSOR, 2 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- 444094802553), HCL MOUSE (S/N- G9411009214), HCL KEYBOARD (S/N- G9450013132)	INTEX 600VA	NA
53	IBM CPU, INTEL P-4 PROCESSOR, 504 MB RAM, 80 GB HDD, SAMSUNG MONITOR (S/N- NB24H4KXA0039IK), IBM MOUSE (S/N- 23-304120), IBM KEYBOARD (S/N- 3097015)	NA	
54	IBM CPU, INTEL P-4 PROCESSOR, 504 MB RAM, 80 GB HDD, LENOVO MONITOR (S/N- V2N9235), IBM MOUSE (S/N- 23-018266), IBM KEYBOARD (S/N- 5732852)	LIBERT GXT 2 KVA	
55	ACER CPU, INTEL i-5 PROCESSOR, 4 GB RAM, 500 GB HDD, ACER MONITOR (S/N- AOCKHE2E4052734), ACER MOUSE (S/N- DC1121100N), LOGITECH KEYBOARD (S/N- 1439SY037M28)	INTEX 600VA	NA
56	HP CPU, INTEL i-3 PROCESSOR, 2 GB RAM, 500 GB HDD, HP MONITOR (S/N- 6CM43906B5), HP MOUSE (S/N- CT:FCYRUOAH7MQ28), HP KEYBOARD (S/N- CT: BCYUHOAHH7I679)	EMERSON 2 KVA	
57	DELL CPU, INTEL P-4 PROCESSOR, 1.50 GB RAM, 150 GB HDD, DELL MONITOR (S/N- CN-OYG613-71618-68N-A675), DELL MOUSE (S/N- FOMO16LW), DELL KEYBOARD (S/N- CN-OW7658-37172-66C-06XX)	APC 2KVA	
58	DELL CPU, INTEL i-5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-D2KL), DELL MOUSE (S/N- DPPID: CN-011D3V-73826-4C3-01IV), DELL KEYBOARD (S/N- CN-ODJ494-71581-4B6-02SO-A01)	INTEX 600VA	
59	HP CPU, INTEL ® XEON ® PROCESSOR, 4 GB RAM, 500 GB HDD, NEC MONITOR (S/N- 3YO2257DA), HP MOUSE (S/N- CT: FCMHHOAHD7KATU), HP KEYBOARD (S/N- CT: BDMGHOCHH7ROQU)	PROMPT UPS 2KVA	HP LASERJET CP1025 COLOR PRINTER

60	DELL CPU, INTEL i-5 PROCESSOR, 4 GB RAM, 500 GB HDD, DELL MONITOR (S/N- CN-022ROT-72872-512-CW8L), DELL MOUSE (S/N- DPPID: CN-O11D3V-73826-4C3-00FY), DELL KEYBOARD (S/N- CN-ODJ494-71581-4C1-0BET-A01)	APC 600VA	NA
61	HP PAVILION CPU, INTEL CORE 2 DUO PROCESSOR, 2 GB RAM, 320 GB HDD, HP TFT MONITOR (S/N- CNC8290DK1), HP MOUSE (S/N- P00747024242), HCL KEYBOARD (S/N- CB1111008572)	INTEX 600VA	NA
62	INTEL DUAL CORE PROCESSOR, 2 GB RAM, 500 GB HDD, AOC MONITOR (S/N- AOCKRVZE455), RAPOO MOUSE (S/N- 4601N182OKID4071), RAPOO KEYBOARD (S/N- 4501N182OKID4071)	INTEX 600VA	NA
63	HCL CPU, INTEL DUAL CORE PROCESSOR, 3 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- 444094802169), HCL MOUSE (S/N- G9411009128), HCL KEYBOARD (S/N- G9450013073)	WEP UPS 600VA	HP LASERJET 1020
64	HP CPU, INTEL ® CELERON ® PROCESSOR, 2 GB RAM, 500 GB HDD, HP MONITOR (S/N- 6CM3202KSP), HP MOUSE (S/N- CT: FBNWLOBAU30JNG), HP KEYBOARD (S/N- CT: BCYUBOACP3Y7E6)	NA	
65	HCL CPU, INTEL DUAL CORE PROCESSOR, 3 GB RAM, 320 GB HDD, HCL TFT MONITOR (S/N- 444094803011), HCL MOUSE (S/N- G9411009209), HCL KEYBOARD (S/N- G9450013290)	MICROTECH 600 VA	NA
66	IBM THINK CENTRE CPU, INTEL P-4 PROCESSOR, 2 GB RAM, 80 GB HDD, IBM TFT MONITOR (S/N- V6-A0292), LOGITECH MOUSE (S/N- PID:HS437HA), IBM KEYBOARD (S/N- 5095268)	APC 600VA	NA
67	COMPAQ CPU, CQ32231X, Pentium dual core, Windows XP Professional, 2.76GHz, 2GB RAM, 240GB HDD, Compaq monitor, keyboard, mouse	WEP 600VA	NA
68	Apple All in one system, Intel core i5, 8GB RAM, DDR-3, system sr.no-C02MT317F8J3, Apple keyboar and mouse, 1TB HDD	Microtech 600VA	NA
69	Intex Cabinet, Intel P-4 processor, 2GB RAM, 80GB HDD, IBM TFT Monitor (S.No-V6-A12-53), Frontech mouse (S/No-JIL-3728140502166), key board.	NA	NA
70	HP CPU-3GB RAM, 240GB HDD, S/N-2UA4131TDG, Keyboard Model NO-SK-2885-HP, Optical mouse-HP	NA	NA
71	HCL Laptop, 4GB-RAM, 500GB HDD, Adapter	NA	NA
72	Compaq Presario C-300 laptop, Pentium M Processor, 60GB HDD, 2GB RAM	NA	NA

73		NA	Panasonic (Multi Function Printer/SUPER G3) Model – KX-MB2120SX	
LAN Accessories				
1	IBM SERVER: IBM X-236 XEON, Processor: Intel Xeon 3.0 GHz, RAM-2GB, HDD-136GB IBM Server RAID SCSI-02, Graphics-IBM RSA2, NIC-Broadcom Net Xtreme Gigabit Ethernet.	IBM X-236 XEON	1	1KVA NUMERIC UPS
2	NETWORK-SWITCH	D-LINK 24 PORT	2	
3	NETWORK-SWITCH	D-LINK 08 PORT	9	
4	NETWORK-SWITCH	D-LINK 05 PORT	8	
5	WIRELESS NETWORK CARD	D-LINK	3	
6	Network Wi-Fi adaptor	D-LINK	4	
7	ACCESS POINT (D-Link WDL-2100AP)	D-LINK	1	
8	ACCESS POINT (D-Link DIR-600L)	D-LINK	1	
9	ACCESS POINT (D-Link DAP-1360)	D-LINK	1	
10	ACCESS POINT (D-Link DAP-2360)	D-LINK	1	
11	Lan Extender(PAIR)	ANADA TELECOM	1	
12	Lan Extender(PAIR)	ANADA TELECOM	1	
13	RACK	4UR	3	
14	NETWORKING RACK	NETWORKING RACK	1	
15	TP-LINK (WA-5210G)	TP-LINK SENDER RECIVER	1(Pair)	
16	TP-Link (WA-5210G)	TP-LINK SENDER RECIVER	1 (Pair)	
17	Router D-Link DSL-2750U	D-Link	1	
18	Access Point (D-Link DAP-2310)	D-Link	1	
19	Cable (CAT6/UTP) and IOB	Entire network		

Schedule – III**Financial Bid (BOQ) should be filled & uploaded separately**

To

The Director,
NIHSAD,
Bhopal – 462021 (M.P.)

Sir,

I/We submit our tender with respect to financial bid for AMC of Operation & Maintenance of LAN/WAN/COMPUTER ETC.(On comprehensive basis) at NIHSAD, Bhopal and my/our rate is as follows which may be read with reference to Schedule – II: -

Financial Bid (BOQ)				
(For reference purpose only and not to be filled with technical bid)				
Tender Inviting Authority: Director, ICAR-NIHSAD, Bhopal				
Name of Work: AMC for providing services of Operation & Maintenance of LAN/WAN/Computer etc.(on comprehensive basis)				
Contract No: 9-67/17-18/NIHSAD (P&S)				
Name of the Bidder/ Bidding Firm / Company :				
PRICE SCHEDULE				
NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT in Rs. P	TOTAL AMOUNT In Words
1	2	7	8	10
1	Work contract			
1.01	Total cost per month towards Operation & Maintenance services of LAN/WAN/Computer etc. including contractual staff wages, parts, repair & replacement cost, etc.		0.00	INR Zero Only
1.04	GST per month as applicable (Amount in INR)		0.00	INR Zero Only
Total in Figures			0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only		

I/We agree to forfeiture of the EMD deposited by me/us in connection with tender if we fail to comply with any of the terms and conditions in whole or in part as paid down in the tender documents. We have carefully read the terms and conditions of the tender and agree to abide by these in letter and spirit.

In other terms and conditions that the tender would like to specify, it will form a part of the schedule.

Signature
Name and address of the firm with phone number

Liquidated Damage Clauses/Penalty Clause

1. In case of deficiency of services, Pro-rata deduction of amount on the services not provided will be made. In addition, 10% penalty would be charged after giving due hearing to the contractors explanation by the Director of the Institute.
2. The firm will not charge placement charges on any other account from the manpower deployed with the NIHSAD from the payment to be made to the outsourced staff as per quoted rates. The contract is liable to be terminated, security deposit forfeited and the Contractor/Firm will be blacklisted if, at any stage, reports are received that the Contractor/Contracting firm has charged the manpower on any account.
3. Any misconduct/misbehavior on the part of the manpower deployed by the agency will not be acceptable and such persons will have to be replaced immediately.
4. If the required number of workers/supervisor are less than the minimum required to carry-out the job as a whole, a penalty of Rs. 500/- per worker per day will be deducted from the bill.

RISK CLAUSE: -

The Agreement of the contract can be terminated with two months notice from either side on the technical issues beyond logical solutions. However, in case of Service Provider/Contractor issuing notice, the expenses incurring due to such breach shall be recovered from the security deposit or pending bills or by raising a separate claim.

The decision of the Director, NIHSAD, Bhopal (competent authority in the Institute) shall be final and binding on the contractor/agency in respect of any clause covered under the contract and any matter incidental to the contract.

IN WITNESS whereof the parties have executed those present on the day month and year as mentioned above.

The Director, ICAR-NIHSAD reserves the right to reject any or all tenders in whole or in part assigning reasons therefore. The decision of Director, ICAR-NIHSAD shall be final and binding on the contractor/agency in respect of any clause covered under the Contract.

Signature _____

Signature_____

(Name & Address of the firm)

(For the Institute)

Witness:-

1. _____

2. _____

UNDERTAKING

I/We have read and understood General Terms and Conditions contained in the ICAR-NIHSAD's application form for contract. I/We do hereby declare that all the details provided in this application form are true to the best of my/our knowledge and belief and any misrepresentation of facts will render me/us liable to any action as may be deemed fit by ICAR-National Institute of High Security Animal Diseases, Bhopal.

I/We do hereby also accept ICAR-NIHSAD have the right to accept or reject this application and not to issue invitation to Tender to me/us.

I/We undertake to communicate promptly to ICAR-NIHSAD any changes in the condition or working of the firm. It is certified that we have not been blacklisted by any organization of Government of India including Central Vigilance commission (CVC) in the last three years. The undersigned is fully authorized to sign and submit this application form on behalf of the organization, he/she represent. We authorize ICAR-NIHSAD to approach individuals, employees, firms and corporations to verify our competence and general reputation.

Signature: -

Name: -

Designation: -

Address: -

Place: -

Dated: -