



भाकृअनुप-राष्ट्रीय कृषि अनुसंधान प्रबंध अकादमी

राजेन्द्रनगर, हैदराबाद-५०००३०, तेलंगाणा, भारत

ICAR-National Academy of Agricultural Research Management

(ISO 9001:2008 Certified)

Rajendranagar, Hyderabad-500030, Telangana, India

<https://naarm.org.in>



TENDER ENQUIRY FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR IT INFRASTRUCTURE FACILITIES FOR NEXT 3 YEARS (RENEWABLE ON ANNUAL BASIS)

NAARM is a premier publicly funded Training and Research Management Organization under ICAR, DARE, Ministry of Agriculture, and Government of India. The Director, NAARM Rajendranagar, Hyderabad — 500030, Telangana, India now Invites e-tenders for Comprehensive Annual Maintenance contract for IT infrastructure facilities & Services for a period of **Three years** renewable on annual basis based on the performance of the firm, in Two Bid system (Technical Bid / Financial Bid) from the eligible Annual Maintenance Contract firms of Hyderabad/Secunderabad in the area of IT infrastructure through CPPP (<https://eprocure.gov.in>). The successful firm is expected to take over the contract with effect from **01-05-2021** or as decided by the Academy.

CRITICAL DATES

Sl. No.	Description	Date	Time
1)	Tender Publishing Date	26-03-2021	1000 hrs
2)	Seek Clarification Start Date	26-03-2021	1100 hrs
3)	Pre Bid Meeting	08-04-2021	1130 hrs
4)	Seek Clarification End Date	07-04-2021	1300 hrs
5)	Bid Submission Start Date	26-03-2021	1200 hrs
6)	Bid Submission Closing Date	13-04-2021	1400 hrs
7)	Bid Opening Date	15-04-2021	1100 hrs

The detailed requirement for the AMC is present in Schedule – I of this document and the format of Financial Bid BoQ is provided in Schedule - II.

Eligibility

Vendor should have

1. Annual turnover of at least Rs. 3 crores in the past three financial years i.e., 2017-18, 2018-19 and 2019-20. Enclose certificate from Auditor/Company secretary indicating the turnover of the firm. Do not attach balance sheet/ Profit and Loss statement etc. Only auditor's certificate is to be attached.
2. Maintained set of servers running on Windows and Unix (Linux platform , high end switches, network services management, Virtualization of Servers and Virtual Labs, having about 150 PCs or more under Network in a single contract in at least two Govt./Public Sector units in the past three years at an annual value of more than Rupees 10 Lakhs (with proof).
3. The firm should have its own Local Service Support Centre in Hyderabad / Secunderabad, and detailed list of certified service engineers in the support centre.

GENERAL TERMS AND CONDITIONS:

1. **Cost of Tender document:** The cost of Tender document is free. The terms and conditions for maintenance of Digital Online Courses and information format can be downloaded from NAARM Website (<http://www.naarm.org.in/>) or the Government of India, Central Public Procurement Portal (<http://eprocure.gov.in/cppp/>). Director, ICAR-NAARM reserves the right to accept or reject any tender(s) or in full without assigning any reason thereof.
2. **Earnest Money Deposit:** An earnest money deposit of (EMD) Rs. 20,000/- (**Rupees Twenty Thousand** only) must be deposited in the form of Demand Draft in favour of NAARM MAIN ACCOUNT and payable at Hyderabad. Scanned copy of the EMD is to be uploaded while submitting the Tender online and the hard copy of the same should be submitted to the Stores and Purchase Officer before closing date of the Tender. If NSIC/MSME Certificate etc for exemption is available, the submission of EMD is exempted but the certificate is to be uploaded on CPPP.
3. The unsuccessful bidders EMD will be returned soon after the finalization of Tender, whereas the successful bidders **EMD** will be returned subject to furnishing the required **Performance Security/Security Deposit**.
4. All communications must be addressed to the Director, ICAR-NAARM, Rajendranagar, Hyderabad.
5. **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 Director NAARM after the services duly certified by the OIC (Computers). The vendor will have to submit the Bank details while entering into contract for transferring the quarterly AMC Charges to the bank account of the Vendor through RTGS.
6. **Security Deposit:** The successful bidder has to furnish an amount equivalent to **three (3) per cent** of the order value as **Performance Security Deposit** which will be refunded / returned only after satisfactory completion of the contractual obligations including warranty. The Security Deposit should be in the form of Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any commercial bank and on which no interest will be paid.
7. **Bank details for e-payment:** The bank details may be furnished along with tender for making e-payment to the successful bidder.
8. **Period of Validity:** The rates quoted shall be valid for a minimum period of **90 days** beyond the date of opening of tenders.
9. **Rates:** Rates should be quoted in the prescribed Price Schedule in Indian Rupees only.
10. **Taxes / Duties:** If taxes, duties, or any other charges over and above the rates quoted are payable by the Academy, actual / percentage of such taxes / duties / charges should be clearly indicated.
11. **Duration:** The period of contract will be for Three years renewable on annual basis based on the satisfactory performance of the firm. The awarded work should be started within ten days from the date of issue of work order.
12. **Termination:** In case of non-performance, the services will be terminated with a notice period of two months. No correspondence in this matter will be entertained. The decision in this regard lies with the Director, ICAR-NAARM

13. **Liquidated damage:** In case, the firm fails to maintain components and any such discrepancy leads to a down time a sum equivalent to 0.5% of the contract price per 6 hours shall be deducted from the Bill up to a maximum of 10% of the contract price. Once the maximum is reached, we may consider termination of the contract.
14. **Enquiry's on tender:** Any enquiry's regarding the tenders will not be entertained once the tenders are opened.
15. **Acceptance of tender:** Director, ICAR-NAARM reserves the right to accept or reject any of the tenders either in part or in full without assigning any reason thereof.
16. **Decision:** The Decision of the Director, ICAR-NAARM on any dispute in the matter will be final and legally binding.
17. **Jurisdiction:** All disputes including court proceedings shall be settled within the Hyderabad jurisdiction only.
18. **Rejection of tenders:** Tenders not complying with the above conditions are liable to be rejected.
19. **Evaluation:** Both Technical Bids and Financial Bids are evaluated by the Committees of the institute before awarding the contract.
20. **The tenders without EMD amount or without valid exemption certificate will not be considered.**
21. In the event of the date & time specified for tender receipt being declared as a closed holiday for purchaser's office, the due date for submission of tenders will be the following working day at the specified timings.
22. Director, ICAR-NAARM reserves the right to accept or reject any or all the tenders. Decision of the Director will be final and legally binding. All disputes will be subject to Hyderabad Jurisdiction only.

**STORES & PURCHASE OFFICER
ICAR-NAARM, HYDERABAD**

Service Requirements

Manpower services for Facility/Network Management

To provide manpower for Comprehensive Network Services Management involves including network services, server management, security and coordinating with other Service providers of the Academy.

Maintain IT Infrastructure as listed in this document on Comprehensive basis including preventive maintenance.

Scope of work

Manpower Requirements

1. Network Engineer— 1 Person
2. Computer maintenance Engineers —4 Persons

Manpower	Qualifications
<p>Network Engineer Qualifications</p>	<p>Engineering degree in Information Technology or Computers Science or Electronics Engineering with minimum of 4-year experience or 3 years Polytechnic Diploma in IT, instrumentation or Computer Engineering with minimum of 7 years, in the Server Management, Maintenance and ability to deploy any services on Windows / Linux platform, Sophos Firewall maintenance, monitoring, implementing security policies as per requirement, website maintenance and Maintenance of Virtualization. Experience in maintaining Load Balancing of Bandwidth of two ISPs. Experience in scheduling, conducting live events, Video Conferencing, Troubleshooting in VC and Web meetings</p>
<p>Desktop Support Engineer</p>	<p>Engineering Degree/ 3 years Polytechnic Diploma in Information Technology or Computers Science/ Engineering or</p> <p>Electronics Engineering or instrumentation with a minimum of one year experience in Network/computer hardware maintenance</p> <p>All engineers must have proficient knowledge of the English Language</p> <p>Engineer’s selection will be done on the mutual consent of successful bidder and ICAR- NAARM as per the requirements of the Academy.</p> <p>Bio-data of personnel posted at the Academy along with their employment details offer letter from the successful bidder should be submitted as proof of engineer’s credentials.</p> <p>Academy has right to ask for replacement of the personnel posted without assigning any other reasons.</p>

Scope of Manpower Requirements

Timings

- Network Engineer 8.30 a.m. to 5.30 p.m. on all working days of the Academy.
- Out of 4 computer maintenance Engineers, one of them should be available on rotational basis from 8.00 a.m. to 8.00 p.m on all days including Sundays and Holidays. Other three should be available from 8.30 a.m. to 5.30 p.m. on all working days of the Academy.
- Minimum 2 engineers out of 5 engineers should stay in the ICAR-NAARM Campus accommodation will be provided on Payment basis in the NAARM Campus

Hardware

- Management and comprehensive maintenance of IT infrastructure.
- Resolution of user calls related to Network, Desktops, Laptops and Printer services
- Troubleshooting and resolution of computer hardware problems
- Backup and restoration of data on servers as per backup policies
- Configuring and assisting Video Conferencing/Web Meetings
- Monitoring and troubleshooting LAN.
- Daily call and resolution reporting, infrastructure health status reporting, usage reporting.
- Monitoring of inbound/outbound traffic for any security threats
- Maintenance of Smart Class Room and Smart Board Room for meetings

Software

- Website General Maintenance, updating/securing Windows Enterprise
- Servers, SQL Server, Exchange server Enterprise, Cluster installation, VM Virtualization, Anti-virus, data maintenance and generation of required reports.
- Scheduling of emails and ensuring stability of mail traffic including spam Monitoring etc.
- Problem diagnosis and rectification on Operating System and Network
- Installation & Reconfiguration , Reinstallation of Operating System and Applications-E-Mail, Office Applications, Windows / 7 12010 from the original media provided by the Academy
- Configuration & management of accounts (Exchange, Active Directory)
- Maintaining e-mail backups of user accounts and other system backups etc.

Back Office Support

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

Vendor Co-ordination

- Coordinate various other vendors/ OEMs of the Academy who have provided Application software, Website developer, Warranty service providers etc.) to get the problems resolved.

Comprehensive Maintenance of IT Hardware

- 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. Once IT equipment is under CAMC, it is the responsibility of the bidder to repair or replace with the same item without any financial commitments from the

SCHEDULE – I(Contd.)

Academy. If the successful bidder fails to maintain any equipment during the CAMC it will attract penalty

- The selected firm at their own cost should have back-to-back support agreement with OEM(s) of all IT equipment under CAMC and the same agreements must be submitted to this Academy at the time of MoU to the Academy
- Before replacing, the firm should provide product details such as serial numbers and the OEM support ticket details to the Academy.
- The firm should provide necessary tools/equipments to the service engineers to carry out preventive maintenance or minor works at the academy. The firm should also keep sufficient inventory of spare parts to reduce the delay in repairing/replacing defect items.
- 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 academy and replaced with new.
- The firm should periodically do preventive maintenance and identify obsolete items to the notice of Academy.
- All plastics 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 Academy regarding the liability of the firm shall be final and the firm shall not have any claim in this regard.
- Academy 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.
- The firm shall create a process document for carrying out the FMS and submit the same to the Academy 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
- The firm should carry out onetime maintenance of all IT hardware and submit a report to the Academy of the status of the equipment. The firm should also bring out to the notice of the academy regarding obsolete items.

Service Level Agreement (SLA)

- No service engineer shall remain absent for more than one day without prior information to the Head ICM / OIC Computers. In case of long-leave/extra-ordinary conditions, backup manpower is to be provided during that period.
- 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 is allowed to keep standby device until the original device is repaired.
- For other devices, in case of minor hardware faults, the maximum time allowed is two working days.

To avoid downtime, the firm is also required to keep the following items as stand-by.

S.No.	Item	Quantity
I.	Complete set of Computers	2
II.	Printers (cartridges and configuration are same as of NAARM printers list	2
III.	Keyboards & SMPS	5 each
IV.	Network cards, display cards, HDD(160/80gbs), DVD drive	5 each
V.	Power cables, RJ45 connectors, Patch/cross cables (CAT 5) Optical Mouse / I/O boxes	10 each
VI.	Switch 24 port & 8 Port switch	1 each
VII.	OFC SC to ST / SC converters	4 each
VIII.	Printer cables (Parallel / USB). FDD, RAMs, Power adapters	2 each

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.

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

1. Attendance of service engineers
2. Network/Services availability
3. Number of calls received and attended and
4. Number of calls/work pending

Penalty

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 Rs. 50000/- penalty per quarter will be imposed. In case, a firm has been penalized maximum penalty for two consecutive quarters, it would be considered as deficiency in service and the Academy has the right to cancel the contract with a stipulated notice period and withheld the Bank Guarantee and blacklist the firm.

Critical Services to be maintained:

Name of the Service	Make/Model or Platform
Firewall	Sophos XG310 Hardware UTM
Web Servers	NAARM Website (IIS, Wordpress) E-Learning website (Linux, Moodle) MS-SQL Server Windows Active Directory for authentication
Mailing Services	Microsoft Exchange 2013
Virtualization Infrastructure	VMWare (both server virtualization and desktop virtualization)

List of items to be brought under AMC

Note: All Servers, Workstations, All-in-One, Wifi equipment of make HP, Lenovo, Dell, Cisco should have OEM back to back support for the said period.

S.No.	Make	Equipment Name	Qty
Servers			
1	HP	DL 380e Gen 8(Koha)	1
2	Sun Microsystems	Sun Blade X6250,2xIntel Xeon E5420	1
3	Sun Microsystems	Sun Blade X6250, 2xIntel Xeon E5420	1
4	Sun Microsystems	Sun Blade 6270, M2 server module 2xIntel Xeon E5420	1
5	Sun Microsystems	Sun Blade 6270, server module 2xIntel Xeon [-5420	1
6	Sun Oracle	Blade Server Chassis	1
7	Aten, KVM Switch	Aten KVM Switch 8 port	2
8	Fujitsu	Primergy TX 300 S7 Tower	1
9	DELL	DELL Power edge R720 Server	3
10	Lenovo	Lenovo Think station PS10(Telage)	1
11	Hp	DL380 P Gen8(ASRB)	2
12	Cisco	CMS 1000 UCS C220 M4S (VC server)	1
		Total Servers	16
Cisco End Points			
13	CISCO	SCX 20	3
		Total End Points	3
Storage Area Network			
14	DELL	SAN MD3820i	1
15	EMC ²	EMC ² AX4-5i	1
		Total Storage Area Network	2
Workstations			
16	DELL	DELL PRECISION T1650 with 17" LED Monitor	10
17	DELL	Dell Precision 7810 with LED Monitors	20
18	DELL	Dell Precision T5820 with LED Monitors	1
19	HP	HP Z240 SFF WORKSTATION with LED Monitors	20
20	DELL	Dell Precision Tower 7810 (Telage) with LED Monitors	1
21	HP	Proliant ML10V2	1
		Total Work Stations	53
Desktop Computers			

22	DELL	DELL STUDIO XPS 8100 with LED Monitors	40
23	DELL	DELL OPTIPLEX 780 with LED Monitors	10
24	DELL	DELL OPTIPLEX 7010 with LED Monitors	8
25	LENOVO	LENOVO MT-M 7484 NN2 THINK CENTER with LED Monitors	20
26	LENOVO	THINKCENTER M73 with LED Monitors	10
27	LENOVO	Thinkstation PS10	1
28	HP	HP COMPAQ ELITE 8300 SMALL FORM FACTOR with LED Monitors	20
29	HP	HP Pro 3330 MT with LED Monitors	2
30	HP	HP Compaq Pro 6300 Base Model Microtower PC with LED Monitors. ARS Online Examination Halls.	120
31	Acer	ACER VERITON M200-H61 with LED Monitors in Administration.	31
32	HCL	HCL INFOSYSTEM INFINITI MA380TRU with LED Monitors	30
33	HCL	HCL INFOSYSTEM INFINITI PRO BL 1295 with LED Monitors	25
34	Wipro	WIPRO SUPER GENIUS with LED Monitors	10
		Total Desktops	327
All-In-One			
35	Lenovo	LENOVO M93z	17
36	Lenovo	LENOVO M900Z	6
37	Lenovo	LENOVO M900Z (TELAGE)	5
38	HP	HP Elite one g2 800 non touch	50
39	HP	HP Pavilion All-in-One - 23-q141in (Touch)	1
		Total All in One	79
CD/DVD Duplicator			
40		Multi CD/DVD duplicators	1
		Total CD/DVD Duplicator	1
Fully Loaded Network Switches along with Patch Panels			
Network Fiber Switches with all SFP Modules			
41	DELL	Dell 3024F	1
42	DELL	Dell S4148F	2
		Total Network Fiber Switches	3
43	DELL	DELL 10G SFP+ Modules	20
44	DELL	DELL 1G SFP Modules	20
45	DLINK	Dlink 1G SFP Modules	10
		Total SFP Modules	50
Wi-Fi Controller Cisco			
46	CISCO	CISCO 5508 Series Wireless Controller with Redundant Power	1
		Total Wi-Fi controllers	1
Network Switches with SFP / UTP Uplink Modules			

47	CISCO	Catalyst 2960 G	4
48	CISCO	Catalyst 2950	2
49	CISCO	Catalyst 1900	4
50	CISCO	Catalyst 4503	1
51	DELL	Dell S4148T 10G	2
52	DELL	Dell-N2024	6
53	DELL	Dell-N2048	20
54	DELL	Dell-N2048P (POE)	7
55	DELL	Dell-N2024P (POE)	3
56	DELL	Dell EMC N3024ET	5
57	DLINK	Dlink DGS3120-24P	2
58	DLINK	Dlink Power Connector 5448	3
59	DLINK	Dlink DGS 300-6TC	1
60	NETGEAR	Net Gear 7252PS	2
61	Cisco	CISCO Catalyst 3560 12 Port (POE) IP Based Switches with Console Cable	7
62	CISCO	CISCO Catalyst 2960 8 Port (POE) IP Based Switches with Console Cable	4
		Total Switches	73
WI-FI Equipment			
63	CISCO	AIR -CAP-27021-D-K9 Access Points	94
64	RUCKUS	Ruckus Access Point	02
		Total Access Points	96
	CISCO	Power Injectors	20
Fiber Patch Cables			
65	Cables	Fibre Patch Cables Single Mode	70
		Total Fiber Patch Cables	70
Fiber Distribution Panels			
66		Fibre Distributions Panel (LIU,Pictails)	35
		Total Fiber Distribution Panels	35
Cat 6 Patch panels			73
Other Network Passive Components			
67		Network Passive Accessories (Including all Cables, N/W Connectors, V.35 interface, Information outlets 500 nos., UTP cabling, OFC Cabling, Patch Panels, Distribution panels, UT P converters, (OFC / IJTP/Power cables), Hardware Items, SC toSc to LC, Sc to SC patch cables, wire managers in entire NAARM campus Passive material, etc.,	One Lot
		Network Passive Components	One Lot

Items to be brought under AMC after Warranty

S.No.	Make	Model	Qty	Warranty up to
<i>Servers</i>				
1	Firewall	Sophos XG310 Hardware UTM	1	Expires March 2024
2	DELL	Dell EMC PowerEdge R440	1	Expires 17 MAR 2023
3	DELL	Dell EMC PowerEdge R740	1	Expires 18 MAR 2023
4	DELL	Dell Precision 5820 Tower XCTO	1	Expires 10 JUN 2022
5	HPE	HPE DL380 Gen10	2	Expires 26 Jan 2023
6	HPE	HPE ML350 Gen10 3106 1P 6G 4LFF IN Svr	1	Expires 8 Nov 2021
<i>Desktop Computers</i>				
S.No.	Make	Model	Qty	Warranty Up to
7	HP	HP 280 G4 Base Model Micro tower PC with LED Monitors	30	February 07, 2022
8	DELL	Dell OptiPlex 7060MT with LED Monitors	5	Expires 26 JAN 2022
9	DELL	Dell 5060 MT XCTO (BIO) with LED Monitors	8	Expires 18 JUN 2022
10	DELL	Dell 5060(Nahep) with LED Monitors	5	Expires 25 AUG 2022
<i>WIFI Warranty</i>				
S.No.	Make	Model	Qty	Warranty up to
11	ARUBA	Aruba Ap-305	20	Expires 11 MAR 2023
12	ARUBA	Aruba AP-365 (Out Door)	5	Expires 11 MAR 2023
13	D-Link	10 Port POE Ethernet Switch	25	Expires Dec 2021

Equipment to be brought under AMC after expiry of Warranty (Time line)

AMC Period 3 years (May 2021- April 2024)

S. No.	Make	Model	Qty	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
1.	Firewall	Sophos XG310 Hardware UTM	1	X	X	X	X	X	X	X	X	X	X	X	✓* From Mar.
2.	DELL	Dell EMC PowerEdge R440	1	X	X	X	X	X	X	X	✓* From Mar.	✓	✓	✓	✓
3.	DELL	Dell EMC PowerEdge R740	1	X	X	X	X	X	X	X	✓* From Mar.	✓	✓	✓	✓
4.	DELL	Dell Precision 5820 Tower XCTO	1	X	X	X	X	From* Jun. ✓	✓	✓	✓	✓	✓	✓	✓
5.	HPE	HPE DL380 Gen10	2	X	X	X	X	X	X	X	✓	✓	✓	✓	✓
6.	HPE	HPE ML350 Gen10 3106 1P 6G 4LFF IN Server	1	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7.	HP	HP 280 G4 Base Model Micro tower PC with LED Monitors	30	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
8.	DELL	Dell OptiPlex 7060MT with LED Monitors	5	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
9.	DELL	Dell 5060 MT XCTO (BIO) with LED Monitors	8	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓
10.	DELL	Dell 5060(Nahep) with LED Monitors	5	X	X	X	X	X	✓	✓	✓	✓	✓	✓	✓

S. No.	Make	Model	Qty	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
11.	ARUBA	Aruba Ap-305	20	X	X	X	X	X	X	X	* ✓ From Mar.	✓	✓	✓	✓
12.	ARUBA	Aruba AP-365 (Out Door)	5	X	X	X	X	X	X	X	* ✓ From Mar.	✓	✓	✓	✓
13.	D-Link	10 Port POE Ethernet switches	25	X	X	From Jan20 21 * ✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Total	105	?	?	?	?	?	?	?	?	?	?	?	?

Q1: May 2021 – July 2021	Q5: May 2022 – Jul 2022	Q9: May 2023 – Jul 2023
Q2: Aug 2021 – Oct 2021	Q6: Aug 2022 – Oct 2022	Q10: Aug 2023 – Oct 2023
Q3: Nov 2021 – Jan 2022	Q7: Nov 2022 – Jan 2023	Q11: Nov 2023 – Jan 2024
Q4: Feb 2022 – Apr 2022	Q8: Feb 2023 – Apr 2023	Q12: Feb 2024 – Apr 2024

* On Pro-rata basis

PRICE SCHEDULE

(To be uploaded in BoQ format provided in CPPP under Financial Bid only)

Not to be uploaded in Technical Bid

All prices should be in INR only: Taxes, if any should be quoted separately. In case of warranty items to be brought under AMC, rates will be calculated on pro-rata basis and will be included from the corresponding quarters.

Sl. No.	Item Description	Quantity/Number	Units	Amount for 1st Year (In INR) Rs. P	Amount for 2nd Year (In INR) Rs. P	Amount for 3rd Year (In INR) Rs. P	GST percentage on amount quoted in Column 13,14,15 (In %)	Any other Taxes on amount quoted in Column 13,14,15 (In INR) Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT With Taxes	TOTAL AMOUNT In Words
1	2	4	5	13	14	15	17	18	53	54	55
1	Manpower Charges										
1.01	One Network Service Engineer service charges	1	Nos						0.00	0.00	INR Zero Only
1.02	Four Desktop Engineers Services Charges	4	Nos						0.00	0.00	INR Zero Only
2	IT Infrastructure AMC charges										
2.01	Servers	16	Nos						0.00	0.00	INR Zero Only
3.01	Storage Area Networks	2	Nos						0.00	0.00	INR Zero Only
4.01	Workstations	53	Nos						0.00	0.00	INR Zero Only
5.01	Cisco End Points	3	Nos						0.00	0.00	INR Zero Only
5.02	Desktop Computers	327	Nos						0.00	0.00	INR Zero Only
6.01	All-in-One Desktop Computers	79	Nos						0.00	0.00	INR Zero Only
7.01	CD/DVD Duplicators	1	Nos						0.00	0.00	INR Zero Only
8.01	Network Fibre Switches with all SFP Modules	3	Nos						0.00	0.00	INR Zero Only
9.01	Dell 10G SFP+ Modules	20	Nos						0.00	0.00	INR Zero Only
10.01	Dell 1G SFP Modules	20	Nos						0.00	0.00	INR Zero Only
11.01	Dlink 1G SFP Modules	10	Nos						0.00	0.00	INR Zero Only
12.01	CISCO WiFi Controller	1	Nos						0.00	0.00	INR Zero Only
13.01	Network Switches with SFP/UTP Uplink Modules	73	Nos						0.00	0.00	INR Zero Only
14.01	WiFi Access Points CISCO & Ruckus	96	Nos						0.00	0.00	INR Zero Only
15.01	CISCO Power Injectors	20	Nos						0.00	0.00	INR Zero Only
16.01	Fibre patch cables single mode	70	Nos						0.00	0.00	INR Zero Only
17.01	Fibre Distributions Panel	35	Nos						0.00	0.00	INR Zero Only
18.01	Network Passive Components	1	Lot						0.00	0.00	INR Zero Only
Total in Figures									0.00	0.00	INR Zero Only

CHECKLIST (To be uploaded with Technical Bid)

S.no	Document to be uploaded in Technical bid on CPPP	Whether Uploaded (Yes/No)
1.	Filled Annexure - A	
2.	Filled Details as per Annexure-B along with Complete tender document duly sealed and signed	
3.	Undertaking as per Annexure - C	
4.	Proof of work orders related to CAMC for IT Infrastructure from Government/PSU during the last three years costing more than Rs.10 Lakhs. Along with filled Annexure-D	
5.	Document Showing the firm/company's turnover be Rs. 3 crores per annum for the preceding three financial years i.e.2017-18, 2018-19, 2019-20 as per Annexure - E	
6.	Proof of OEM back to back support for the period for all equipment of make Dell, HP, Lenovo and Cisco.	
7.	Scanned copy of EMD Document/ Exemption Certificate for same (Whichever is valid)	
8.	Certificate of incorporation of the firm issued by the appropriate government to be enclosed.	
9.	Scanned copy PAN & GSTIN Registration. (all scanned and combined in one pdf)	
10.	The firm should enclose copies of income tax returns for the last 3 years (Financial Year 2017-18, 2018-19, 2019-20)	
11.	Document showing the firm is giving its own Local Service Support Centre in Hyderabad / Secunderabad, and detailed list of certified service engineers in the support centre	
12.	Scanned copy of First 12 (Twelve) Pages of this tender document with seal and signature of bidder on each page	
13.	Any other document or information as required in the tender document.	

SIGNATURE OF THE BIDDER & STAMP

Date:

Place:

Annexure - B

COMMERCIAL DETAILS

(To be submitted on Firm's Letter head)

1.	Name and Address of Bidder	
2.	Telephone No. / Mobile No. / FAX No.	
3.	Email ID	
4.	Month and Year of Establishment	
5.	PAN and GSTIN Number	
6.	EMD Details	
7.	Local Office Address in Hyderabad/Secunderabad	

SIGNATURE OF THE BIDDER & STAMP

Date:

Place:

UNDERTAKING

(To be submitted on Firm's Letter head)

I/We have read and understood General Terms and Conditions and Schedule – I contained in the ICAR-NAARM's Tender. I/We do hereby declare that all the details provided in this tender bid 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-NAARM, Hyderabad.

I/We do hereby also accept ICAR-NAARM 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-NAARM any changes in the condition or working of the firm. It is also 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-NAARM to approach individuals, employees, firms and corporations to verify our competence and general reputation.

I/We do hereby also certify that we have all the required expertise in the field for which bids are being invited by ICAR-NAARM.

AUTHORISED SIGNATORY OF THE FIRM WITH SEAL

Place:

Dated:

RELEVANT WORK EXPERIENCE DETAILS

(To be submitted on Firm's Letter head)

Sr. No.	Name of the Deptt. Organization where work was done	Period	
		From	To
1.			
2.			
3.			
4.			
5.			
6.			

AUTHORISED SIGNATORY OF THE FIRM WITH SEAL

Place:

Dated:

Note: While uploading this annexure in CPPP bidder should make sure that work experience certificates are also uploaded along with this in one single pdf

AGENCY TURNOVER

(To be submitted on chartered Accountant's Letter head)

Name of the Firm : _____

GSTIN & PAN Details : _____

Period	Turnover
2017-18	
2018-19	
2019-20	

It is certified that the details provided above are correct and I have gone through relevant records to come out with the figures quoted above.

SIGN AND SEAL Authorized Chartered Accountant

Place:

Dated: