

**Small Farmers' Agri-Business Consortium,  
NCUI Auditorium Bldg., 5<sup>th</sup> Floor, 3, Siri Institutional Area,  
August Kranti Marg, Hauz Khas, New Delhi-110016  
Tel:91-11-26966017, 26966037 Fax:91-11-26862367  
Email: sfac@nic.in, Web: sfacindia.com**

F. No. SFAC/1-2/3/2017-Genl.Admn.

Date: 18.02.2019

**INVITATION OF QUOTATON**

Sealed Tenders are invited from reputed, experienced and financially sound Companies/Firms/Agencies for Annual Maintenance Contract for various makes of Computers, Printers, UPS for a period of one year from the date of taking up of the job and may be extended by another year or part, at the sole discretion of the Competent Authority on the terms and conditions enclosed with this letter.

1. Maintenance of Hardware, Software of computers, Laptops, UPSs, Printers & MFD's (Detailed description is enclosed at Annexure-I).

2. **Bid Price:**

- a. The AMC will be for maintenance of Computers, Printers, UPS & MFD's installed in SFAC, as described in Annexur-I. The bidder may quote rate for items in the format of quotation attached. The Bid price however will include cost of all the items indicated in para-1 above.
- b. The other terms and conditions will be regulated as per the Terms and Conditions indicated in this tender.

3. **Validity of Tender:**

The tender shall remain valid for a period not less than 90 days after the deadline specified for submission of quotations.

4. **Evaluation of Tender:**

This office will evaluate and compare the quotations determined to be substantially responsive i.e., which are;

- a) Properly signed, and
- b) Conform to the terms and conditions and specifications.

The evaluation of the bids would be done for all the items put together.

5. **Award of contract:**

The Competent Authority will award the contract to the bidder whose quotation has been determined to be as per terms & conditions.

- 6 Bidders or their authorized representative may visit the office to understand the scope of work during working hours.
7. Sealed quotations are required to be submitted in the prescribed format enclosed with the letter viz. Annexure I (Technical Bid) and Annexure II (Financial Bid) along with declaration in prescribed format. Financial Bids of only those bidders, who have been declared technically qualified, will be opened.
8. The tender form along with terms and conditions can be downloaded from Website [www.sfac.india.com](http://www.sfac.india.com) and e-publish on CPPP portal.
9. The quotations along with Demand Draft of Rs.2,000/- (Rupees Two Thousand Only) as EMD (Earnest Money Deposit) in favour of Small Farmers Agribusiness Consortium, New Delhi in a sealed envelope along with technical bid and financial bids in separately sealed envelopes together sealed in an envelope super-scribed with the word “Tender for Annual Maintenance Contract for various make of Laptops, Computers, Printers, UPS, Scanners” should be sent to the Managing Director, Small Farmers’ Agri-Business Consortium, NCUI Auditorium Bldg., 5<sup>th</sup> Floor, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016 on or before 27.02.2019 by 14:30 hrs. The quotations received after closing date will not be entertained. The quotations will be opened on 28.02.2019 at 15:30 hrs on the same day. The Tenderer or his authorized representative may like to be present at the time of opening of tender. The Earnest Money will be refunded to the unsuccessful bidder.

Deputy Director (Admn.)

# Technical Bid

## Annexure I

### Form 'A' (Experience & Running Contracts)

Sl. No	Name of Organization (With Address and Phone Number)	Experience (For 3 years)		Nature of Experience
		From (Date)	To (Date)	
1				
2				
3				

### Form 'B' (Turnover and Profitability)

Sl. No	Financial/Accounting year	Annual Turnover (from repairs and maintenance Services)
1	2015-16	
2	2016-17	
3	2017-18	

**Financial Bid**

**Format for Financial Bid for AMC of Computers and peripherals**

Sl. No	Item Description	Qty	AMC per unit	AMC for the period	Service Tax	Total AMC (yearly)
1	Computer Pentium IV (HP, HCL, Lenovo, etc.)	52				
2	Laptops	07				
3	UPS Rating 0.75 KVA to 1KVA	52				
4	(Multifunctional Device (Fax, Scanner, Printer, Copier) (Of all makes/model)	25				
	<b>Total</b>					

**Note:** The above format is for guidance purpose. Necessary modification can be made if required

**Terms & Condition, Stipulation and Information for the AMC of Computers & its accessories**

1. **Eligibility Criteria:**

1. The bidder should have at least three years experience in Annual Maintenance of computer System, peripherals and accessories.
2. The bidder should have at least three running contracts with any Govt./Semi Govt. Dept/PSU for total value of not less than Rs.80,000/-.
3. The minimum annual turnover for each of the past three years should be minimum Rs.5,00,000/- Five Lakhs in repairs and maintenance of computer systems, peripherals and accessories.
4. The firm should be a legal entity, eligible to enter into contract with the SFAC to provide services.
5. The firm should be registered with GST, PAN and submit proof of company registration.
6. The Earnest Money Deposit (EMD) of Rs.2,000/- in the form of Demand Draft, Pay order drawn in favour of SFAC, New Delhi. (Refundable without interest), should accompany the technical bid.
7. Agency shall be responsible for taking backup data & software available on PCs before formatting the system and shall be also response for reloading the same.

2. **Testimonial and records to be furnished**

The bidder should enclose the following records duly self certified in support of their quotation.

- a) Satisfactory performance of similar contract at least three.
- b) Copy of three years 'audited balance sheet.
- c) Copy of Income Tax Registration Certificate/PAN, GST Registration Certificate.

In the absence of any of the aforesaid documents, the bids will not be considered/ rejected.

**3. Terms & Conditions:**

- 3.1 The Annual Maintenance Contract includes preventive as well as breakdown maintenance. Schedule for Preventive maintenance will be once in six months for all the system covered in AMC. The firm will submit calls sheet/PM Report to the Administration Division. In case of failure the penalty will apply. Under T&C, Preventive Maintenance should at least be done on quarterly basis to ensure that all the computers & peripherals are working properly and there is no call pending. A separate log book should be maintained to record the preventive maintenance carried out on each equipment. Then the agency has to submit the preventive maintenance report to SFAC on quarterly basis.
- 3.2 The agency shall depute a well-qualified and minimum three years experienced service engineers in computer maintenance on each working day for attending to the routine maintenance.
- 3.3 AMC shall cover replacement of any part necessary for keeping the computer systems active and free from any defects. The replacement of all spares is included in the AMC **except consumable items likes Toner, Cartridge etc.** Also, the faulty Power Adapter, Power cables etc. will be replaced by the firm.
- 3.4 Whether a defective item or components is to be replaced or repaired shall be at the sole discretion of the firm. In case of replacement of a part, the defective part removed from the system will become the property of the firm.
- 3.5 All defective parts shall be replaced with good quality and OEM branded parts by the service provider without any extra charge. The agency shall provide original make genuine parts/components of similar configurations. Used/repared parts of any other brand from any other source are not acceptable.
- 3.6 The Agency shall produce the Cash Memo's/Certificate/Document in proof of providing genuine components to replace the faulty ones on demand.
- 3.7 The company shall ensure to abide by the copy right, intellectual property rights and other laws as applicable for providing any replacements for any components/software. Any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of Security Deposit.
- 3.8 This contract will be inclusive of OS support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and network configuration will be attended & rectified by the firm. All required device drivers will be provided by the firm. For OS reinstallation, SFAC will provide the OS software.
- 3.9 To monitor the maintenance activity and to discuss other related matters, a fortnightly meeting between SFAC and the firm will be held.

3.10 Anti-Virus Support/Software will be provided by the SFAC.

**4. Validity of Contract:**

4.1 The Contract shall be valid for a period of one year from date of award and may be extended by another year or part at the sole discretion of the SFAC. SFAC will have exclusive right to terminate the contract by giving one month's notice.

4.2 The company has to give 03 month's advance notice, if they wish to leave the contract before scheduled expiry. Contravention of the same would lead to forfeiture of Performance guarantee/Security money along with all outstanding dues.

**5. Standard of performance and Penalty for failures;**

5.1 The agency will ensure 95% uptime in respect of desktop PCs & Printers & MFD's.

In case of failure to set right the computer within 24 hours penalty will be levied.

5.2 The downtime penalty charges, if not rectified within 24 hours, will be as follows;

Sl. No.	Item	Amount (Rs)/day
(i)	Desktop PC/Laptop	Rs. 300 per PC per day
(ii)	3 in 1 Printer (MFD)	Rs. 200 per unit per day
(iii)	Printer (Ordinary)	Rs. 150 per unit per day
(iv)	UPS	Rs. 100 per unit per day

5.3 In case of failure of the agency to rectify any of the defects within 7 days, SFAC may get the same rectified at the risk and cost of the agency.

5.4 If the agency repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repairs at their risk and cost, SFAC may terminate the contract of the agency forthwith and may forfeit the security deposit.

5.5 The agency shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith and security deposit shall be forfeited.

5.6 SFAC reserves the right to reject any or all the bids and cancel the tender without assigning any reason.

5.7 The calls received centrally, shall be provided daily to the concerned service engineer(s) by the concerned official of SFAC, and shall be attended immediately on receipt of the same.

5.8 The firm shall maintain proper service call sheets, which will be duly signed by

the engineer and the user of the equipment.

**6. Payment Terms:**

- 6.1 The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly installations and paid at the end of each quarter of AMC period after deducting penalties.
- 6.2 Any increase or decrease of taxes, duties or prices of components, etc, will not affect the AMC rates during the entire period of AMC.
7. **EMD (Earnest Money Deposit: Rs. 2,000/- (Rupees Two Thousand only)** shall be deposited in the shape of Demand Draft/ Pay Order drawn in favour of **SFAC, New Delhi**. Tender will not be entertained without Earnest Money Deposit.
8. **Performance Security:** Successful Vendor has to deposit Performance Security equivalent to **10%** of total contract value in the form of Demand Draft/ Pay Order at the time of signing the AMC agreement. The validity of performance Security will be 14 months from the date of commencement of A.M.C. The release of Performance Security would be subject to satisfactory completion of contractual obligation.
9. In the event of dispute, the Secretary of the Central Information Commission or his/her nominee shall be the sole arbitrator. All disputes arising shall be resolved before the competent court having jurisdiction/area where the Commission is located.
10. Any other terms and condition shall be sole discretion of SFAC. Successful vendor shall execute contract agreement within one month of the award of contract.

**DECLARATION**

I/We have read the above terms and conditions carefully, understood them thoroughly and agree to abide by them.

Place: New Delhi

Date:

Signature(s) of the proprietor/partners or authorized signatory  
(with firm/company seal)