



ICAR -INDIAN AGRICULTURAL STATISTICS RESEARCH INSTITUTE.

(An ICAR's autonomous body under Department of Agriculture Research and Education (DARE),

Ministry of Agriculture and Farmers Welfare, Govt. of India)

Library Avenue, Pusa, New Delhi -110012.

Tel – 25841479, Fax - 25841564



F.No.No.06(16)/2017-18-EMU

Notice Inviting Tender (NIT)

Director, ICAR-IASRI invites online two bids open tender from reputed firms for “**Comprehensive Annual Maintenance Contract of UPS** AT ICAR-IASRI, PUSA, NEW DELHI-110012.”

The information and schedule of dates are mentioned below:

Mode of Tender	Manual /Online
Published at	https://eprocure.gov.in ; http://iasri.res.in
Procedure and requirements for submission tender.	Please refer https://eprocure.gov.in ; http://iasri.res.in
Cost of Tender Document (non-refundable)	-NIL-
Earnest Money Rs.	2000/-
Date & Time of Uploading of Tender Documents	30-11.2017,10:30 AM
Bid Document Download Start Date& Time	01.12.2017, 10:00 AM
Bid Submission Start Date & Time	01.12.2017, 2:00 PM
Document download End Date & Time	20.12.2017, 02.00 PM
Bid Submission End Date & Time	21.12.2017, 02:30 PM
Bid Opening Date, Time and Venue	22.12.2017, 03:00 PM at ICAR-IASRI, New Delhi
Bid Procedure	Two Stage
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	https://eprocure.gov.in ; http://iasri.res.in
Bid Validity	90 days from the date of submission

The Demand Draft should be of Scheduled Bank drawn in favour of “Director, IASRI”.

Important Notes:

1. Tender Documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in> ; <http://iasri.res.in> Bidders are advised to go through instructions provided at ‘Instructions for offline Bid Submission’.
2. The tender will be available under Department of Agriculture Research and Education (DARE) on <https://eprocure.gov.in>.
3. ICAR-IASRI reserves the right to cancel this Notice of Invitation Tender and / or invite a fresh with or without amendments to this NIT, without liability or any obligation and without assigning any reason. Information provided at this stage is indicative and ICAR-IASRI reserves the right to amend further details in the tender document
4. Detailed **Terms & conditions, Eligibility, and other reference** for the assignment are available on the website <https://eprocure.gov.in>. In case of any clarification, contact may at the following email: emu.iasri@icar.gov.in.
5. Any Corrigendum about extension of date in respect of above tender shall be issued only on website <http://iasri.res.in> and <https://eprocure.gov.in> and no separate notification shall be issued in the press. Bidders are therefore requested to regularly visit our website to keep themselves updated.

Date : 30/11/ 2017

Place:New Delhi

Location :ICAR-IASRI

This advertisement is a copy of the announcement, published on e-publishing.gov.in and iasri.res.in

Administrative Officer (EMU)

TENDER FORM

From

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To

**The Director,
Indian Agricultural Statistics Research Institute,
(I.C.A.R.), Library Avenue, Pusa,
New Delhi-110 012**

Dear Sir,

I/We offer the supply the items/services detailed in the schedule and agree to hold this letter open up to 90 days from the date of opening of the tender. I/We shall be bound by a communication of acceptance dispatched within the aforesaid period.

I/We have understood the instructions and conditions for the contract pertaining to the above mentioned tender and have thoroughly examined the specifications patterns quoted in the schedule and are aware of the store/services required and my/our offer is strictly in accordance with requirement.

Copies of the necessary certificated as asked for in the terms and conditions have also been enclosed with the tender.

A Demand Draft/Pay Order bearing No.dated.....
Issued byfor Rs. 5,000.00
(Rupees Five Thousand only) in favour of **Director, IASRI, New Delhi** is enclosed as Earnest Money Deposit.

NAME **Signature**

PHONE NO..... **ADDRESS**.....

FAX NO.....
.....

SEAL



भा.कृ.अ.प. भारतीय कृषि सांख्यिकी अनुसंधान संस्थान
ICAR-Indian Agricultural Statistics Research Institute
लाइब्रेरी एवेन्यू, पूसा, नई दिल्ली-110012.
Library Avenue, Pusa, New Delhi-110012.



F.No. : F.No.No.06(16)/2017-18-EMU

Dated : 30-11-2017

Tender for Comprehensive Annual Maintenance Contract of UPS

(PART-A TECHNICAL & OTHER INFORMATIONS)

(Please provide the information on the following giving all relevant details, In case sufficient space is not available use separate sheets & also enclose documentary proof)

S. no	Information	Details
i.	Name and address of Firm :	
ii.	Address of the firm must be located in Delhi / NCR	
iii.	Earnest Money of Rs.5000/- Deposited (Yes/No)	
iv.	List of valued customers enclosed (Yes/No)	
v.	TIN / VAT No.	
vi.	(PAN No)	
vii.	Status of the firm (Proprietary/Limited firm/Pvt. Ltd.)	
viii.	Firm must be authorized service provider of any reputed OEM of UPS or itself an OEM of reputed UPS make. (Provide details and enclosed copy of authorization or self-declaration being an OEM)	
ix.	Two years minimum experience should in the field of UPS manufacturing / Repairing /Service sing	
x.	Should have minimum 2 clients from Govt, PSU etc. Provide the details.	
xi.	Bank Details	

Certified that the above information is correct and the firm is willing to accept all the term and conditions of the tender document.

SINGNATURE NAME

ADDRESS PHONE NO.....

..... FAX NO.....

SEAL

S.No.	Name of Items/UPS	QTY	Accepting items under AMC with Compliance Statement (Yes/No)	Remarks
1.	HITA 500 VA	16		
2.	FISKARS 500 VA	8		
3.	NAGAR 500 VA	2		
4.	DATEX 500 VA	5		
5.	APC 650 VA	12		
6.	MICROTEK 625 VA	43		
7.	BPE 500 VA	50		
8.	PULSTECH 500VA	5		
9.	INTEX 725 VA	4		
10.	LUMINOUS 800 VA	11		
11.	DELTA 1 KVA	13		
12.	APC 1100 VA	10		
13.	PULSTECH 1 KVA	2		
14.	UNILINE 500 VA	7		
15.	UNILINE 1 KVA	2		
16.	APC 2 KVA	3		
17.	APC 15 KVA	1		
18.	HI FI 5 KVA	2		
19.	IPC 5 KVA	5		
20.	TINY TRITON 10 KVA	1		
21.	TINY TRITON 5 KVA	2		
22.	MAXX (Modular) 12 KVA	1		
23.	EATON 20 KVA	2		
	Note: The bidder/agency/firm may inspect the system/machine on any working days from 11.00 AM to 4.00 PM before submitting the tender			

I/We hereby undertake that we shall make good any loss/damage caused to Photostat machine and their stabilizer or any other property of the Government through our negligence. I/We also undertake that the decision of the Director, IASRI in this regard as well as the matter of dispute due to provision of this contract shall be final and binding on us. I/We undertake not to make any representative against the decision of the Director, IASRI.

दिनांक : _____

निविदाकर्ता के हस्ताक्षर : _____ पूरा नाम : _____

पता : _____ फ़ोन न. : _____

ईमेल : _____

कंपनी सील



भा.कृ.अ.प. भारतीय कृषि सांख्यिकी अनुसंधान संस्थान
ICAR-Indian Agricultural Statistics Research Institute
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Library Avenue, Pusa, New Delhi-110012.



F.No. : F.No.No.06(16)/2017-18-EMU

Dated : 30-11-2017

Tender for Comprehensive Annual Maintenance Contract of UPS

PART-B (PRICE BID)

SCHEDULE : Last Date of Receipt of Tender :
Date & Time of Opening of Tender: 3.00 P.M. on
(Technical Bid only)

21.12.2017
22.12.2017

Name and Address of the Firm:

I. LIST OF ITEMS under AMC

PART-A					
S.NO	Item Description	Unit	Rate per Unit in INR		
			1 st Year	2 nd Year	3 rd Year
1.	HITA 500 VA	16			
2.	FISKARS 500 VA	8			
3.	NAGAR 500 VA	2			
4.	DATEX 500 VA	5			
5.	APC 650 VA	12			
6.	MICROTEK 625 VA	43			
7.	BPE 500 VA	50			
8.	PULSTECH 500VA	5			
9.	INTEX 725 VA	4			
10.	LUMINOUS 800 VA	11			
11.	DELTA 1 KVA	13			
12.	APC 1100 VA	10			
13.	PULSTECH 1 KVA	2			
14.	UNILINE 500 VA	7			
15.	UNILINE 1 KVA	2			
16.	APC 2 KVA	3			
17.	APC 15 KVA	1			
18.	HI FI 5 KVA	2			
19.	IPC 5 KVA	5			
20.	TINY TRITON 10 KVA	1			
21.	TINY TRITON 5 KVA	2			
22.	MAXX (Modular) 12 KVA	1			
23.	EATON 20 KVA	2			

PART-B Rate for Seal Maintenance Free (SMF)						
S.NO	Item Description	Make & Model	Rate (Rs.) With Buy Back	1 st Year	2 nd Year	3 rd Year
1.	7 Ah 12 Volt					
2.	17 Ah 12 Volt					
3.	26 Ah 12 Volt					
4.	42 Ah 12 Volt					
5.	65 Ah 12 Volt					

Terms & Conditions

- I. Supply, Installation, Testing and commissioning of sealed maintenance free batteries for UPS systems including all cable& connectors, battery thimbles etc. as required.
- II. The all above quoted rates for all the items are inclusive of all the taxes.
- III. The above rates shall be valid for period of contract.
- IV. The warranty of the batteries will be of 2 years and it (Issued by the company) should be clearly mentioned by manufacturer on warranty card.
- V. The SMF battery should be VRLA (Value Regulated Lead Acid) type battery specifically designed for Indian Power Supply condition and temperature.

NOTE:- अगर किसी फर्म द्वारा ए.एम.सी. की दरे न्यूनतम कोट की जाती है लेकिन उनके द्वारा प्रदान की गई बैटरियों की दरे उच्चतम पायी जाती है तो उस स्थिती में ए.एम.सी. की दरे जिस फर्म की भी न्यूनतम होगी तो उस उस फर्म को कार्य अवाई किया जाएगा बशर्ते वह फर्म अन्य फर्मों द्वारा बैटरी आपूर्ति एवं रिपेयर की दरे जिसकी न्यूनतम होगी उन दरों पर आपूर्ति एवं रिपेयर का कार्य करने को तैयार हो।

II. Rates for each UPS, if required to repair, including all consumables, before AMC.

S.NO	Item Description	Unit	Rate (Rs.) in figure
1.	HITA 500 VA		
2.	FISKARS 500 VA		
3.	NAGAR 500 VA		
4.	DATEX 500 VA		
5.	APC 650 VA		
6.	MICROTEK 625 VA		
7.	BPE 500 VA		
8.	PULSTECH 500VA		
9.	INTEX 725 VA		
10.	LUMINOUS 800 VA		
11.	DELTA 1 KVA		
12.	APC 1100 VA		
13.	PULSTECH 1 KVA		
14.	UNILINE 500 VA		

15.	UNILINE 1 KVA		
16.	APC 2 KVA		
17.	APC 15 KVA		
18.	HI FI 5 KVA		
19.	IPC 5 KVA		
20.	TINY TRITON 10 KVA		
21.	TINY TRITON 5 KVA		

Terms & Conditions:

- i. The bidder/agency/firm may inspect the system/machine on any working days from 11.00 AM to 4.00 PM before submitting the tender.
- ii. If the I. Part A rates leave blank, it will be considered that bidder/agency/firm will not charge any amount against any UPS and will be repaired at their own expenditure, if required.

SIGNATURE

NAME

ADDRESS

.....

.....

PHONE NO.....

FAX NO.....

SEAL



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Dated : 30-11-2017

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TERMS AND CONDITIONS

- 1 Director, ICAR- I.A.S.R.I. invites wax sealed quotations, in two separately sealed bids, one technical and second commercial, for Full Service and Comprehensive Annual Maintenance Contract of Photostat Machine and their stabilizers. The contract will be awarded for a period of **Three Years**. However, the same will be extendable on year to year basis for the maximum additional period of **Three Years** provided the Institute finds the service satisfactory.
- 2 Tender Document can be downloaded from the website (iasri.res.in) also.
- 3 The rates are to be quoted in the Performa enclosed herewith both in words and figures. No figures or words should be overwritten. Overwritten figures or words should be scored out and re-written under full signature of the authorized signatory. Quotations that do not fulfill this condition will not be considered.
- 4 The firm must enclose the copy of Registration and Income Tax. Service Tax Returns for the last two years. Details of ISO Certification, company profile, Income Tax Clearance Certificate and list of valued customers, if any, should accompany along with the quotation. All the documents are to be attached with Technical Bid.
- 5 The bill shall remain valid for 90 days after the date of commercial bid opening. If any bidder withdraws his tender before the said period. IASRI shall-without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security.

- 6 The quotation must be submitted in a wax sealed cover. The sealed cover must be superscripted with "Tender for Full Service and Comprehensive maintenance Contract of **UPS**" due on 22.12.2017, addressed to Director, ICAR- IASRI, Library Avenue, Pusa, New Delhi-110012 in a registered **A.D.** cover so as to reach on or before 21.12.2017 by 2:00 P.M. No responsibility whatsoever will be accepted with regard to postal delays or for wrong delivery of quotation sent by Post. It can also be dropped in the tender box kept at 1st Floor of Admn-cum-Training Block Building in the Institute for this purpose by the date stipulated above. Quotation received after due date will not be entertained. Technical Bid will be opened on 22.12.2017(Technical Bid Only) at 3.00 by the constituted committee members in the presence of representatives of the firms who participated in the tender.
- 7 Tenders must be accompanied by Rs. 5,000.00 (Rupees Five Thousand only) as Earnest Money Deposit in form of Bank Draft only drawn in favour of **Director, IASRI payable in New Delhi**. Quotations without Earnest Money Deposit will be summarily rejected. No interest will be paid on Earnest Money Deposit. Earnest Money Deposit of unsuccessful tenderers will be returned in due course of time. If the quotation is accepted and firm fails to undertake the maintenance contract EMD will be forfeit.
- 8 The quantity given in quotation is approximate which may increase or decrease for which no compensation will be paid and rates shall be proportionate.
- 9 The Contract is Comprehensive Annual Maintenance Contract which include service, maintenance and repair/ replacement of all the related items excluding consumables
- 10 Director, IASRI reserves the right to order full or part thereof of the items enclosed.

11. BIDDING PROCEDURE

- a) Bids are invited in two Bid System, (1) Technical and (2) Commercial. Which shall be wax sealed separately and enclosed in a single wax sealed envelope.
- b) Sealed Bid shall be received not later than 14.00 hrs. on 21.12.2017. No Bids will be accepted after this date and time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) Technical Bid must contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected.
- d) Commercial Bid of only successful Technical Bids will be opened on pre scheduled date, time & venue.
- e) All bids must be dropped in the Tender Box kept in First Floor of Administrative cum Training Block Building, IASRI, Library Avenue, New Delhi-110012.

12. SUBMISSION OF BID

- a) The first envelope shall be super scribed with the name of work and the words. "Technical Bid" in capital letters. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The Bid Security shall be enclosed with the envelope marked "Technical Bid".
- b) The second envelope shall be super scribed with the name of work and the words "Price Bid (Commercial Bid)" in capital letters. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.

- c) Any deviation of any sort e.g. Technical or Commercial terms and conditions shall be specifically indicated in the Technical Bid itself.
- d) Silence or use of the word “Noted” against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid.
- e) All offers shall be made available in hard and soft copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all the pages of the hard copy.
- f) All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.
- g) The bid should be submitted in the prescribed bid form of this document. All columns of the bid form should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.
- h) No bid may be modified subsequent to the deadline for submission
- i) Bidders shall furnish clause-by-clause commentary on all clauses of Bid Document including Technical Specifications.

13. Opening of Bids :

- a) IASRI will open the Technical bids at scheduled time, date and venue in the presence of the bidders representatives who chose to attend.
- b) The bidders representatives who will be present shall sign on the paper evidencing their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- c) The bidders names, bid withdrawals, presence of bid security and such other details as the Purchaser at is discretion may consider appropriate will be announced at the bid opening.
- d) The firm who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelope i.e. “Price Bid (Commercial Bid)”.

14. CLARIFICATION OF BIDS :

To assist the examination, evaluation and comparison of bids the Institute will constitute a Technical Evaluation Committee and may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

15. EVALUATION OF BIDS :

- a) The Institute will examine the bids to determine whether :
 - I. They are complete.
 - II. Required EMDs etc have been furnished.
 - III. The documents have been properly signed; and
 - b) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specification and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
 - c) The Institute will examine the bids to determine
 - I. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
- II The substantial responsiveness of each bid to the bidding. For purpose of these clause, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions

of the bidding documents without material or commercial deviations. The Institute's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

III **Arithmetic errors will be recertified on the following basis:**

If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the bidder does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount whichever is lower will prevail.

Institute may contact and verify the bidder's information, references and data submitted in the bid without further reference to bidders.

Institute reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for Award of contract.

Institute may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.

The Institute may seek clarification in writing from bidder for fax. Bidder shall be promptly reply by fax within the time limit specified in the clarification letter from the Institute.

The comparison shall be of total price of the services offered inclusive of all taxes.

16. Institute right to accept or reject any or all Bids :

- a) IASRI reserves the right to accept or reject any bids and to annual the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Institute's action.
- b) The acceptance of tender, will rest with Director, IASRI who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders receive without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- c) Canvassing in connection with tenders is illegal and strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

17- Termination by default :

- a) Institute may, without prejudice to any other remedy for breach of contract, by written notice of default sent to vendor, terminate the Contract in whole or part:
 - I. If the vender fails to provide service/rectify the fault within the time period specified in the contract or any extension thereof granted by the Institute.
 - II. If the vender fails to perform any other obligation (s) under the Contract.
- b) In the event the Institute terminates the Contract in whole or in part, the Institute may procure, upon such terms and in such manner, as it deem appropriate, services similar to those undelivered for any excess costs for such similar services. However, the vender shall continue the performance of the Contract to the extent not terminated.

18 Applicable Law:

The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of Court in Delhi.

19. Taxes and Duties:

Vendor shall be entirely responsible for all taxes, duties, license, fees etc. Incurred until delivery of the contracted services to the Institute. No tax or duty will be payable by the Institute unless specified by the vender in the price bid.

20. SECURITY & PAYMENT

- a) The successful bidder will have to deposit Security Deposit equal to 10% of the total value of the contract further reduced to the extent of Earnest Money Deposit which will be accordingly adjusted and also execute the contract within 30 days from the date of placement of order. If the firm fails to provide services to the satisfaction of the Institute as per the order during contract period, the contract will be cancelled and the Security Deposit will be forfeited or Bank Guarantee revoked. The Security Deposit will be released after completion of the contract to the satisfaction of the Institute. Additional Security money needs to be deposited in case more items are added in the AMC in future.
- b) The successful tenderer will have to sign an Agreement with the Institute on a non judicial stamp paper of appropriate value before taking over the contract.
- c) Maintenance charges will be paid on quarterly basis after deduction of penalty after completion of the quarter. The payment shall be released quarterly on satisfactory completion of assigned services. If calculation of penalty was not readily available, then 80% of the bill amount will be released provisionally. Income Tax and other taxes as per rules will be deducted from the bill as applicable from time to time.

21. SCOPE OF SERVICE:

Following services are covered under All in Service Contract to keep the system in good working order:-

- a. To make the equipment in working condition, if required. Bidder may visit the site to analyse the status of installed items.
- b. Unscheduled on call corrective and remedial maintenance services to set right the malfunctions of the systems including replacement of unserviceable parts.
- c. Quarterly preventive maintenance of each system and breakdown maintenance of all the items and all the calls shall be attended within 24 hours.
- d. Where any items/parts/components need replacement, the same shall be replaced with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with reputed equivalent of the items/parts/components.
- e. Where the replacement of the entire system with a new one has been necessitated, the replacement of the entire system shall be provide within 7 days.
- f. This office will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the systems to malfunction.
- g. Penalty will be charged for downtime of more 48 hours in the individual case, no penalty will be chargeable for the first 24 hours from the time of call/complaints and wherever an equivalent standby system has be provided.
- h. In case of any event / pending/high workload, the firm will depute additional engineers to clear the backlog to maintain the uptime of the equipment. The firm will also provide the resources/ engineer/expert on any event at the institute.
- i. A register will be maintained by the engineer of the firm for booking the complaints and keeping record of the uptime of the items and to be certified by the Nodal officer, IASRI.
- j. The firm will honor complaints lodged by phone/email/fax/post or any other mode of communication. Counting of down time will start from the time of logging the complaint and will continue till the machine is properly repaired and a certificate to the same effect is obtained from the user.
- k. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
- l. If any hardware is disposed off during the period of Maintenance Contract for one or more reason, the proportionate charges will be deducted from the quarterly amount. If charges have been paid before the disposal of the system, then the proportionate amount is to be adjusted against the charges payable on remaining machines.
- m. The tenderer should properly label all the items under AMC indicating the name of the equipment, configurations, serial no, location etc. The tenderer will inform in writing before any change is done any relocation of the same within Institute, and the vendor should provide the updated details of device/line list accordingly.

- n. The AMC will be comprehensive includes preventive maintenance on quarterly based regular services of the UPS including batteries etc.
- o. The Comprehensive AMC charges shall include of all the spare parts, consumables (batteries rates as per contract) including all input /output wire/cables connectors, thimbles, Plug, Socket, Labour, services etc.

23. PENALTY :

- a. In cases of downtime beyond those stipulated above, penalty will be automatically deducted from the quarterly payable amount.
- b. The firm will provide regular Quarterly preventive maintenance to the UPS under the supervision of Institute's Computer Applications Division. If the firm fails to provide satisfactory Quarterly preventive service, the Director, ICAR-IASRI may impose a penalty, as deemed fit.
- c. The firm will respond to a site visit and commence repair work on the UPS within 24 hours of being notified of equipment malfunction. The firm will ensure making the faulty system usable within maximum 48 hours from the time complaint is lodged. If the equipment is beyond repair at the Institute, the firm will provide standby equipment. If any critical/important component of entire configuration is out of service for more than three days, the firm shall provide replacement till the component is repaired within a two weeks of time.
- d. If the firm fails to repair the UPS of provide standby equipment within 48 hours of the complaint, they will attract a penalty as per details given below :

S.No.	Equipment	Penalty per day /unit (Rs.)
1.	Up to 1 KVA UPS	200.00
2.	Above 1 KVA to 2 KVA	500
3.	Above 2KVA to 5 KVA	800
4.	Above 5KVA to 10 KVA	1000
5	Above 10 KVA to 20 KVA	1500

- e. Penalty to be imposed will be subject to a maximum of total value of the contract. In case of the gross negligence and downtime, security deposited by the firm can be forfeited besides immediate cancellation of the contract.
- f. Payments will be made Quarterly basis to the firm on the basis of records maintained in respect of preventive and corrective maintenance service after deducting penalties, if any. The firm will ensure that all calls are got entered in the records.
- g. In case of intermittent failure and repeated failure the system will be considered continuously down and down time penalty clause will apply accordingly.

24. The specification given in the list are Estimated and there could be some variation in the specification/brand/make/model. However the rates are to be given as per the category of the equipment in the Serial No. The quantity may also vary.

25. The above items include components installed at various locations in the ICAR-IASRI Campus. There may be some items that may be given on AMC after their warranty period is over, during this contract period. The maintenance would be on pro-rata basis.

26. Extension:-

- i. **The contract may be extend up to One Year, if the firm delivery the service satisfactorily during the contract period.**

(POONAM SINGH)
ADMINISTRATIVE OFFICER