



**Agricultural and Processed Food Products Export Development Authority**  
**Ministry of Commerce & Industry,**  
**3<sup>rd</sup> Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg,**  
**New Delhi-110016.**

**Website: [www.apeda.gov.in](http://www.apeda.gov.in)**

**06<sup>th</sup> April 2018**

**Terms of Reference (TOR) for Comprehensive AMC of Computer Hardware and Networking Equipments located at APEDA HQ**

The Agricultural and Processed Food Products Export Development Authority (APEDA) proposes to enter into Comprehensive Annual Maintenance Contract of Computer Hardware and Networking Equipment's located at APEDA HQ, Delhi Office.

The details are given below:

Reference	APEDA/CI-2013-14-000013/
Date of Publishing	06/04/2018
Last Date and Time for receipts of offers	27/04/2018 upto 5.00 P. M.
Address of Communication	Assistant General Manager (C&I), APEDA, 3rd & 4th floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi. -110016
Email address	[ rekha@apeda.gov.in ]
Contact Telephone Numbers	[011-26534175, 011-26513204 ]
Offers to be given to	Assistant General Manager (C&I), APEDA, 3rd & 4th floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi. -110016

**Ref: Central Public Procurement Portal Tender ID is: 2018 APEDA 309629 1**

Technical Specifications, Terms and Conditions, the formats and pro-forma for submitting the offer are described in this document and it's Annexure.

AGM(C&I)  
APEDA

## **About APEDA**

The Agricultural and Processed Food Products Export Development Authority (APEDA) was established by the Government of India under the Agricultural and Processed Food Products Export Development Authority Act passed by the Parliament in December, 1985. The Authority, with its headquarters at New Delhi, is headed by a Chairperson. APEDA has been actively engaged in the development of markets besides upgradation of infrastructure and quality to promote the export of agro products. In its endeavor to promote agro exports, APEDA, under its Plan Scheme titled 'Agriculture Export Promotion Scheme of APEDA' provides financial assistance to the registered exporters under sub-components of the Scheme - Market Development, Infrastructure Development, Quality Development and Transport Assistance

## **APEDA Requirements**

**References are invited from the reputed firms having expertise in the field for maintenance of Computer Hardware and Networking equipment's for entering into comprehensive annual maintenance contract with APEDA.**

Complete List of Computer Hardware and Network equipments to be covered under comprehensive AMC is attached herewith as Annexure-I. Total number of Computer hardware (Desktop computer = 119, laptop = 29, printer = 61 / scanner - 10 , server = 4 , network equipment = 13) = 236 nos. that require to cover under AMC. The documents to be submitted are mentioned in the Annexure II and the format of commercial bid given in Annexure III

### **A. Maintenance for Computer Hardware**

- The vendor has to provide comprehensive maintenance of desktop, Laptop, computers, Servers, Network equipments, Printers and scanners installed in APEDA HO and at the officers' residence.
- All parts of the computer and printers are covered under AMC including Fuser Assembly and Teflon etc.
- The maintenance services and technical support have to be provided for Microsoft exchange server, Symantec backup utility, Anti-Virus Server, Applications and domain servers installed at APEDA HO.
- Any other trouble shooting / user support that required for smooth functioning of the system will be provided on regular basis.

### **B. Maintenance for Networking Equipments**

- Vendor has to maintain the LAN of approx. 175 nodes scattered at two floors of APEDA.
- All switches, ports and cables are to be covered under maintenance.

- In case of fault in network switches the same should be replaced / repaired immediately for resumption of services.
- Charges of I/O port and CAT 5 / 6 cable will be paid as per actual usage whenever requires. Vendor has to quote I/O port per piece and CAT 5 / 6 per mtrs. charges separately. No Service charges would be paid extra for the work done. It would be included in AMC.
- In case of fault in network switches the same should be replaced / repaired immediately for resumption of services.
- Vendor has to do thorough testing of each LAN node and submit a performance report within one month from the date of AMC.
- Vendor has to maintain the existing LAN fiber Optic connectivity installed between two Floors of APEDA HO.
- Call Logging and correspondence with the Internet Service Provider will also be carried out by resident engineers.

### **C. Resident Engineers (RE)**

- Two experienced resident engineers (RE) would be deputed at APEDA head office, New Delhi for providing day to day users' support from Monday to Saturday 9:00 AM to 6.00 PM. Curriculum Vitae (CV) of engineers should be enclosed.
- In case of urgent requirement, the REs should attend office during holidays, before or after schedule Office Hours with prior approval of organization.
- The RE would provide onsite maintenance support at APEDA office. They have to maintain stores of spare parts required for maintenance of Computer hardware, printers, networking equipments etc. Backend supply of the spare parts / standby equipments will be done by the vendor.
- The REs would maintain the updated Inventory Report of all the Hardware which is under AMC and maintain a Daily Call Report (DCR) also.
- One of the RE should be well versed in providing systems Administration support such as server installation, OS configuration, MS SQL installation, configuration, Backup Restore, MS exchange installation, configuration & users support, Network maintenance, Firewall, Anti-Virus, client's system maintenance, users support and optimization of the performance of the resources available.
- The second RE should be capable of trouble shooting, providing users support at client machines approx 130 users, network and system maintenance etc.
- Suitable substitute would be provided by the vendor immediately in case of absence of any of the REs.

- The equipment should be attended by the RE immediately on receipt of complaint. The vendor shall provide resolution of the problem within 24 hrs. In case problems persist, systems should be replaced within 48 hours of receiving of complaint and alternate system should be given till machine is repaired, so that normal job is carried out without interruption.
- If the problem is not resolved by the RE, the problem should be escalated to the seniors to resolve at the earliest possible time.
- Coordination and follow up by the RE with the OEM / service provider for the Hardware systems under warranty for immediate repair/ replacement.
- APEDA's online servers are placed at NISCI data centre Laxmi Nagar, Delhi. Coordination with the data centers / OEM in terms of maintenance and up keeping the servers running, if required.
- Installation of the backup machines whenever and wherever required.
- Both the REs will have to ensure minimum down time of the systems.

#### **D. General Terms and Conditions**

- The company shall provide the escalation matrix along with the account manager for APEDA.
- Preventive maintenance (PM) of the equipment quarterly basis, cleaning of hardware components monthly basis etc., so that the printer or other equipment works in most efficient manner.
- Provision for backup machines / spare parts whenever required must be provided if the fault is not resolved within 24 hrs
- In case of the equipment not get repaired, the vendor has to supply a replacement of the equipment.
- Vendor has to provide user support for all hardware under AMC as well as under warranty.
- No TA / DA shall be paid by APEDA for visiting officers' residence in NCR for maintenance of the equipment. The vendor has to arrange of their own.
- Co-ordination of Resident Engineers with other Warranty / Service providers of the equipment for resolving the issues.
- Repairing / troubleshooting must be recorded in a daily log book and to get it signed by the user.

- Monthly report of the work (DCR) carried out is to be submitted by 4<sup>th</sup> of the subsequent month.
- Project Manager of the selected vendor should have a monthly meeting with concerned official in APEDA.
- The AMC charges would be paid after completion of each quarter on production of invoice. Preventive maintenance (PM) activity report and cleaning report is to be submitted with the Invoice.
- The vendor should not substitute any internal components or subsystems of Laptops/ Printers/Desktops/ Scanners or any other products/services by similar items/services from different manufacturers, without permission from APEDA.

### **Period of Contract:**

The period of contract shall initially be for one year from the date of commencement of the contract. It may be extended on the basis of performance of the Vendor up to three Years. However, APEDA reserves right to review the performance of the contractor, and also to terminate the contract at any point of time during the currency of contract in case the performance and the service rendered by the contracted firm is found to be unsatisfactory.

### **Payment Terms:**

No advance payment shall be made. Payment will be released on quarterly basis i.e. after the completion of every quarter of maintenance by the.

### **Reference Checks**

Vendors are required to provide a minimum of Three-reference site in Delhi or Anywhere in NCR. All the details of reference sites requested for in Annexure should be provided along with the names and contact details of persons who will be available for discussions. The APEDA, at its option, will contact these reference sites to obtain information.

### **Pre-Bid inspection**

It is the responsibility of the bidder to ensure the functioning of all Computer hardware and networking System. Therefore, Bidder is advised to ensure the condition of system listed in Annexure-I by visiting APEDA Head office, New Delhi before filling the bid document.

**ANNEXURE-1**

Desktop Computers *(with keyboard and mouse)					
Sr. No	MODEL	Qty.	CONFIGURATION		
			CPU	HDD	RAM
1	DELL Optiplex 360	14	Core 2 DUO	300 GB	2 GB
2	DELL Optiplex 380	10	Core 2 DUO	300 GB	2 GB
3	DELL Optiplex 980	40	Intel i5	300 GB	2 GB
4	Dell Optiplex 9010	14	Intel i5	300 GB	2 GB
5	Dell Optiplex 9020	35	Intel i5	500 GB	4 GB
6	HP 406 G1	6	Intel i5	500 GB	4 GB
	<b>TOTAL</b>	<b>119</b>			

Server					
Sr. No	MODEL	Qty.	CONFIGURATION		
			CPU	HDD	RAM
1	HP Proliant ML 350 G5	3	Intel Xeon 2 GHz	146 GB * (5 Nos.)	6 GB
2	HP Proliant ML 350 G6	1	Intel Xeon 2 GHz	146 GB * (5 Nos.)	12 GB
	<b>TOTAL</b>	<b>4</b>			

Laptop			Printer		
Sr. No	MAKE & MODEL	Qty.	Sr. No	MODEL	Qty.
1	Sony VIO (VGN TZ27GN)	3	1	HP LJ 1010	2
2	Sony VIO (VGN FE48G/H)	1	2	HP CLJ 2600N - Color	1
3	Lenovo 3000 N100	1	3	HP LJ 1020	12
4	HP 240 G3 intel i5	12	4	HP LJ P2015	2
5	HP ENVY 15 Notebook intel i7/2GB/1TB	1	5	HP PSC 1210	1
6	Dell Studio 1450 intel	11	6	HP DJ D 4368	1
	<b>TOTAL</b>	<b>29</b>	7	HP photosmart c4488	1
Scanner			8	Samsung ML 1640	10
Sr. No	MODEL	Qty.	9	Samsung ML 3310	16
1	HP Scanjet 2400	7	10	Samsung ML 3320	3
2	HP Scanjet 200	1	11	HP Pro200 M251n CLJ	1
3	HP Scanjet Pro 3000 S2	2	12	HP M1536 dnf	1
	<b>TOTAL</b>	<b>10</b>	13	HP laserjet Pro 226 DN	2
			14	HP Laserjet Pro 400d M401	1
			15	HP laserjet Pro MFP M 126 NW	7
				<b>TOTAL</b>	<b>61</b>

<b>Network Equipment</b>		
<b>Sr. No</b>	<b>MODEL</b>	<b>Qty.</b>
1	D-Link 24 Port 10/100 - Unmanaged Switch	2
2	D-Link 24 Port Gigabyte With Fibre Port - Unmanaged Switch	4
3	D-Link 24 Port Gigabyte - Unmanaged Switch	2
4	Cisco 24 Port Gigabyte - Unmanaged Switch	1
5	D-Link 6 Port LIU for Fibre Optic	4
	<b>TOTAL</b>	<b>13</b>

## Annexure- II

### Technical proposal:

The service provider has to submit technical bid along with the following documents:

Sr. No	Technical Parameter	Supporting document attached Yes / No
1	The applicant shall be an entity, registered as a Company, Firm or Society under respective acts in India & Should have been in existence in India for the last ten years	Company Incorporation Certificate or Registration Certificate
2	The firm should also be registered with Employee Provident Fund Organization (EPFO) and at-least 10 employee should be on-roll	
3	5 years of experience in Computer Hardware and Network Maintenance Service support	
4	CA certified copy for the last three years. Minimum turnover of Rs. 1 crore for annual maintenance service support in IT activities	
5	At least experience of 2 government / public sector companies with 200+ computer network in the client list	Copies of documents / work orders of AMC/technical manpower deployment in any Govt. organization
5	The firm should be ISO 900:2008 certified	Copy of Certificate
6	Copy of TOR duly signed by the authorized signatory with stamp of the name and designation on each page.	
	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Letter of undertaking on company letter head with authorized signature



### **Annexure III**

#### **Financial Proposal**

The service provider has to submit commercial bid in the following format:

<b>Activity</b>	<b>Period of AMC</b>	<b>Consolidated amount (excluding taxes)</b>
For AMC of Hardware including deployment of two Resident Engineers onsite in APEDA-HO (New Delhi), as per the requirements mentioned in the TOR.	1st year	
	2nd year	
	3rd year	
<b>TOTAL</b>		

**Note: - Applicable taxes as per actual.**

#### **( Bill of Material- To be submitted as per this format only)**

\* If there is a price variation between 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> year then bidder may mention it separately in three different tables for these years.

<b>Sr. No.</b>	<b>Item Name (As per Annexure-I)</b>	<b>Qty. (a)</b>	<b>Per unit Annual Maintenance Cost in INR (b) Excl. tax</b>	<b>Total Annual Maintenance Cost in INR (C) Excl. Tax</b>

- This bill of material must be attached in offer. Offers without the bill of material are liable for rejection.
- In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.

#### **Cost of Resident Engineers onsite at APEDA HO:**

<b>Activity</b>	<b>Period of AMC</b>	<b>Consolidated amount (excluding taxes)</b>
<b>Deployment of two Resident Engineers onsite in APEDA-HO, as per the requirements mentioned in the TOR.</b>	1 <sup>st</sup> year	
	2 <sup>nd</sup> year	
	3 <sup>rd</sup> year	
<b>TOTAL</b>		

**Vendor's Details**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

<b>Sr. No</b>	<b>Description</b>
1	Name of Company
2	Mailing Address
3	Telephone and Fax numbers
4	Constitution of the Company
5	Name and designation of the person authorized to make commitments to the "APEDA"
6	Email Address
7	Year of commencement of Business
8	Turn Over of the company (not of group) for the year 2014-2015, 2015-2016 2016-2017
9.	GST Number
11	TAN / PAN Number

Details of Track Record (Past AMCs)

Name of the Vendor \_\_\_\_\_

Name of the Client \_\_\_\_\_

Details of the AMC

Contact person

- Name
- Tel. No.
- Fax No.
- Address

Signature of the Vendor

Date: \_\_\_\_\_

Place: \_\_\_\_\_