

**NATIONAL HORTICULTURE BOARD**  
Govt. of India, Ministry of Agriculture  
Plot No.85, Sector 18, Institutional Area  
Gurgaon 122 015(HR)  
Ph: 2342992, 2343414, Fax:2342991  
Web-site: <http://nhb.gov.in>

### **Tender Notice**

**Subject: Annual Maintenance Contract for Computer Hardware, LAN and Networking Equipments.**

Sealed Tenders are invited from reputed firms for Annual Maintenance Contract for Computer Hardware, LAN and Networking Equipments of the National Horticulture Board.

Tender document can be had from the above address on cash payment of Rs 250/- on all working days between 11.00 a.m. to 4.00 p.m. up to 25.04.2013. Please attach a separate Demand Draft of Rs. 250/- (Rupees two hundred fifty only) towards cost of Tender Document **in the cases where it is downloaded from NHB website** : <http://nhb.gov.in>. in favour of National Horticulture Board. Bids may be dropped in the Tender Box up to 4.00 p.m. on 26.04.2013 and technical bids will be opened on the same day at 4.00 p.m. before the parties which are present.

The quotations are to be accompanied with EMD of Rs 25,000/- in the form of Demand Draft in favour of National Horticulture Board, Gurgaon.

The Board reserves the right to accept or reject any or all tenders without assigning any reason thereof.

**MANAGING DIRECTOR**

**NATIONAL HORTICULTURE BOARD**  
**Ministry of Agriculture, Govt. Of India**  
**Plot No. 85, Sector-18, Institutional Area**  
**Gurgaon-122015 (Haryana)**  
**Ph: 0124-2342990 Fax: 2342991**  
**Website: [www.nhb.gov.in](http://www.nhb.gov.in)**

**TENDER DOCUMENT**

Tender Schedule for Annual Maintenance Contract for Computer Hardware, LAN and Networking Equipments.

1. Cost of Tender Document : Rs. 250/-
2. Earnest Money Deposit : Rs. 25000/-
3. Last date for getting tender document : 25/ 04/2013 (4:00 PM)
4. Last date for receipt of Bids : 26 /04/2013 (4:00 PM)
5. Date of opening of technical Bids : 26/04/2013 (4:00 PM)

- Please attach a separate Demand Draft of Rs. 250/- (Rupees two hundred fifty only) towards cost of Tender Document in favour of National Horticulture Board it is downloaded from NHB website.

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**TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE, LAN AND NETWORKING EQUIPMENTS**

National Horticulture Board (NHB) was set up by the Government of India in 1984 as an autonomous society under the Societies Registration act 1860 with a mandate to promote integrated development of horticulture, to help in coordinating, stimulating and sustaining the production and processing of horticulture crop and to establish a sound infrastructure in the field of production, processing and marketing with a focus on post harvest management and cold chain to reduce losses.

The Board, at its headquarters, has got sizable computer peripherals PC's Monitors, Printers, Networking Equipment, LCD Projector, Servers, Fax machines and Printers, it intends to empanel a suitable agency.

**OBJECTIVES**

1. Maintenance of Computer Hardware (PC's Monitors, Printers, Networking Equipment, LCD Projector, Servers, Fax machines and Printers etc.

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**IMPORTANT INSTRUCTIONS FOR BIDDERS:-**

1. Tender Document is non-transferable.
2. Tender without Earnest Money Deposit (EMD) will be rejected out rightly.
3. Offer should be submitted in two parts viz (i) Technical Bid. and (ii) Financial Bid.
4. The original tender document must be duly signed and stamped by the authorized signatory on each page and copy of the receipt issued by NHB for purchase of tender document should also be enclosed along with the technical bid. In case, the tender documents is downloaded from NHB website, DD of Rs. 250/- in favour of National Horticulture Board towards the cost of tender document be enclosed together with technical bid.
5. Technical bid shall not have the price portion but must include all the required technical particulars/commercial details about experience infrastructure etc.
6. The tender should be completed in all respects. Full particulars and descriptive literature should be forwarded with the technical bid.
7. The price quoted should be firm and final. Price must be shown in figures and words. In case of difference in amounts mentioned in words and figures the lower of the two will be taken as the rate quoted.
8. No tender shall be allowed to revise its original price, after its submission.
9. Tender should be furnished in a properly sealed cover containing inside two separate sealed envelopes, one each for technical bid and financial bid sub scribed as: Technical Bid and Financial Bid.

10. The tender should be addressed to the Managing Director, National Horticulture Board, Plot No. 85, Sector-18, Institutional Area, Gurgaon-122015 (HR) and may be dropped in the Tender Box personally.
11. Postal delay or loss of tender in transit will not be the responsibility of NHB.
12. Offers send by Fax of Email will not be considered.
13. In the first instance, the technical bids will be opened in the presence of the representatives of the firms who may like to be present on the date and time of opening of the tenders.
14. The financial bids of the technically qualified tenders will be opened on the date and time fixed by NHB which will be informed in writing at a later date. The financial bid of technically un-qualified bidders shall be returned as such in sealed condition.
15. The bidder or his authorized representative may be present at the opening of the financial bid at the time and date as specified in the schedule and as intimated later towards financial bid.
16. In the event of date of opening of the tender being declared as closed holiday for Central Government offices, the bids will be opened the following day on the same time.
17. Managing Director, NHB reserves the right to reject any or all the tenders at his sole discretion without assigning any reason and further reference to tenders.

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**Technical Bid**

**(FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE, LAN AND NETWORKING EQUIPMENTS)**

1. Name of the Firm :
2. Address of Firm :  
:  
:
3. Details of payment of EMD :
  - a) Amount : Rs. 25000/-
  - b) Mode of Payment : DD
  - c) Details of DD : Name of the Bank & Date
4. Sales Tax/TIN Number :
5. Service Tax No. :
6. Infrastructure available and Manpower Fill details:
7. Past experience (Experience similar work in Government department/Government autonomous bodies, please attach copy of experience) – three order copies. Copies of the orders in respect of three Government departments of similar hardware and Networking AMC may be enclosed.
8. List of major clients (Name of the organization along with contact persons with telephone numbers in that office may also be given for verification and also attach five specimen copies of the work done.
9. The firm should have minimum turnover of Rs. 25.00 Lakh per annum for last three years for the Computer AMC work (sale of computers not to be included). The turnover of Rs. 25.00 Lakh should be exclusive of Computer AMC work and it should not be on sale of computers and its parts.
10. The firm must also furnish income tax clearance certificate (ITCC) and balance sheet duly certified by the Chartered Accountant for last three years alongwith ITR copy acknowledged by Income Tax Office.

## TERMS AND CONDITIONS

1. EMD: the earnest money for the tender is Rs. 25000/- (Rupees twenty five thousand only) and it should be paid in the form of demand draft payable at Gurgaon in favour of National Horticulture Board.
2. The earnest money deposited with the bid shall be returned along with the final payment in case of successful bidder. In case of other bidders it will be returned after the finalization of tender.
3. The AMC charges should be quoted for comprehensive maintenance of the equipments. The Board will not pay any extra amount for any replacement of the part. The parts replaced by the company/ firm should be preferably of the same make compatible or standard make. Printer Teflon may also be made part of the AMC with a provision of their replacement.
4. The work shall be executed as per the direction and to the satisfaction of the Board.
5. NHB reserves the right to verify the infrastructure of the firm.
6. As per the instructions of Central Vigilance Commission, no negotiation will be made except with the lowest tenderer.
7. The agency will quote price as per the enclosed Performa for financial bid.
8. The validity of prices in financial bid should be minimum of 90 days. If the tender is withdrawn by the tender during the validity period, the EMD will be forfeited.
9. The tenderer will be rejected if it is not signed by the Bidder or by his authorized representative on each page and submitted without EMD.
10. Settlement of Disputes by Arbitration: All Questions and disputes relating to the meaning of the specifications, claim or things whatsoever in any way arising out of the works relating to this tender, or the execution or failure to execute the work whether arising during the progress of the contract or after the completion or arbitration of the person to be appointed by the Managing Director, NHB, Gurgaon. The decision of the arbitrator so appointed will be final and binding on both the parties.
11. Annual maintenance charges will be paid in four equal quarterly installments on completion of the quarter and on rendering of satisfactory services during the particular quarter.
12. Decision of the Managing Director of the Board will be final and binding in case of work requirement and in all the matters relating to technical and commercial terms and specifications.

## FINANCIAL BID

Tender Form for Annual Maintenance contract for Computer Hardware, LAN and Networking Equipments.

Sl. No.	Description of Items	Nos of Units
01	HP Proliant ML 350 Server	1
02	PC(P-4) HP/Compaq/HCL allongwith all accessories	57
03	HP Printers (Colors/LaserJet)	49
04	Fax Machines (Samsung/HP all in one)	10
05	Notebook (P-4) (Lenovo/HP)	2
06	Switches & hubs (24/16/8 Ports)	9
07	Sony LCD Projector	1
08	NSA 240 Sonicwall firewall	1

Total Network maintenance and support of LAN(60) Nodes and to provide remedial steps for the upkeep of the entire network to achieve the network performance at the optimum level by the fine tuning various parameter of different software and hardware.

Note: The firm will have to provide a highly qualified Certified Resident Engineer having experience of about 3-4 years for maintenance of hardware & LAN on regular basis at its Head Quarter at Gurgaon.

The AMC is comprehensive including repair, maintenance and replacement of parts. Charges for spare parts in respect of fax machine (i.e. scanner unit, paper feeder lock, power supply unit etc.), Printer (Teflon, fuswer, paper pick up roller, heater etc.) PC (RAM burn, HDD Logic card, start switch SMPs, CD ROM/writer lence etc.) are included in the AMC

Financial quote for all above items is Rs. ....(in figures) (Rs. \_\_\_\_\_ only  
(in words )

