

TENDER DOCUMENT FOR

Tender for Annual Maintenance Contract (AMC) of IBM Servers

TENDER No: CDFD/BIOINFO/IBM/AMC/2024-25/02



सी डी एफ डी
CDFD

Centre for DNA Fingerprinting and Diagnostics

Inner Ring Road, Uppal, HYDERABAD - 500039
(Telangana State) India

सीडीएफडी



CDFD

डी एन ए फिंगरप्रिंटिंग एवं निदान केन्द्र

(जैव प्रौद्योगिकी विभाग, विज्ञान एवं प्रौद्योगिकी मंत्रालय, भारत सरकार का स्वायत्त संस्थान)

CENTRE FOR DNA FINGERPRINTING AND DIAGNOSTICS

(An autonomous institute of the Dept. of Biotechnology, Ministry of Science & Technology, Govt. of India)

Inner Ring Road Uppal, HYDERABAD - 500039 (Telangana State) India

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NOTICE INVITING TENDER

Ref: CDFD/BIOINFO/IBM/AMC/2024-25/012

Date: 26/11/2024

Sealed tenders are invited on behalf of and by the Director, CDFD for AMC of IBM Servers for one year at CDFD Laboratory Building at Hyderabad.

S. No.	Server description with model no.	Serial No	Qty	Make
1	IBM X 37504	06DD663	1	IBM

Scope of work: AMC of IBM Servers for one year at CDFD Laboratory Building

SCOPE OF SERVICES

1. The Annual Maintenance Contract will comprise comprehensive support from the vendor directly via web/telephone/email on a 24 X 7 X 365 days basis.
2. The vendor shall provide web/telephone/email/onsite support pertaining to the severity of the issue.
3. AMC period will be effective from the date of release of P.O.

AMC DELIVERABLES

- Hardware: Vendor will provide immediate replacement of defective spares for hardware covered under Comprehensive AMC as per SLA of OEM.
- The spare replacement shall be of the equivalent and compatible and of the same or higher configuration

1. Interested eligible bidders may download free of cost the complete bidding documents from our Website (<http://www.cdfd.org.in>) as well as from Central Public Procurement Portal: www.eprocure.gov.in.

2. **Earnest Money Deposit / Bid Security:** EMD amounting to Rs.18,000/- (Rupees Eighteen Thousand only) by way of Demand Draft / Bank Guarantee of a Commercial Bank in favour of "Director, CDFD and payable at Hyderabad obtained from any Commercial Bank should be enclosed along with the Bid.

- I. This amount is interest free and will be returned to the unsuccessful bidder after finalization of the Contract within 30 days.
- II. The firms registered with DGS&D, NSIC and MSE if any, are exempted from payment of Earnest Money Deposit (EMD) and enclosed the valid proof along with Quotation.

3. The firms registered with MSME/MSEs should indicate the Udyog Aadhar Memorandum (UAM) Identification Number in their quotation failing which the exemption of EMD and other benefits as available will not be applicable.

4. Tenders shall be submitted in Single bid.

Due Date for Receipt of Tenders:

Opening of Bids: computer section, wing A First floor CDFD, Inner Ring Road,Uppal and Hyderabad.

If the above stated opening or closing date(s) happens to be Govt. holiday(s)/BANDH, the submission/opening of the tender will be on the next working day as per the time scheduled.

5. **The sealed cover duly super-scribed with Tender No. CDFD/BIOINFO/IBM/AMC/2024-25/01, Due on 20/12/2024 at 4:00 PM containing bid along with the relevant documents should be dropped in the Sealed Tender Box kept at the Computer Section, Wing 'A', First Floor, CDFD, Inner Ring Road, Uppal, Hyderabad on or Before 20/12/2024 . The Tender document at any cost should not be handed over to any persons.**
6. CDFD does not bind itself to accept the lowest or any other tender and reserves the authority to reject any or all tenders without assigning any reason. All the tenders, in which any of the prescribed conditions are not fulfilled or incomplete, in any respect, are also liable to be rejected.
7. **Bidders sending their quotations through courier / postal services should ensure to send the same well in advance as CDFD does not take any responsibility for late receipt of quotes due to postal / courier delays.**
8. **Tenders submitted without EMD will be rejected.** Tenders received after due date and time will not be entertained. Institute is not responsible for any postal delay. CDFD does not take any responsibility for loss of Tender in transit sent by courier or any postal delays, Tenders received after the due date and time will be summarily rejected. Incomplete or conditional tenders are liable for rejection.
9. All the tenders, in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.

**Sd/-
I/C-Bioinformatics**

TERMS & CONDITION

1. The contract is comprehensive and the scope of work includes the repair of IBM Servers during the breakdown, if any part is required for the repair, it should be replaced with minimal downtime as much as possible.
2. The rates quoted shall be valid for a minimum period of 60 days from the last date fixed for submission of the bid.
3. The Director CDFD, Hyderabad reserves the right to accept or reject any or all the quotations either in full or in parts without assigning any reason.
4. Firms should have 3 years of experience in providing support of IBM Server AMC, proof should be enclosed. Quotations not complying with the above conditions are liable to be rejected
5. Fax / signed & scanned quotes through email are acceptable.
6. Payment Terms: Our rules do not permit any advance payments. Payment will be released within 30 days from the date of acceptance of material by way of cheque/ Wire Transfer/ Foreign Demand Draft. In exceptional cases, the payment may also be released by opening an irrevocable Letter of Credit. All Bank charges outside India are to be borne by the supplier.
7. An OEM authorization letter is mandatory.
8. SLA should be PSP MC 4Hr/4Hr post standard support (Hardware support only) or as per OEM Standard
9. IBM registered partners will be preferred
10. Payment will be released once AMC renewed date is reflected on the IBM website.
11. Payment will be released within 30 days of AMC renewal at the IBM site.
12. **Authorization:** Please enclose a copy of the valid authorization from the concerned manufacturer for the items quoted.

**Signature of the Bidder with
seal**

Note: Please enclose this sheet duly signed and stamped along with the Quote for accepting the above Terms & Conditions.