

	<p style="text-align: center;"><b>केन्द्रीयसमुद्रीमात्स्यिकीअनुसंधानसंस्थान)भारतीयकृषिअनुसंधानपरिषद्(</b>  <b>CENTRAL MARINE FISHERIES RESEARCH INSTITUTE</b>  <b>(INDIAN COUNCIL OF AGRICULTURAL RESEARCH)</b>  <b>केन्द्रीयसमुद्रीमात्स्यिकीअनुसन्धानसन्स्थानकामण्डपमक्षेत्रीयकेन्द्र</b>  <b>MANDAPAM REGIONAL CENTRE OF CENTRAL MARINE FISHERIES RESEARCH</b>  <b>INSTITUTEमरीनफिशरीज़डाकघर / Marine Fisheries PO. मण्डपमकैप /Mandapam</b>  <b>Campरामनाथपुरमजिला/ Ramanathapuram District तमिलनाडु / Tamil Nadu. PIN-</b>  <b>623520.दूरभाषPhone: 914573-241443 &amp; 241973 Fax: 04573-241502e-mail:</b>  <b>scientistincharge.incharge@gmail.com</b></p>	
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F. No: 23-3/2024-PUR(AMC)

Dated: 23.04.2025

To,

Sub: Annual Maintenance Contract (AMC) for Computers, Peripherals and LAN Network at Mandapam Regional Centre of CMFRI., Mandapam Camp invitation of E-Tender. [\(Click to view e-tender in CPP Portal\)](#)

Sir,

The Central Marine Fisheries Research Institute invites online tender in Single bid through e-tendering for Annual Maintenance Contract for Computers, Peripherals and LAN Network at Mandapam Regional Centre of CMFRI., Mandapam Camp. The tender documents are placed in the Central Public Procurement Portal which may be downloaded by the interested reputed firms for the services.

The details of tender are given below:-

1.	Tender cost	Rs. 250/- (Rupees Two hundred and fifty only) in the form of Demand draft <b>in favour of ICAR UNIT MRC OF CMFRI</b> <b>Account Name: State Bank of India</b> <b>Account Number:32192439132</b> <b>IFSC Code: SBIN0000908</b>
2.	Tender Number	F.No. 23-3/2024-PUR
3.	Publishing date of CPP Portal	<b>23.04.2025 05.00PM</b>
4.	Bid document download start date	<b>24.04.2025 10.00AM</b>
5.	Bid submission end date	<b>08.05.2025 11.00AM</b>
6.	Description of work	AMC for Computers & Peripherals
7.	Type of Tender	Single Bid System
8.	Date, Time and Venue of Opening of Bid	<b>09.05.2025</b> <b>at 5.00PM at Mandapam Regional Centre of CMFRI.,</b> <b>Mandapam Camp</b>
9.	Bid Validity	120 days from the date of Bid opening
10.	Security Deposit	2.5 % of the total contract value
11.	Validity of Security Deposit	60 days after expiry of the contract
12.	Contract duration	1 year from the date of awarding contract with the provision for termination with 60 days notice.
13.	Submission of bids	Online Bids uploaded on CPP Portal <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> from <b>23.04.2025</b> EMD must be deposited in off line (by post) to the Head, MRC of CMFRI., Mandapam Camp before the closing date and time positively.

Scope of work and other requirements connected to the AMC including the formats of the bids, terms and conditions of the contract etc. are enclosed to this Tender Invitation, as per the following details:-

1.	Instruction to Bidders	Annexure I
2.	General Terms & Conditions	Annexure II
3.	Technical Details	Annexure III
4.	Documents to be uploaded in CPP Portal (List of Enclosure)	Annexure IV
5.	Format of Price quotation	Annexure V

Special instruction to the bidders for the e-submission of the bids online through this e-procurement Portal are enclosed with the tender documents.

For any clarification/Amendment etc. with reference to above will be intimated by corrigendum through website at **<http://eprocure.gov.in/eprocure/app>** and also in our website **[www.cmfri.org.in](http://www.cmfri.org.in)**. Therefore bidder is advised to visit website regularly for further information.



Assistant Administrative Officer  
MRC of ICAR-CMFRI., Mandapam Camp.

**GENERAL INSTRUCTIONS TO THE BIDDERS**

1. The tender form/bid documents may be downloaded from the <http://eprocure.gov.in/eprocure/app>. Online submission of bids through Central public Procurement Portal (CPP Portal) is mandatory. Manual/ Offline bids shall not be accepted under any circumstances. Bidders should enrol/register in the e-procurement module of Central Public Procurement Portal through the website [www.eprocure.gov.in](http://www.eprocure.gov.in) for participating in the bidding process. Bidders should also process valid Digital Signature Certificate for online submission of bids.
2. Tender is in Single Bid System. These bids duly filled will be submitted only online. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. More information useful for submitting the online bids on the CPP Portal is available obtained at "Bidders manual Kit". No offline bids will be accepted by the CMFRI. The copy of the certificate showing registration with the above mentioned institutions to be uploaded in the respective filed of the e-tender in PDF format.
3. Tenderer / bidders are requested to visit the website <http://eprocure.gov.in/eprocure/app> regularly. Any changes/ modifications in tender enquiry will be intimated by corrigendum through this website only.
4. For Registration: Bidders are required to enrol on the e-procurement module of the CPP Portal (URL:<http://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment". Enrolment on the CPP Portal is free of charge.
5. In case, any holiday is declared by the Government on the date of opening, the tenders will be opened on the next working day at the same time. The Head, MRC of CMFRI., Mandapam Camp reserves the right to accept or reject any or all the tenders.
6. The work shall normally be awarded to a single firm whose consolidated bid value is lowest meeting all scopes of work and fulfilling all the term and conditions of the tender. **The Head, MRC of CMFRI., Mandapam Camp reserves the right to accept or reject any or all the quotations either in full or in part without assigning any reason.**
7. **The successful bidder shall have to deposit 5% of the total bid amount (quoted for full period) as performance security and within the time frame indicated by the CMFRI.**
8. No advance payment in any case would be paid. However quarterly payment will be made after the satisfactorily completion of service for the quarter along with user satisfactorily reports and pre-receipted bill in triplicate.
9. Firms having ample experience in providing AMC to reputed organizations only will be considered. Documentary evidences for the experience /references may also be submitted. The firm must have previous experience in maintaining Computers and peripherals and other relative items in Govt. organizations/PSUs. Performance certificate from the existing clients (organizations) must be attached.

10. The firm must have valid TIN/GST Registration No. and submit documentary proof in this regard. **PAN NUMBER OF THE FIRM IS TO BE FURNISHED.**
11. The performance security shall be valid till all contractual obligations are fulfilled by the firm. The same shall stand forfeited in case of cancellation of the contract for any breach of contract or for any deficiency in the performance noticed during the currency of the contract.
12. Proper records of maintenance and repair, duly authenticated by the users (CMFRI) should be maintained.
13. The bidders may note that ONLINE bids will only be accepted. All the requisite supporting documents as mentioned in the bid document should and must be uploaded online <http://eprocure.gov.in/eprocure/app>. The bids sent through E-mail, FAX, by hand and/or by post shall not be accepted/processed, in any case.
14. Bidder need not to come at the time of Technical as well as financial bid opening at ICAR-Mandapam Regional Centre of CMFRI, Mandapam Camp. They can view live bid opening tender after log in on CPP Portal at their remote end. If bidder wants to join bid opening event at ICAR-MRC of CMFRI, Mandapam Camp they have to come with bid acknowledgement slip that generated after successful submission of online bid.

The Firms are also required to upload copies of the following documents: -

**\*Technical Bid**

- (a) Scanned copy of Earnest Money Deposit (EMD) /its exemption, if any
- (b) Scanned copy of firm's registration, Pan Card No, GST No.
- (c) Tender Acceptance Letter (**Annexure-V**)
- (d) Scanned copy of Income Tax Statement for the last three years
- (e) Scanned Copy of Terms and conditions and Details of the firm  
(Annexure –(II and III))
- (f) Scanned copy of Client List/Satisfactory service certificates
- (g) Self-declaration certificate stating that the firm is not currently banned/blacklisted by any Ministry/Dept. of Central Govt. autonomous body or any State Government.
- (h) Scanned copy of documentary proof regarding firm's existence over four years in the trade.

**\*Financial Bid**

- (a) Price Bid as BoQ\_1.xls



Assistant Administrative Officer,  
MRC of ICAR-CMFRI, Mandapam Camp

**SCHEDULE OF REQUIREMENTS AND OTHER TERMS AND CONDITIONS****NAME OF WORK: PERIODIC REPAIR AND MAINTENANCE OF COMPUTERS AND PERIPHERALS AT MANDAPAM REGIONAL CENTRE OF CMFRI., MANDAPAM CAMP**

The following repairs and maintenance work/service is expected to be done by the successful bidder/Service provider as detailed below:-

1. All repair & maintenance complaint should be attended and rectified within 24 hours. (List of computers & peripherals attached as Annexure-III)
2. A preventive maintenance service is required to be carried out periodically for all computers and peripherals detailed list of computers attached (Annexure-III).
3. Repairing and servicing means checking all parts of computers and peripherals for its proper functioning and in case of any defect if found, replacement of the same.
4. Prompt service and replacement of all defective parts of Computers and Peripherals parts as and when required against routine break-down without any extra cost to make the Computers and Peripherals operational and in order.
5. Only original parts should be used for replacement of damaged or defective parts. There placed component should be of an equal or higher capacity and should in no way hamper the performance of Computers and Peripherals.
6. In case of intermittent failure and repetitive problem due to improper diagnosis or repair, the system will be treated as continuously down.
7. It shall be the responsibility of the firm to make all the Computers and Peripherals accessories etc. works satisfactorily throughout the contract period and also to hand over the Computers and Peripherals to the Institute in working conditions on the expiry of the contract.
8. The availability of spares for the next one year may be anticipated while quoting the rates and non-availability of spares will not be considered as sufficient reason for not fulfilling the AMC. However, Computers and Peripherals for which the original manufacture has stopped production of any particular model and spares after signing the AMC and which require complete replacement the same will be considered as a case to case basis. No maintenance charges will be paid to such Computers and Peripherals.
9. Ensure that there should not be any significant down time for any of the Computers and Peripherals without any valid reason. If standby Computers and Peripherals is provided in place the faulty one, it should be fully functional and equivalent to the original Computers and Peripherals within 21 days. In case of delay in repair/procurement of spares, standby should be provided for operation that can be taken back once the faulty system is put back into operation.

**SPECIFICATIONS & OTHER TECHNICAL DETAILS OF THE COMPUTERS AND SERVICES (SHOWN IN ANNEXURE - 1)****REQUIREMENTS OF SERVICES****Recurring services (Annual maintenance contract)**

1. Proactive maintenance of IT equipments and peripherals available at the Mandapam Regional Centre of ICAR-CMFRI. As per the latest information, the following Computing equipments are available at the MRC of ICAR-CMFRI., Mandapam Camp.

Type	No.
Desktops	43
All in One PC	4
Laser Printers	30
Scanners	06
UPS (1 KVA-5 Nos. & 600VA-37 Nos.)	46
Ink jet Printer	4
Colour Laser Printer	2
Laptop	2

**The unit numbers mentioned are subject to minor variations**

The AMC party is supposed to do the following:-

- i) The solutions provided should not be constructed as to hardware only or software only themes. The final say on the solution shall vest with the official user(s) of the machine.
- (ii) In case of unexpected machine collapse, the services shall be restored in a period not exceeding 48 hours (herein after referred as downtime) from the time of recording of the complaint. In cases except those involving irretrievable hard disk damage, the old hard disk should be salvaged and should be accessible to the official user(s) within the permissible down time.
- (iii) Upon receiving the complaint from the official user(s) a valid token of registration (on the lines of docket) should be issued which should remain unclosed till the complainant resolves. A clear matrix of escalation should be provided to the Institute as to what it has to do in case of non-execution of the solution within the stipulated time.
- (iv) The Institute reserves the rights of invoking penal charges on pre-determined rates and terms in case of such laxities.

2. Maintenance of critical PCs identified by the competent authority with a downtime of not more than one hour. The backing up of the information should be ensured so that the functionalities continue at the same level after interruption.

The following machines are identified as the critical machines (CM) which cannot afford to have downtime. Hence, the solution provider should take special care in ensuring that these machines and their services are up within a three hours of their inadvertent collapse (which itself should be the least probable eventuality).

Sl. No.	Category (Server/Desktop etc.)	Numbers
1.	Desktop PC	43
2.	All in One PC	4

The servers and other indicated machines should be periodically backed up and in case of irretrievable failure leading to loss of data, the back UPS should be restored thereby minimising the information loss.

3. Maintenance of peripherals on a mutually acceptable downtime basis.
  - (i) The printers & scanners must be periodically checked for major wear and tear and suitable suggestions should be made to the official user(s) for prolonging the services of the equipments (including change of cartridge, bulbs, etc.)
  - (ii) Any faulty peripheral should be set right or declared as irreparable with due arguments to support in not more than 15 days of the reporting of the problem.
  - (iii) Special attention should be given to UPS units which also fall in this category and every single UPS must be checked for its assured capacity to support at least once in 15 days. Periodic advisories like change of battery cells etc must be provided on consultation with the suppliers (a list which would be provided) at appropriate time so as to minimise the service loss.
4. Attending to all sorts of network issues viz. new connections, repairs, IP issues and traffic monitoring and management.
  - (i) Our Centre has an old yet functional LAN network which connects all the sections. The UTP cables have to be checked periodically for possible physical damages and crimping inconsistencies.
  - (ii) The virtual LANS functioning within the Centre have to be constantly monitored and any discrepancy/ loss in service within the LAN due to logical/systemic reasons should be escalated to the notified service providers immediately and followed up consistently thereafter.
  - (iii) New LAN nodes and IP related issues have to be settled in consultation with the official designated by the Office.
  - (iv) Faulty repeaters/hubs/switches should be immediately replaced with a maximum down tome of one hour. Replacement charges may be raised from the office there after. Under no Circumstances the Network shall face downtime due to hardware failure.
  - (v) Major complaints like ISP level downtime and distinct technical snags impacting the VPN facilities like IP phones must be recorded and appropriate complaints lodged with the notified agencies and persistently followed up on emergency basis. The designated officials of Institute must be taken into confidence during these exercises.

5. Attending to security related issues like virus attacks, spam etc.
  - (i) Periodic/regular updating of the virus definitions, patch updates of the various O/S and other utility wares like defender etc. must be ensured during the designated mandatory visits to assess the status of the user machines.
  - (ii) The server client based setups (Wherever applicable) must be supervised on daily basis for keeping them fighting fit.
  - (iii) The SPAM filter mechanisms of the mail server should be periodically evaluated using available logs of attack.
  - (iv) The UTM firewall appliances logs also should be pro actively monitored for any sustained attempts of intrusion etc.
6. Attending to interface issues like networked shared documents, common print resources etc.
7. Hardware and software compatibility issues to be checked periodically to avoid issues rising from any upgrade.
8. Ensure licensed software installation and usage, whenever requests are made under no circumstance unlicensed software should be installed in the office machines.
9. Communicating with concerned vendors for systems which are under manufacturer/dealer warranty.
10. To take up special tasks (IT related) as demanded by the appropriate authority.
  - (i) The services must be clearly delineated as to whether they are meant for PC upkeep, Server maintenance, Network troubleshooting or peripheral upkeep.
  - (ii) The quotes must be made in the following format compulsory. Any other form of quote would not be entertained.

(\*Only the total charges are to be given. **Per unit rate would not be entertained.** However the same may be shown in remarks column. Any disagreement/non-availability of a service can be indicated in the Remarks column).

- (iii) The Institute reserves its right to compare quotes for all the services together or in parts. Hence, it is essential for the parties to declare whether they are ready to undertake services of components instead of the whole bunch quoted.
- (iv) The machines under warranty must be checked periodically for software malfunctioning and if any hardware problem suspected, the concerned suppliers must be intimated and followed up.
- (v) In case of critical machines (not servers) under warranty, the fault has to be reported to the suppliers and replacement might be made with on-critical machines available in consultation With the concerned officials.
- (vi) A clear cut statement of personnel available along with their qualification and availability as a frontline or back-end solution provider for the Institute's cause in case the quoter is awarded the contract must be given in the following format.



<b>Sl. No.</b>	<b>Type of qualification of personnel (Network administrator, System administrator, PC hardware engineer etc.)</b>	<b>No who could be available for CMFRI's purpose along with their nature of role (frontline or back-end)</b>

(ix) For verification purposes any three sites where similar services are being provided by the quoter must be detailed with contact numbers.

<b>Sl. No.</b>	<b>Name and address of the firm who is provided with the CAMC service</b>	<b>Remarks (if any)</b>

**ANNEXURE - IV****List of Enclosures**

<b>Sl. No.</b>	<b>Description</b>	<b>Details to be given by the bidder</b>
1.	Firm's Name and full postal address	Scanned copy must be uploaded. Failing which bid will be disqualified
2.	Details of Firm's Registration	Scanned copy must be uploaded. Failing which bid will be disqualified
3.	Service Tax/GST Registration Certificate issued by the Competent Authority	Scanned copy must be uploaded. Failing which bid will be disqualified
4.	PAN Number	Scanned copy must be uploaded. Failing which bid will be disqualified
5.	Experience Details	Scanned copy must be uploaded. Failing which bid will be disqualified
6.	Details of technical engineer available with their qualification	Scanned copy must be uploaded. Failing which bid will be disqualified
7.	Name and address of the firm who is provided with the AMC service	Scanned copy must be uploaded. Failing which bid will be disqualified
8.	Duly Signed Tender Document	Scanned copy must be uploaded. Failing which bid will be disqualified
9.	Format of price quotation	Scanned copy must be uploaded. Failing which bid will be disqualified

(Reference for BoQ) (To be quoted in format provided on CPP Portal)

**FORMAT OF PRICE QUOTATIONS**

S. No.	Type of Service	Total amount without tax	Taxes if any	Remarks (if any)
1.	PC Maintenance			
2.	Peripheral Maintenance (Including UPS)			
3.	Network Maintenance			
4.	Other Maintenance (Security, Patch management etc.)			

Grand Total Cost: Rs.....

(In case a tender desires to put some additional/modified stipulations, terms & conditions etc. the same may be clearly indicated).

We confirm that our offer will remain valid for acceptance for.....days after the date of opening of tenders.

.....

(Signature, name and designation of the authorized executive of the tendering firm)

For and on behalf of.....

(Name and address of the tendering firm)

.....

(Seal of the tendering firm)

Date:

Place: