

6-Stores/NCDC/Ltd Tender/Computer CAMC/2013-14
GOVERNMENT OF INDIA
NATIONAL CENTRE FOR DISEASE CONTROL
(DIRECTORATE GENERAL OF HEALTH SERVICES)
22-SHAM NATH MARG, DELHI-110054

NOTICE INVITING TENDER

Sealed bids are invited from reputed Firms/Companies for the Comprehensive Annual Maintenance Contract for Computers/Lap Tops/Printers/Servers/Scanners and other related peripherals installed in various divisions of National Centre for Disease Control, 22-Sham Nath Marg, Delhi-110054. The general scope of work includes :

The maintenance of hardware and software. The software maintenance includes loading/reformatting of software/discs with software like Windows 2000, XP, UNIX, Linux, Microsoft Office software, Internet Explorer, Netscape, Outlook Express, Anti-virus software, Data retrieval and installation/removal of any other software purchased by this office from time to time. It includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software packages mentioned above.

- (a) Upkeep and maintenance of the hardware installed.
- (b) To provide and maintain the required drivers (CDs & Floppies) for maintaining the equipments.
- (c) Repair to be carried out at the location of the equipment.
- (d) Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs.
- (e) Any other maintenance work to be undertaken related to the Computers/peripherals.

* The list of computers, printers, servers, other related peripherals software and any other related items is attached as **Annexure-2**. However new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments.

The Technical and financial terms and conditions of CAMC shall be as follows:

(A) TECHNICAL

- (i) The firm/Company MUST be Manufacturer/Agent/Business Partner/ Authorized Service Provider/ of atleast one of the reputed makes of computers eg. HP/IBM/HCL/ DELL/ Compaq or equivalent.
- (ii) The firm/Company should be in existence for over 5 years in the trade with the maintenance business having service business.
- (iii) The firm/company should have a previous maintenance contract for at least two years with a Government Department/Public Sector Undertaking in Delhi. The company should furnish its Downtime Statement of previous maintenance work in a Govt. Office in Delhi for the last two year. The selected vendor needs to sign the contract.
- (iv) The firm must have expertise in on-site maintenance and repair of servers, clients, stand alone computers, Laser/inkjet printers network components, scanners peripherals and other hardware parts and accessories.
- (v) The Company/firm should preferably be ISO Certified.

- (vi) The firm/company must be registered as a firm or as a company with the Registrar of companies.
- (vii) The firm/company applying for this tender and would produce certificates for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
- (viii) If the firm meets the above technical requirements, it may apply in the prescribed proforma at **Annexure-1** in sealed cover.
- (ix) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.

(B) FINANCIAL

1. The rate may be quoted on comprehensive basis for the computers, laptops, printers etc. in the proforma at **Annexure-2** in a separate sealed cover.
2. The others terms and condition for awarding the CAMC shall be as below:
 - (i) The vendor will **provide two resident service engineer** on all the working days from 9.30 AM to 5.30 PM. The engineers would be equipped with Mobile phones to ensure their availability. Amount will be deducted if any Service Engineer remains absent/leave without providing substitute.
 - (ii) The contract will be valid for a period of **one year. However, the same can be extended for another one year subject to satisfactory services & approval of the competent authority.** The period of CAMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
 - (iii) The firm will prepare **separate log books** for each of the machines to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Key Board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to purchase Section failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
 - (iv) The service engineers would take up any reported fault **within one hour**. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.
 - (v) If any PC/accessory is not repaired within twenty four hours, the firm will provide a stand by PC/accessory. If, however, the firm fails to carry out repairs/ provide a stand-by PC/accessory within 2 days, to the satisfaction of the user, a penalty of Rs.200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time the PC/accessories are repaired.
 - (vi) The successful bidder shall provide necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the Softwares/Virus Detection mechanism.
 - (vii) It may also be noted that in case of contractor backing out in mid-term without any explicit consent of this department, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Department on maintenance of machines for the balance period of contract through alternative means.

- (viii) **The EMD of Rs. 10,000/-** (ten thousand only) through a demand draft on any scheduled bank in Delhi drawn in favour of Director, NCDC, Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. The earnest money deposited by successful tenders shall be retained as the Security deposit for the fulfillment of performance of the terms and conditions of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors. Earnest money received from other unsuccessful tenders will be returned without interest on demand.
- (ix) The above act of backing out would automatically debar the firm from any further dealing with this Institution & amount would also be forfeited.
- (x) No advance payment in any case would be made. However, quarterly payment on pro rata basis on satisfactory rendering of service would be made.
- 3. The firm to ensure that the Minimum Wages Act is not violated while deputing the Resident Engineer and making payment to them as salary.**
- 4. The firm to ensure the competence of the Resident Engineer who will be deputed during the period of CAMC. For this, NCDC may ask the firm for details of the Resident Engineer alongwith work experience of the said engineer for at least two years in Govt Organization.**

If your firm is interested, you may submit your documents satisfying the technical bid requirements along with financial bid in a sealed cover superscribed with Quotation for CAMC computers/laptops/printers/scanners and peripherals etc. for technical bidding. The other sealed envelope containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted superscribed with Quotation for CAMC of computers/lap tops/printers/scanners and peripherals for technical and financial addressed to Chairman, Purchase Committee, National Centre for Disease Control, 22-Sham Nath Marg, Delhi-110054 by **11.00 A.M. on 12.08.2013**. The quotations will be opened on the same date at **11:30 AM** in Room of Stores Officer, NCDC, Delhi-110054.

Late submission of tenders will not be accepted. Tenders by Telex/Telegram/Fax/e-mail will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However, any delay on this account shall not be accepted as a reason for exception.

Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. The Director, NCDC reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC. Firm has to ensure that sealed quotation have been put in Tender Box kept in store section, after making proper entry in register. Any similar job done/details must be supported with document.

The rates quoted should be net and **no discount, free services/offers quoted will be considered**. This tender is not transferable.

Director, NCDC reserves the right to accept or reject any or all tenders without assigning any reasons.

**(PANKAJ KUMAR)
STORES OFFICER
FOR DIRECTOR**

Annexure-I**Technical Offer**

S.NO	DESCRIPTION	TO BE FILLED BY THE TENDERER
1	Name of the Proprietor in case of proprietary company/firm.	
2	Name of Director(s) in case of Pvt. Ltd. Company/firm.	
3	Address (with Tele. No. fax No. & e-mail	
4	Contact person	
5(a)	The number of years of experience in business including business profile	
(b)	Total value per year of business in respect of the last 2 years	
c)	List of Customers including Govt. offices in Delhi NCT (give details).	
6(a)	Registration Number	
(b)	PAN Number	
(c)	Service Tax Number	
7	Details of Manpower (Category-wise) :	
	Total Strength	Qualification
		Length of Average Experience
8	Address of Workshop with area of premises.	
9	Whether owned/rented.	
10	Name of Banker.	
11	Whether the firm/company has any legal suit/criminal case pending against its proprietor or any of its Directors (in the case of Pvt. Ltd. Company) or having been earlier convicted on the ground of moral turpitude or for violation of PF/ESI/Minimum wages	

	Act. Or any other laws Give details.	
12	Whether the firm/company is ISO certified	
13	Has the firm/company cleared by Income Tax for the last two years.	
14	<p>Confirm the following enclosure along with this format:-</p> <p>a) Satisfactory service certificate from the previous customers.</p> <p>b) Certificate of registration with the Registrar of Companies/Sales Tax Department.</p> <p>c) Certificate from concerned authority about the payment of service tax, income tax, work contract tax and other taxes applicable.</p> <p>d) Certificate for registration with Income tax, Sale Tax, PF, ESI and any authority applicable.</p>	

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any state, the company/firm will be black-listed and will not have any deal with the Ministry in future.

(Signature of authorized signatory)
With Name & Seal

List of Computers, Printers, UPSs etc. installed at NCDC

S. No.	Item Name	Quantity	Unit Rate	Total Amount
	Computer			
1	Pentium Core2 Duo	42		
2	Pentium Dual Core	46		
3	Pentium D	12		
3	Pentium IV	61		
4	Pentium III	15		
5	Notebook	14		
6	HP Server	1		
	Printers			
7	HP Laserjet 6L	17		
8	HP Laserjet 1010,1015,1020	27		
9	HP Laserjet 1000	15		
10	HP Color Laserjet 2550,2600	6		
11	HP Color Lserjet 2300 D	1		
12	Samsung Lserjet 1610,1210	2		
13	HP Laserjet P1007,1505	44		
14	HP Lserjet 2300	2		
15	HP color Lserjet CP1515	3		
16	HP Color Lesarjet 2025	1		
17	HP Lserjet 1200	3		
18	HP Deskjet 450,5610	3		
19	Canon Laserjet(PCF)	3		
20	Konica Minolta 1390,1350	5		
21	HP Laserjet 3005dn,3015	8		
22	LBP 3460	5		
23	HP Inkjet 1000	3		
	Scanner			
24	HP Scanjet 2200	1		
25	HP Scanjet 2300	1		
26	HP Scanjet 2400	7		
27	HP Scanjet 3670	1		
28	HP Scanjet 5400C	1		
29	HP 5590	1		
	UPS			
30	500 VA	31		
31	600 VA	6		
32	625 VA	5		
33	650 VA	78		
34	800 VA	4		
35	1000 VA	8		
36	1 KVA	5		
	OTHERS			
37	CD WRITER	10		
38	Modem	14		
39	ISDN Modem	2		
40	HUB / Switch	7		
41	Networking	10		
	Total	531		

(Signature with Seal)