

## Notice Inviting Tender

### National Medicinal Plants Board

1. **Tender No.** : **NMPB IT AMC Tender no. NMPB/IT/ACMC/2016-2017**
  
2. **Name of work** : **COMPREHENSIVE AMC OF COMPUTERS, PRINTERS, SCANNERS, UPS, LAPTOPS, and FAX MACHINES etc at National Medicinal Plants Board (NMPB), Ministry of AYUSH, Government of India, 3<sup>rd</sup> Floor, B – Block, GPO Complex, INA, New Delhi.**
  
3. **Maintenance period** : **One Year**
  
4. **Date & time of submission** : **13:00 hrs on 11/09/2017, in the Office of the NMPB Ministry of AYUSH, Government of India, 3<sup>rd</sup> Floor, B – Block, GPO Complex, INA, New Delhi.**
  
5. **Tender Opening** : **15:00 hrs on 11/09/2017**
  
6. **Name of Tenderer** : \_\_\_\_\_

## 1 Terms and Conditions

- 1.1 Tender document is to be submitted as Single Tender system along with EMD and other relevant documents related to experience and schedule of quantities. Open Tenders are invited for providing service of **COMPREHENSIVE AMC OF COMPUTERS, PRINTERS, SCANNERS, UPS, LAPTOPS, and FAX MACHINES etc**, at NMPB, Delhi in the format enclosed at **Annexure-I**. Tender should contain only relevant document related to the experience with proper description and summarised details in **Annexure-II**. The detailed scope of work and terms & conditions are elaborated in tender document.
- 1.2 Agencies working in the field of **COMPREHENSIVE AMC OF COMPUTERS, PRINTERS, SCANNERS, UPS, LAPTOPS, and FAX MACHINES etc** having experience of at least 3 years in providing service of AMC of Computers to Central Government/ State Government Department/ Public Sector Undertakings/ Autonomous Bodies (Period of three years experience will be reckoned up to the date of tender opening). Agency must attach successful completion/performance certificate in support of work experience.
2. **The agency working in the field of ACMCs as mentioned above shall enclose the certificate regarding successful completion of work from client.**
3. **Furnishing the required document and establishing the credential is the responsibility of tenderer. Failing to submit the required document, the offers will be summarily rejected & no communication will be entertained after opening of tender.**

Apart from the above, the tenderer should have Technical Repair Centre/ workshop etc. in Delhi NCR. All documents enclosed in support of eligibility should be self-attested.
4. The bidding firms are required to deposit **Bid Security (Earnest Money) of Rs.10,000/- (Rupees ten thousand only)** in the form of Bank Draft in favour of Pay & Accounts Officer (Secretariat), Ministry of Health & Family Welfare, New Delhi alongwith the Bid. The Earnest Money will be returned to the unsuccessful bidders after finalization of the bid.
5. The successful bidder / tenderer will have to deposit a **Performance Security Deposit of Rs. 10,000/- (Rupees ten thousand only) in the form of Fixed Deposit Receipt (FDR) or Bank Guarantee or Demand Draft in favour of Pay & Accounts Officer (Secretariat), Ministry of Health & Family Welfare, New Delhi** for a period of 15 months.
6. Tenders received without the requisite EMD specified would be summarily rejected.
  - 6.1. Conditional offers will not be considered.
  - 6.2. All pages of the tender document should be duly signed and stamped by the authorized signatory of the applicant.
  - 6.3. Offers should be kept valid for a period of 30 days from the date of opening of the Tender.
  - 6.4. Delayed/Late tenders would not be considered/ accepted.
  - 6.5. Rates should be quoted in Indian Rupees only.

6.6. Rates and amount should be written in figure and words clearly for each item if any ambiguity between words and figures, rates quoted in words will be considered for evaluation of tender.

## 7. Scope of the work:

7.1 a) Attending and responding to complaints, breakdown calls on any equipment under the contract and necessary repair to the installed system and replacement of any defective or damaged parts and component / sub-assembly / assembly / card required for continuous smooth working of the equipment on daily basis. Cost of such replacement shall be borne by the contractor.

b) Ensuring the proper functioning of the following software on all of the computers under the contract:

- Operating System(s)
- MS-Office(s)
- Utility Software(s)

c) Ensuring virus free computer environment by providing services of scanning and removal of viruses. Antivirus media will be provided by NMPB.

d) Formatting of HDD, data recovery and installation of driver software at no extra cost to NMPB, as and when required.

7.2 In case, NMPB finds technically qualified personnel not up to the mark, Contractor will have to replace him.

7.3 To ensure external cleaning of every computer (preventive maintenance), printer and scanner every month using cleansing liquid. The cleaning material required for the purpose shall be provided by the Contractor. All computer main units, monitors, keyboards, mouse, printers, scanners, etc. shall be cleaned thoroughly including connecting cables and wires.

7.4 Removing or moving any equipment to different wings or to workshop for maintenance purposes, shall be the responsibility of the Contractor. In the event of moving/taking out for major repair, permission of FAO/IT or his nominated officials should be obtained in writing.

7.5 Contractor has to provide spare parts, assemblies and sub-assemblies, when defects or breakdown occur during the period of ACMC. However NMPB will provide consumable items such as printer toners for laser-jet printers & inkjet cartridges only. All parts/ spare parts, components/sub-assemblies used for repair/replacement by the contractor will be of the original equipment manufacturer/supplier.

7.6 All the following components of Computers, Printers, Scanners, UPS, Laptops, Fax Machines, Projectors will come under the purview of the contract:

- Processors (CPU)
- Motherboards
- Main memory (RAM)

- External storage devices, i.e. CD-RW Drives, DVD Combo Hard Disk Drives
- Keyboards, mouse
- Modem
- Monitors
- All peripheral cards/network cards
- SMPS unit
- All parts of printers except consumable items
- Cables
- UPS

All equipments provided in **Annexure I** under this Tender and their parts will be covered under this Annual Maintenance Contract. The above list may not be exhaustive.

- 7.7 The equipments that are not serviceable by the Contractor due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of NMPB regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.
- 7.8 The contractor is also obliged to provide maintenance services for all equipments whether branded, assembled and unbranded equipments as provided in **Annexure I** of the Tender.
- 7.9 The maximum response time for a maintenance complaint (i.e., time required for the Contractor's maintenance engineers to report to the installation after a request call is entered in the register/system) shall not exceed **one working day**.
- 7.10 The maximum repair time for a maintenance complaint i.e., the time required for the Contractor's maintenance engineers to rectify the fault after the logging of complaint shall **not be more than two working days**. In case the maintenance engineer feels that the fault cannot be rectified within two working days, then the standby equipment of equivalent quality will be immediately installed by the Contractor and the faulty equipment shall be repaired. Information about the standby provided by the Contractor shall be immediately conveyed to the Finance and Administrative Officer, NMPB. If the complaint is not attended or the fault is not rectified by the maintenance engineer within two working days, the system will be got repaired from the outside and the cost will be recovered from the agency.
- 7.11 To intimate the status of complaints pending/rectified on a daily basis and the engineer visiting the office will consult the register maintained in the office of F&AO and give the remarks of action taken.
- 7.12 The payment will be made on quarterly basis after submission of the satisfactory report obtained from the concerned officers/officials along with the bill.

7.13 If a component cannot be repaired in-house and has to be sent to the workshop outside the premises of NMPB, the Contractor will get returnable item gate-pass for the faulty component from Finance and Administrative Wing of NMPB. The Contractor has to present such gate pass to security for taking out the component.

When the component is brought back to NMPB premises after repair, it shall be the responsibility of the Contractor to route it through security for necessary entries in their records. Components taken away for outside repair must be returned within 3 days positively.

7.14 Not to enter into a sub-contract with any other person(s)/firm(s) or to transfer the contract or any benefit there-under to any person(s) or firm(s).

7.15 The Contractor agrees to be solely liable for any misuse, exploitation or mistreatment by qualified technician personnel or anyone else working under them, of any data (including but not limited to various personal information) in the course of performance of obligations under this agreement.

7.16 The Contractor must specify the rates of items which are not covered in the ACMC.

7.17 The Contractor has to comply with all the directions/instructions issued by the NMPB from time to time during the term of this Contract. Non compliance of any such instructions or directions by the Contractors shall amount to an event of default by Contractor.

## 8. Other Terms & Conditions:

- i. Tender shall be submitted in prescribed tender form only. If submitted in any other form the same shall be summarily rejected.
- ii. Tender form should be complete in all respects and no paper should be detached /left out from the tender documents.
- iii. The NMPB reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons and is not bound to accept the lowest Tender since due weightage shall be given to several factors besides the commercial Tender.
- iv. NMPB may terminate the contract of the contractor without any notice in case the contractor commits a breach of any of the terms of the contract. NMPB's decision that a breach has occurred will be final and shall be accepted by the Contractor.
- v. The NMPB shall in no way be responsible for any default with regard to any statutory obligation and the Contractor will indemnify NMPB in case of any damage or liability, which may arise on account of action of contractor.
- vi. **Any statutory variations under various laws from time to time shall be applicable as per the prevailing rates during the currency of contract.**
- vii. After completion of the Agreement, contractor has to hand over the system in perfect running condition (complete in all respects as per inventory) to the department.
- viii. Department shall in no way be involved in any dispute of whatsoever kind, between the contractor and the staff engaged by him.

- ix. Any damage resulting to the system on account of the negligence of the contractor shall be made good from the contractor.
- x. The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the FAO/IT. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.
- xi. The material requires replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be the property of contractor.
- xii. The staff deployed by contractor shall be versed with the job requirement.
- xiii. **Tenderer registered with NSIC/MSME up to the monetary limit of their registration for the tendered work, on submission of documentary evidence, may be exempted from submitting Earnest Money Deposit.**
- xiv. **Penalty Clause**
  - **Rs. 100/- per day per system will be deducted from bills for delay in repairing the systems beyond the stipulated period of 2 working days.**
  - **In case the Contractor fails to make the equipment operational within 2 working days of making of complaint then NMPB may themselves get the same serviced from the open market at the risk and cost of Contractor. Standby equipment of same configuration shall be provided to the users during maintenance period.**

## 9. TENDERER'S ADDRESS

The Tenderer should state in the Tender his Postal Address legibly and clearly. Any communication sent in time to the Tenderer by post at his said address shall be deemed to have reached the Tenderer duly and in time important documents should be sent by Registered Post.

## 10. TERMINATION:

- i. In case the Agency commits any breach of any of the terms & conditions of the contract and/or fail/neglects to carry out any instruction issued to it by NMPB from time to time, it shall be open & lawful for NMPB to terminate the contract forthwith without assigning any reason.
- ii. In case of unsatisfactory performance of the contract for a period of five consecutive days, a warning letter will be issued to the Agency. In case, corrective action is not taken, NMPB shall have the right to terminate the agreement without any further notice.
- iii. Unsatisfactory service in this case would be non attending of complaints within reasonable time of 24 hrs from the time of complaint made and all penalties will be effective after it or any other non-compliance of the provisions of the Agreement.
- iv. Expiry or earlier termination of this agreement will not prejudice any rights of the parties that may have accrued prior thereto.

- v. Notwithstanding anything contained herein either party may, without cause terminates this agreement by giving to the other party 30 days written notice. If the Agency terminates the contract without giving the mentioned notice period, then the security deposit / bank guarantee will be forfeited.

**11. JURISDICTION:**

The parties hereby irrevocably consent to the sole jurisdiction of the Courts of Delhi in connection with any action(s) or proceedings arising out or in relation to this agreement.

**Sd/-  
F&AO/IT(NMPB)**

**ANNEXURE- I**On letterhead

Agency's Name and Address \_\_\_\_\_

Telephone No. \_\_\_\_\_

To,  
 The Finance and Administrative Officer,  
 National Medicinal Plants Board  
 Ministry of AYUSH  
 Government of India,  
 3rd Floor, B – Block, GPO Complex,  
 INA, New Delhi

**Sub:**

Sir/Madam,

We are submitting our rates as per details given under:

Sr. No.	Items	Qty./ Nos.	Rate (per unit)	Total Charges	Coverage
1	2	3	4	5	6
1.	Pentium i7	01			Without antivirus
2.	Pentium i3	25			Without antivirus
3.	All in One	05			Without antivirus
4.	Core 2 Duo	16			Without antivirus
5.	HP/Samsung/Canon Officejet, All-in-One Printer	04			All covered
6.	HP/Samsung Color (Inkjet/Tonner)	06			All covered
7.	HP Laser jet 1022, 1108, 1160, 1606, 1666, m202dw Printers	33			With Teflon
8.	HP Scanjet G 4010	01			All covered
9.	UPS	47			Without battery
<b>TOTAL</b>					
<b>Total Amount in figures</b>					

**Note: The Quoted rates of AMC shall be inclusive of all taxes etc. and valid for a period of one year from the date of award of contract.**

SIGNATURE OF AUTHORISED SIGNATORY



**Details of Experience for Annual Maintenance Contracts for IT equipments****Contracts Executed / Under Execution**

Sr. No.	Name of Organization	Contract Period		Value of AMC	Number of Technical Personnel(s)
		From	To		

- In case no. of contracts are more than 10, please indicate the detail of only top ten contracts on the basis of annual contract value.

Date:

Signature of Tenderer

Place:

Name

Office Seal