

No.55015/10/2010 –IT
Government of India,
Ministry of Chemicals & Fertilizers
Department of Pharmaceuticals

Shastri Bhawan, New Delhi,
Dated the 26 July,2016

To,

Department of Pharmaceuticals (Website),
Ministry of Finance (Portal)

Subject: Contract of Comprehensive Annual Maintenance Contract (CAMC) for Computers, Laptops, Printers, UPS and Peripherals etc.

Sir/Madam

Sealed quotations super scribed with word “Quotation for AMC of computers, printers, UPS and peripherals” are invited for awarding of AMC (Comprehensive) of computers, laptops, UPS and peripherals etc. (Excluding UPS Batteries, CDs & Pen Drive) of Ministry of Chemicals & Fertilizers Department of Pharmaceuticals “A” wing, Shastri Bhawan, New Delhi – 110001 for one year w.e.f. 01.09.2016 to 31.08.2017 so as to reach the undersigned on or before 16.08.2016 by 11.00 hrs. Rates should cover preventive maintenance, antivirus solution, regular maintenance, resident engineer (separately) , provision for standby systems and head in respect of printers. The Technical bid will be opened on same day at 11.00 hrs. in Garage No. 19, “A” wing, Shastri Bhawan, New Delhi. Submitting quotation may attend the opening of bids on the said date and hour.

The quotation should be submitted in two bids Technical Bid and Financial Bid. The Technical bid will be opened on the same day i.e. 16.08.2016 at 15.30 hrs. and the financial bid will be opened on 19.08.2016 at 15.30 hrs. at the same place, mentioned as above. The financial bid will be opened of those bidders only who will qualify the Technical Bid. The firm should have been in existence for not less than three years in the trade with the maintenance business and the service business turn over should not be less than Rs. 10 Lacs per annum. Documents must be attached with the Technical Bid.

Yours faithfully,

(S.R. Meena)
Under Secretary to Govt. of India
Tel: 23382096

Terms of Conditions for Tender

- (1) The Firm must have expertise in preventive onsite maintenance and repair of servers, clients, laptops, laser/inkjet/ multi – function printers / printer network components, scanners and other hardware parts accessories.
 - A. Firm will be responsible for regular maintenance to ensure all the components are working fine.
 - B. The firm would also be responsible for updating antivirus and maintaining virus free computing environment in the office, the license of such anti viruses shall be provided by the ministry.
- (2) The service Engineers would take up any reported fault within 3 hour. If any PC/accessory is not repaired within two days , the firm will provide a stand by PC/accessory, then a penalty of Rs. 100/- (Rupees On Hundred Only) per day or part thereof will be charged for delay beyond the two days till such time the PC/ accessory is repaired. In case the requisite parts are not available, the same should be replaced with the parts of same or higher level compatible with the system.
- (3) No Advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made through cheque/ ECS.
- (4) Department of Pharmaceuticals reserves the right to accept or reject or reject any/ all quotations without assigning any reason whatsoever.
- (5) The firm will provide compatible parts of computers in case replacement of parts of needed. The parts shall be of the same make. In the event of their non-availability, good quality parts should be used under intimation to this Department.
- (6) It shall be the responsibility of the firm to make all the computer work satisfactory throughout the contract period and also handover the systems to this department in working condition on the expiry of this contract.
- (7) The contract includes support like installation of MS office software, and other software support (the concerned CDs in all cases will be provided by department of pharmaceuticals. The deputed engineer should be able to load or reload and attend to other problem to software also such as windows, MS – office.
- (8) The penalty provision for computer and its parts on account of delay in repairing the computers and its part (limited to the cost of that items/computer) are as follows:
 - i. Rs. 100/- per working day for computers
 - ii. Rs. 15/- per working day for mouse/ key board
 - iii. Rs. 50/- per working day for monitor / printer
- (9) The firm shall carry out periodic checkup of all the computers under contract and take necessary maintenance on regular basis.

(10) Department of pharmaceuticals reserve the right to terminate the contract at any time without assigning any reason to the firm

(11) Department of pharmaceuticals may, in its discretion, add more computers to the AMC or withdraw some or all the equipment from AMC. In such cases, payment shall be made on proportionate basis at the rates agreed to in the tender for similar equipment.

(12) The AMC provider will not enhance the rates once approved in any case during the period of contract. The rates will be firm and fixed.

(13) An Earnest Money Deposit (EMD) of an amount equal to Rs. 10,000/- must accompany each quotation. This shall be in the form of an account payee demand draft of any nationalized bank drawn in favour of DDO, Department of Pharmaceuticals, New Delhi without which the tender shall be summarily rejected. NO cheque/money order/cash shall be accepted. If a bidder does not take up the work by the stipulated date, his EMD will be forfeited. The tenders received without EMD are liable to be rejected out rightly. The EMD of the unsuccessful bidders will be refunded without any interest. The tenderers are advised to send pre- receipted challan along with their bids so that the refund of EMD to unsuccessful tenderers may be facilitated.

(14) It may also be noted that in case of contractor backing out in midstream without any explicit consent of this office, he/she will be liable to be automatically debarred from any further dealing with this ministry and the EMD amount would also be forfeited.

(15) The successful bidder has to submit a performance bank guarantee of Rs. 40,000/- within 15 days of awarding the contract.

(16) For regular and proper maintenance of the systems and instantaneously attending to the complaint received from officers/staff of this Department. The firm will have to depute Two (02) residence engineers on all working days for 9.00 A.M to 5.30 P.M (Including holidays – Saturdays/Sundays, if needed)

(17) The contract shall be awarded initially for one year and may be considered for extension by mutual agreement for such further period as may be agreed upon, not exceeding three years. However, no subcontracting will be allowed by the selected firm.

TENDER FORM NO. _____

**GOVERNMENT OF INDIA
MINISTRY OF CHEMICALS & FERTILIZERS
DEPARTMENT OF PHARMACEUTICALS**

Shastri Bhavan, New Delhi

Dated : 26 July, 2016

Name of work: Comprehensive AMC of Hardwares (PCs, Peripherals and Accessories) and Software at Shastri Bhavan, Udyog Bhawan & Janpath Bhawan.

SCHEDULE OF QUANTITY

| Sl. No. | Description of items | Qty. Nos. | Rate per unit per annum | Amount Rs. per annum |
|--------------------|--|-----------|-------------------------|----------------------|
| SERVER | | | | |
| 1. | HP ML350 Processor : Intel Xeon Quad Core, Configuration : Tower | 03 | | |
| DESKTOP PCs | | | | |
| 2. | HP/Lenovo/ Acer Pentium – IV /i3/i5 Desktop PCs | 58 | | |
| LAPTOP | | | | |
| 3. | HP Think Pad | 06 | | |
| 4. | Sony Vio Think Pad | 07 | | |
| PRINTERS | | | | |
| 5. | HP Office Jet (All – in – One) J4580/5610 | 02 | | |
| 6. | HP Office Jet (All – in – One) L7590 | 01 | | |
| 7. | HP Laser Jet 1020/1015 | 12 | | |
| 8. | HP Laser Jet 1007/1108/1005 | 49 | | |
| 9. | HP color Laser Jet 2320 MFP Printer | 03 | | |
| 10. | HP color Laser Jet 2600n Printer | 03 | | |
| 11. | HP color Laser Jet 1312 MFP Printer | 01 | | |
| 12. | HP color LaserJet 1025 Printer | 02 | | |
| 13. | HP Color Laser Jet 1415fn Printer MFP | 03 | | |
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|------------------------------------|------------------------|----|--|--|
| 14 | UPS 1.0 KVA | 64 | | |
| 15 | On – Line UPS 05 KVA | 03 | | |
| 16 | On – Line UPS 10 KVA | 03 | | |
| 17 | On – Line UPS 15 KVA | 06 | | |
| PROJECTOR | | | | |
| 18. | Projector (Mitsubishi) | 01 | | |
| Scanjet | | | | |
| | | | | |
| Total Amount | | | | |
| Discount/Rebate / Reduction | | | | |
| Net Amount | | | | |

Seal of Firm

Signature of the Owner/ Authorized Signatory

Place:

Date: