

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067

TENDER DOCUMENT

TECHNICAL & FINANCIAL BID

UNDER TWO BID SYSTEMS

NAME OF WORK

Comprehensive Annual Maintenance Contract (CAMC)

For

Computers/Laptops, Printers, Public Address System and Related Items such as LAN Switches,
WAPs etc. of NHSRC

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
(NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067)

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FILE NO-NHSRC/11-12/Tenders/01/PF (2)

Date: 12-May -2017

DETAILED NOTICE INVITING FOR LIMITED TENDER

On behalf of the Executive Director, NHSRC, the indenter, tenders are invited for hiring in a two bid from reputed, experienced professional service providers for Comprehensive Annual Maintenance Contract (CAMC) for Computers / Laptops, Printers, Public Address System and Related Items such as LAN Switches, WAPs etc. of NHSRC by agencies in Delhi/NCR subject to terms and conditions of the contract notified in the tender document available on the official NHSRC website www.nhsrcindia.org for use in the NHSRC NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi-110067.

Tender - Start Date	1000 Hrs. on 12-May-2017
Tender document download/Sale start date/time	1000 Hrs. on 12-May -2017
Pre Bid Meeting	1600 Hrs. on 19-May-2017
Last date and time for receipt of bids	1700 Hrs. on 26-May-2017
Date and time for opening of Prequalification- cum-technical bid	1430 Hrs. on 29-May-2017
Service to be provided	Comprehensive Annual Maintenance Contract (CAMC) for Computers / Laptops, Printers and Related Items, Public Address System such as LAN Switches, WAPS etc. of NHSRC
Period/Extension of contract	Up to 31 March 2018 from the date of award of contract with an option of extension for a further period of up to two year on the same terms and conditions subject to providing of satisfactory services at the sole discretion of NHSRC (subject to continuation of NHSRC)
Validity of tender offers	180 days from date of opening of prequalification - cum-technical bid
Earnest Money Deposit	INR. 50,000
Performance Security Deposit (Only for finalized bidder)	10% of the contract value

1. The tender documents & other details are available at the NHSRC website www.nhsrcindia.org and it can be down-loaded from website. Tenderer shall enclose along with the tender (Technical Bid) a separate D.D. for Rs. 1000/- drawn in favour of “National Health Systems Resource Centre” payable at Delhi towards the cost of tender documents in a separate sealed envelope.
2. The duly completed sealed tender in the manner prescribed should be submitted to PAO, NHSRC concerned, at the above mentioned address up to 1700 Hrs. on 26-May-2017 and the Technical Bid shall be opened on the 1430 Hrs. on 29-May-2017 in the presence of tenderer or their authorized representative (only one) who may wish to be present.
3. The offers shall remain open for acceptance for 180 days from the date of opening of the Technical Bid. Any tenderer not keeping offers open for the prescribed period; the same shall be summarily rejected.
4. If the date of opening of the tender is declared as holiday the tender will be opened on the next working day at the same time and venue.
5. The tender must accompany the Earnest Money Deposit of Rs. 50,000/- in the form of Demand Draft/ Bankers cheque in favour of “National Health Systems Resource Centre” payable at Delhi drawn on any Nationalized or scheduled Bank of Indian origin.
6. Tenders not accompanied with prescribed earnest Money will be summarily rejected.
7. The earnest money would be refundable to unsuccessful tenderer on finalization of the tender and shall carry no interest whatsoever.
8. Incomplete offer/offers not conforming strictly to the manner prescribed /offer not submitted on prescribed tender from or late/delayed tender shall not be considered and stand summarily rejected
9. The offers submitted would be governed by all the terms & conditions laid down in the prescribed tender form in addition to the terms & conditions indicated herein.
10. NHSRC reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Tenderers.

Principal Administrative Officer
NHSRC, New Delhi

INSTRUCTIONS TO TENDERERS

National Health Systems Resource Centre (hereinafter referred to as NHSRC), Principal Administrative Officer invites tenders under two bid system from Professional Service Providers (hereinafter referred as Service Provider) for Comprehensive Annual Maintenance Contract (CAMC) for Computers / Laptops, Printers, Public Address System and Related Items such as LAN Switches, WAPs etc. of NHSRC

If any agency is in a position to quote in accordance with the requirements of the Tender, they may submit their tender to this office in the prescribed tender form duly sealed and in the manner prescribed.

1. ADDRESS FOR CORRESPONDENCE:

For all purpose of this contract the address of the tenderer mentioned in the tender shall be the address to which all communications to the Service Provider shall be sent, unless the Professional Service Providers has notified a change by a separate letter sent by Registered Post with Acknowledgement-Due. The Professional Service Providers shall be solely responsible for the consequence of an omission to notify a change of address in the manner aforesaid.

2. Pre-Bid Meeting

A pre-bid meeting will be held in the Conference Room of National Health Systems Resource Centre, Baba Gangnath Marg, Munirka, and New Delhi 110067 at 1600 Hrs. on 19-May-2017 for clarifications required on any aspect pertaining to the Tender Document.

3. SCOPE / OBJECTIVE / DELIVERABLES OF THE CONTRACT:

A. Eligibility Criteria

The firm should:

- I. Be a registered one under Company's Act and should have an experience of at least five years in the field of maintenance of Computers, Printers and Accessories etc.
- II. Be registered with Sales and Service Tax Authorities with respective State Government /Government of India (As applicable);
- III. Have good financial standing with average turnover more than Rs 10 crore based on last three years audited balance sheet.
- IV. Have worked for at least three years with Government/PSU/Reputed Private Companies in providing CAMC Services of similar nature, as required in this tender.

V. Have the capability for maintenance of reputed brands like Sony, Dell, Lenovo, IBM, HP, HCL, Wipro, Samsung, Xerox etc.

If the firm meets the above technical requirements, they may apply in the financial bid proforma placed as Appendix-II, with photocopies of all the documents in proof of the Registration, Past Experience, Financial Strength and Experience.

B. List of document to be submitted

- a. Covering letter clearly indicating the list of enclosures.
- b. Original/downloaded tender document duly filled in, signed and stamped by the bidder or authorized representative of the bidder. In case the tender document has been downloaded, a DD of Rs. 1000/- for "National Health Systems Resource Centre" payable at Delhi needs to be attached.
- c. Bid Security (EMD) as per Annexure - I
- d. Self-attested Copy of Income Tax Return for the last three years, PAN No., Service Tax Registration No. as per Annexure - II.
- e. Undertaking on Non-Judicial stamp paper of Rs. 50/- duly notarized and signed by the bidder or authorized representative of the bidder for accepting the Terms and Conditions of the Tender document and to comply with them as per Annexure - III.
- f. Proof of successfully providing of the similar services i.e. certified copies of the work order for providing similar services for any Govt./Public Sector Institutions or reputed private organization in Delhi/NCR in the recent past (during last Three years) along-with endorsement from the concerned Institutions as per Annexure - IV.

C. Scope and Deliverables

I. The Vendor has to provide services at National Health Systems Resource Centre, NIHFWS Campus, National Rural Health Mission, Ministry of Health and Family Welfare, Government of India.

II. The Contract shall be on a comprehensive maintenance service basis and NHSRC shall make no extra payment for any general wear and tear/spare parts etc. (except in case of physical damages).

III. The contract shall cover both preventive as well as corrective maintenance of all IT equipment (viz PCs, Laptops, UPS, Servers, Scanners, Printers, and LAN Connections etc.) on all the working days (and holidays as and when required as specified in this contract conditions). The maintenance (both preventive and as well as corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified component;

IV. Provide a Resident Engineer / Technical Staff (at least Diploma from IT Background with minimum five year experience) for all working days and Saturdays/Holidays to provide on-site support at NHSRC. ToR for the same at appendix-III

V. The existing list of Assets (Computers, Printers, UPS, Scanner, Switch & firewall, Public Address System etc.) which are to be brought under AMC is enclosed at Appendix-I. The system may undergo minor changes due to shifting of various equipment, additions or deletions at the time of signing of contract or during the currency of the contract.

VI. The contract will be valid for a period till 31 March 2018. The contract can be extended further for a period of up to two year on same terms and conditions on mutual agreement of both the parties. The rates quoted will remain in force for the full period of the contract (subject to continuation of NHSRC beyond)

VII. No demands for revision of rate on any account shall be entertained during the contract period.

VIII. The Vendor will prepare separate log books for each of the machine 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. Removal of virus and patch management shall be a mandatory part of the contract. Vender shall provide a competent qualified software/Hardware engineer at regular interval for preventive maintenance basis for all equipment as well at least once in a month. Preventive Maintenance Report from user would be submitted to IT Division.

Schedule of preventive maintenance shall be as follows:-

1. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
2. Running of test programmes to ensure quality print/date reliability.
3. Checking of power supply source of proper grounding and safety of equipment.
4. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
5. Shifting of equipment as and when required.
6. Running of diagnostic software for system performance.

IX. Payment will be made on the quarterly basis on satisfactory report from the IT Department of NHSRC.

X. The contract is comprehensive and covers free replacement of all defective parts, except consumables like printer heads, ribbons, cartridges, batteries, etc.

XI. Penalty clause will operate for complaints, which are not attended within the stipulated time, indicated as below;

Sl.No.	Description	Response Time	Resolution Time	Rate of Penalty Beyond Resolution Time
1.	Desktop / Laptop/ Printers/ UPS/ Scanner/ Projector etc.	4 hours	2 working days	Rs.500/- per working day / per call basis

As far as possible, the repairs would be carried out on-site itself. In case the equipment is taken to the workshop, the Vendor will have to provide standby equipment, till the equipment is repaired and delivered at NHSRC. In such case penalty clause will not operate provided the original equipment is returned within period of 2 working days from the date of breakdown or matching replacement has been provided.

XII. In case of non-availability of drivers of the machine (branded one like Sony, Dell, Lenovo, IBM, HP, HCL, Wipro, Samsung, Xerox etc.) the Vendor is expected to arrange the same from his/her own resources;

XIII. In case the requisite parts are not available, the same should be replaced with the parts of higher specifications compatible with the system within stipulated period.

XIV. The necessary support for maintaining virus free computer environment in the department and help in upgrading the software/virus detection mechanism would be provided by the Vendor.

XV. The vendor will not change the setting of any computer without seeking the prior permission of the IT Department.

XVI. In case of contracted firm backing out in midstream without any explicit consent of NHSRC, the firm will be liable to recovery at higher rates, vis-a-vis those contracted with, which may have been incurred by NHSRC on maintenance of machines for the balance period of contract by alternative means.

XVII. No advance payment would be made in any case. The payments towards Comprehensive Annual Maintenance Contract shall be made in four instalments each at the end of three months/each quarter on production of satisfactory report i.e. on completion of satisfactory performance;

XVIII. The computer and peripherals (to be placed under CAMC) may be inspected by the qualified tenderer. The non-functional items and the items required for repair may be pointed out to this office within 15 days of commencement of CAMC.

XIX. The Vendor shall not further sublet the CAMC under any circumstances to a third party / sub-Vendor for the maintenance

Note: Any additional task other than those indicated above or by deduction, shall be payable at mutually acceptable costs.

D. Right to Award Tender:

NHSRC reserves the right to award tender to one or more than one bidder in part or full as and when felt necessary.

3. PREPARATION OF TENDER:

a. The Tenderer should submit the tender documents, including invitation to tender intact, without detaching any page or pages, duly filled in/completed and signed on each page of Tender Form including the Annexures.

b. In the event of the space on schedule form being found insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered serially, bearing the tender No. and should have full signature. In such cases reference to the additional pages must be made in the tender form.

4. SIGNING OF TENDER:

The tender is liable to be ignored if complete information is not given therein or if the particulars asked for in the Tender are not fully filled in. The sealed tender complete in all respects duly filled in and signed by the tenderer or by the authorized representative with stamp and seal of the Tenderer / individual on all the pages of the tender. The persons signing tender or other documents connected with a contract must specify in what capacity he or she is signing the tender;

i) Whether signing as a "sole proprietor" of the firm or his attorney.

ii) Whether signing as a "partner" of the firm or their duly constituted attorney having Authority to bind all partners in all the matter pertaining to contract.

ii) In the case of companies and partnership firms registered under the Indian Companies Act, Indian Partnership Act and HUF the capacity in which signing, e.g., Secretary, Manager, Partner, Karta etc. or their duly constituted attorney and produce copy of document empowering him to do so.

5. EARNEST MONEY:

Technical bid shall be accompanied by an Earnest Money of Rs. 50,000/- in the form of a Demand Draft issued by any Nationalized or Scheduled Bank of Indian origin in favour of the "National Health Systems Resource Centre" payable at Delhi. Tenders not accompanied by Earnest Money in the prescribed form, will be summarily rejected. The Earnest Money is liable to be forfeited in the event of the tenderer's failure after the acceptance of his tender to furnish the requisite security deposit by the due date without prejudice to any other rights or remedies of the NHSRC under the contract and law. In the event of the tenderer submitting the conditional tenders, the EMD of such tenderers will be forfeited. Earnest money will be refunded to all the unsuccessful tenderer as soon as practicable after decision on tenders and to successful tenderers after he has furnished a security amount prescribed in the Tender Documents. No interest shall be payable on the amount of earnest money in any case. Earnest money amount may be adjusted in the security deposit at the time of signing of the agreement if the Professional Service Provider so desires.

6. SECURITY DEPOSIT:

1. The successful tenderer shall furnish the Security Deposit of 10% of the total contract value towards performance for the Contract Period with NHSRC within 07 working days from the date of receipt of acceptance letter, in the form of Demand Draft issued by Nationalised Bank or Scheduled Bank in favour of the "National Health Systems Resource Centre" Payable at Delhi. If the tenderer fails to furnish security deposit within the specified period, it shall be lawful for the NHSRC to cancel the contract at the risk & cost of the Professional Service Provider. The security money will remain with NHSRC till one month after completion of the contract period.

2. If the tenderer fails or neglects to observe or perform any of his obligations under the contract, it shall be lawful for the NHSRC to forfeit either in whole or in part, in its absolute discretion, the security deposit furnished by the tenderer or to appropriate the security deposit furnished by the tenderer or any part thereof in or towards the satisfaction of any sum due to be claimed for any damages, losses charges, expenses or costs that may be suffered or incurred by the Corporation.

3. In case the services, as mentioned in tender document are not delivered fully/partially as per schedule or during such extended time, the security deposit is liable to be forfeited and NHSRC may proceed under risk & cost to obtain the services from other parties.

4. Save as aforesaid the security deposit will be refunded without interest to the Service Provider on due and satisfactory performance of the services and on completion of obligations by the Service Provider under the terms of contract and submission of clear "No Demand Certificates" by the Principal Administrative Officer, NHSRC concerned subject to such deductions from the security as may be necessary for making up the NHSRC's claim against Service Provider. No interest is payable on the amount of Security Deposit lying with the NHSRC in any form under the contract.

7. DELIVERY OF TENDER:

The Original copy of the tender along with documents required under technical bid is to be kept in one sealed envelope along with Earnest Money Deposit (EMD) super scribed "A" - Technical Bid and the price Bid will be kept in another sealed envelope super scribed "B" - Financial bid. Both the bids then will be kept in a sealed cover and duly sealed and superscribed "Comprehensive Annual Maintenance Contract (CAMC) for Computers / Laptops, Printers, Public Address System and Related Items such as LAN Switches, WAPS etc. of NHSRC" with Tender number and date indicated thereon.

the tenderer shall, along with the technical bid in the envelop super-scribed 'A' enclose a separate D.D. For Rs. 1000/- in favour of the "National Health Systems Resource Centre" Payable at Delhi towards the cost of tender documents. The inner covers as well outer covers should be sealed with the file number and date, name of the tenderer, phone number, E- mail, FAX etc. indicated thereon. The outer cover should also bear the address of this office.

All outstation tenders should be sent by Registered Post / Speed Post so as to reach the designated office within the stipulated date & Time. NHSRC will not be responsible for any postal delay and no plea in this regard will be entertained. Any tenders received beyond the stipulated time and date will not be considered. NHSRC reserves the right to reject any tender which fails to comply with the above instructions.

Tender may be dropped in Tender Box by hand kept in reception area of NATIONAL HEALTH SYSTEMS RESOURCE CENTRE (NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067)

8. PERIOD FOR WHICH THE OFFER WILL REMAIN OPEN:

- I. The offers shall remain open for acceptance for 180 days from the date of opening of the Technical Bid. Thereafter this period may be further extended by 30 days by the parties on mutual consent.
- II. Any tenderer not keeping offers open for the prescribed period shall be summarily rejected and his EMD is liable to be forfeited.

9. OPENING OF TENDER:

1. Tenderers are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the schedule. If the date fixed for opening of tenders is subsequently declared a holiday, the tenders will be opened on the next working day following the holiday but there will be no change in the time for opening.
2. After evaluating the technical bid, the financial bids of only technically qualified Service

Provider will be opened in presence of all the technically qualified Service Provider or their authorized representatives who may wish to be present at the time of opening of financial bids on a date and time to be notified subsequently. Financial bids of the parties who do not qualify in technical bid will not be opened.

10. RATE / FINANCIAL BID:

The Professional Service Provider shall quote as per "B" Financial Bid as per format given in Appendix II. Conditional Financial Bid shall be summarily rejected. Service tax, if applicable shall be paid extra. Tax deduction at source (TDS) shall be governed as per prevailing rules.

11. ACCEPTANCE OF TENDER:

I. NHSRC reserves the right to accept or reject any or all tenders without assigning any reason/notice whatsoever and is not bound to accept the lowest tender and reserves the right to scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Service Provider.

II. On finalization of tender NHSRC will communicate acceptance of the tender by way of letter of memorandum by FAX/E-mail/speed post etc. which will conclude a binding contract between the parties and the tenderer shall act upon such acceptance letter. The successful tenderer will get 07 days from the date of receipt of the acceptance letter issued by NHSRC to remit the Security Deposit and sign the agreement

12. PERIODICITY & EXTENSION OF THE CONTRACT:

The contract is for a period of Nine Months unless it is curtailed or terminated by NHSRC owing to deficiency of service, breach of contract, reduction of work etc. The contract shall automatically expire unless extended further by the mutual consent of contracting agency and NHSRC. The contract may be extended up to a period of two years, on the same terms and conditions or with some addition / deletion / modification, for a further specific period mutually agreed upon by the successful service providing Company / Firm / Agency and NHSRC.

13. CORRUPT PRACTICES:

The tenderer shall not offer or give or agree to give any person in the employment of the NHSRC any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the containing or execution of the contract or any other contract with the purchaser or NHSRC or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the NHSRC. Any breach of the aforesaid condition by the tenderer or anyone employed by him or acting on his behalf

whether with or without the knowledge of the tenderer or the commission of any offence by the tenderer shall entitle the NHSRC to cancel the contract and all or any other contracts with the tenderer and recover from the tenderer of the amount of any loss arising from such cancellation.

(To be kept in cover super-scribed 'A'- Technical Bid)

TECHNICAL BID

Parameters	
1. Name of the owner/firm/Trust etc. with correspondence/ permanent address I. Permanent Address II. Correspondence address III. Phone number and FAX number IV. E-mail address V. Website address	
2 Details of Registration : Regn No. Registered Office:	
3. PAN EPF NO: SERVICE TAX REGN NO:	
4. Whether following documents furnished: i) Copy of Registration Certificate for providing the Service ii) Copy of Financial Status : a) Bank Statement for last 3 years b) P&L A/c and Balance Sheet for the Last 3 years c) IT Returns for last 3 years iii) Copy of Certificates from minimum three Customers (Govt / PSU / Reputed Pvt Companies) regarding Performance Level i) Nos / Types of Staff / Supervisors ii) Copy of Tender {Page 7, Para – 3 (a)}	(Mention Yes or NO as applicable)

v) Annexure I – Bid Security (EMD)	
vi) Annexure II – IT Return and PAN Number	
vii) Annexure III –Undertaking	
viii) Annexure IV – Declaration	

5. Financial turnover of the tendering Company / Firm / Agency for the last 3 Financial Years:

Financial Year	Amount (in Rs.)	Remarks, if any

6. Give details of the major similar contracts handled by the tendering Company / Firm / Agency during the last three years in the following format:

Sl No	Details of the client along with address, telephone and FAX numbers	Amount of Contract (in Rs.)	Duration of Contract

7. Documentary evidences regarding the claims made above to be annexed.

Signature of Tenderer / Authorized Signatory

Note:

In case if space is found short in any one or more of the columns above, additional information can be annexed on separate sheet of papers and the annexure number of these papers may be mentioned in the relevant column / columns above. All such annexures should be signed and sealed by the tenderers or his authorized representative.

Bid Security (EMD)

Tender File No. _____ Due for opening on: _____

Name of the Service _____
Bid Security (EMD) as required by this Tender Enquiry (T/E No. _____) is being submitted in the form of Demand Draft/ pay order/ favouring the “National Health Systems Resource Centre” payable at Delhi and duly discharged in his favour in advance.

Details of Demand Draft/Pay order attached:

No. _____ Dated _____

Drawn on (Bank) _____

Amount _____

SIGNATURE OF BIDDER
(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm

Income Tax Return & PAN Number

Tender File No. _____ Due for opening on: _____
Name of the Service _____

Self-Attested Copies of IT Return & PAN Number, as required by this Tender Enquiry (T/E No. _____) is being submitted along with this tender as per details given below: -

	Remarks
Copies of Income Tax Returns for the Assessment Years (for last three years)	
Copy of Permanent Account Number	
Copy of Service Tax Registration Number	
Copy of VAT/Sales Tax Registration Number, if any	

SIGNATURE OF BIDDER
(PROP. / Partner/ Authorized Signatory)

Name & Address with Seal of the firm

UNDERTAKING

(To be submitted on Rs. 50/- stamp paper)

Declaration by the Bidder

I/We _____ hereby declare that:

1. I/We am/are the Service Provider of Comprehensive Annual Maintenance Contract (CAMC) for Computers / Laptops, Printers, Public Address System and Related Items with required Competence.
2. I/We do hereby offer to provide the Services for Comprehensive Annual Maintenance Contract for Computers / Laptops, Printers, Public Address System and related items of NHSRC at the prices and rates mentioned in the price bid.
3. I/We agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
4. I/We have carefully read and understood all the Terms and Conditions of the tender and shall abide by them.
5. I/We agree for the all clauses and payment terms & conditions of this tender enquiry. In case any condition put forth by us is against the terms & conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
6. I/We agree that in the event of any dispute or differences, the decision of the Executive Director, NHSRC New Delhi shall be final and binding on me/us.
7. The tender document has been downloaded from the official website i.e. www.nhsrccindia.org for bidding purpose and is a true copy of the original.
8. I/we hereby undertake that none of my relative (s) is/are employed / engaged in NHSRC.
9. I/we have not been black-listed by any agency.

SIGNATURE OF BIDDER
(PROP. / Partner/ Authorized Signatory)

Name & Address with Seal of the firm

DECLARATION

1. I, _____ Son / Daughter / Wife of Shri _____ Proprietor / Director / authorized signatory of the Company / Firm / Agency , mentioned above, is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender for providing services towards Comprehensive Annual Maintenance Contract (CAMC) for Computers / Laptops, Printers, Public Address System and Related Items of NHSRC and undertake to abide by them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:
Place:

Signature of authorized person
Full Name:
Seal

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
(NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067)

FINANCIAL BID

NAME OF WORK

Comprehensive Annual Maintenance Contract (CAMC)

For

Computers / Laptops, Printers, Public Address System and Related Items such as LAN
Switches, WAPs etc.

(To be kept on Cover Subscribed 'B' - Financial Bid)

FINANCIAL BID

I/we hereby quote rates as under;

A. FOR CAMC ITEMS (Refer to Appendix-I)

S. No.	Item	Make	Quantity	Rate (in Rs)
1	Laptop (7 Years of Life approx.)	Compaq	4	
		Dell	12	
		Lenovo	20	
		Sony	12	
2	Desktop (Two year-2, Seven years-2, Eight years-20)	HP	24	
3	Printer	Xerox PE220	1	
		HP1018	2	
		HP M1213nf	1	
		HP MFP M226dw	4	
		HP MFP 1136	1	
		HP MFP1005	2	
		HP MFP427fdw	1	
		HP MFP 128fw	1	
	Samsung	1		
4	Projector	Sony DX-125	1	
5	WAP Router	D Link DAP-2360	4	
7	Switch	CISCO-24 Port (SR 224)	3	
		CISCO-24 Port (SF 90-24)	3	
		D-Link-24 Port (DES-1024D)	2	
		D-Link-8 port (DES-108)	4	
8	UPS	APC BE500Y-IN (600)	26	
9	LAN	NHSRC LAN	With approx. 150 ports	
10	Public Address System	Ahuja CMA-4400 with 11 mics	01	
	TOTAL			

- * The cost quoted shall not be liable to change and shall be firm and final.
- * Goods supplied shall be as manufacturer specifications and have a guarantee period of 1 Year and be accompanied with relevant certificates as applicable.

Scope of work	Consolidated CAMC cost (INR.) (Exclusive of all taxes)
The Contract shall be on a comprehensive maintenance service and shall cover both preventive as well as corrective maintenance of all IT equipment's (viz PCs, Laptops, UPS, Servers, Scanners, Printers, Public Address System, LAN Switches, WAPs and LAN Connections etc.)	
Resident Engineer / Technical Staff (at least Diploma from IT background with five year experience)	
TOTAL Consolidated CAMC cost	

- * The grant of contract will be based on **Total Consolidated CAMC cost (INR.)**
- *Service tax, if applicable shall be paid extra.
- * The cost quoted shall not be liable to change and shall be firm and final.
- * Goods supplied shall be as manufacturer specifications and have a guarantee period of 1 Year and be accompanied with relevant certificates as applicable.

TOR for Resident Engineer/Technical staff

1. To make network/LAN functional, RE shall provide prompt Network support.
2. RE must have hands on experience to provide support on Domain/NAS/MS Exchange users, configuration of roaming user profile/outlook, mapping of drives etc.
3. To provide support in planned conferences inside/outside the office
4. RE shall take Data backup of user data at a regular interval on secondary storage/external HDD/CDs/ DVDs.
5. RE shall maintain adequate stock of items and its parts mentioned in appendix-I to provide immediate standby arrangement. In case of any major fault/repair identified by RE and requiring more time, the RE must replace the faulty equipment by standby stock of similar configuration and quality and make it operative as original.
6. RE shall make the inventory of all the systems with proper specifications.
7. The RE shall maintain the confidentiality of all the data/ information stored in the Commission's systems. In case of failure, the NHSRC has right to take action against the firm and RE.
8. The Systems which are already in warranty or covered by any contract, the RE shall provide First level support with co-ordination with covering party till call resolution.
9. Keeping users informed of their complaint status and progress.