

Dated :

M/s _____,

_____,

_____.

SUB. : Tender for Comprehensive AMC of Computers, Printers, UPSs etc. installed at this Institute – reg.

Dear Sir,

Please let this office know if you can maintain the computers, laptops, printers, UPSs etc. of this Institute, whose details is enclosed herewith along with other terms & conditions of the contract, if so, please send your quotation for the same, as per our terms & conditions.

The quotation, which could remain valid for at least 6 months may be sent in a cover duly wax sealed and prominently superscripted '**Quotation for CAMC of Computers, Laptops, Printers, Servers UPSs etc.**'. The said tender will initially be awarded for one year.

All tenders from tenderer, who are not registered with the MOH&FW/DGHS/MSO/DGS&D/NSIC/MSME must be accompanied by a **bid – security/earnest money (EMD) of Rs.10,000/-** for said tender in the form of MICR Bonds/Bank Draft/Order in favour of Director, NCDC, 22, Sham Nath Marg, Delhi-54. Tender submitted without Earnest Money (Except for the condition mentioned above) will be considered as non-responsive.

The firm Representative/ Engineer may visit this institute on 17.07.2019 from 10.30 AM for inspection of the equipments. If any equipment requires repair, it must be quoted separately & the evaluation will be on the basis of repair & maintenance cost quoted by firm. If no repair cost is quoted, it will be presumed that firm is taking up maintenance directly. **Besides the quantities mentioned in Annexure III there is additional 108 quantities of computer, printer etc. which are still under warranty for which the bidder must quote separately for support services like installation of drivers, system software & troubleshooting etc. in these quantities no repair or CAMC is required (Annexure IV).**

The quotation, which could remain valid for at least 6 months may be sent in cover duly wax sealed and prominently superscripted '**Quotation for CAMC of Computers, Printers not to be opened up before 01.08.2019 at 11.30 AM.**' It should be addressed to the 'The Chairperson, Purchase Committee, NCDC, 22, Sham Nath Marg, Delhi-110054' and should reach this office on or before **01.08.2019 at 11.30 AM. The tender will be opened on the same date at 12.15 PM at NCDC, Delhi-110054.** The quotations, which are not received duly sealed, mentioning this office letter number and last date of receiving will not be accepted. It is mandatory to mention the details in respect of contact person, contact nos. (landline no. as well as mobile no.) and e-mail ID (**Annexure I & II**). In the quotation, PAN No., Service Tax Regn. No. alongwith other required documents should also be enclosed with the quotation. It is the responsibility of the tenderer to see that complete tender document must be dropped in tender box by the stipulated date & time, after making necessary entry in the Register kept with the Suptd., Stores, failing which tender will be considered late & rejected. More handing over tender document in R & I Section or at any other counter or person cannot be considered as submission of bid and shall not be entertained. All the documents must be numbered.

Yours faithfully,

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

**No.4-1/CAMC Computer, Printer etc./2019-20/Stores/NCDC
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-III**. 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 CAMC/ 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 at least one of the reputed makes of computers eg. HP/IBM/HCL/ DELL/ Compaq.**
- (ii) The vendor will provide Two resident service engineer on all working days from 9.30 to 6.00 PM. The service engineers having diploma/certification in networking/software installation and should have experience of at least 5 years in the same field. The engineers would be equipped with Mobile phones to ensure their availability. The document supporting above mentioned qualification & experience should be provided with the tender otherwise the bid will be taken as non-responsive. Amount will be deducted if any Service Engineer remains absent/leave without providing substitute.**
- (iii) In case of emergency breakdown of the equipment, the division will call the service Engineer of the firm. The service Engineers attending the division/section for maintenance should be from the list submitted in bid. If there is any change in the service Engineers, the firm should submit this information to NCDC in writing prior to sending these Engineers, for evaluating satisfactory performance of firm.
- (iv) The Firm/Company should submit a affidavit that the bidder is complying with all the applicable Labour Laws and other relevant law related to the operations of the Bidder.
- (v) The Firm/Company should submit copy of certificate form chartered Accountant of having annual turnover of at least Rupees Twenty five Lakh from AMC of IT assets operation during last two financial years.
- (vi) The Firm/Company should submit document evidence that company have test house and repair center at Delhi/NCR.

- (vii) **The firm/Company should be in existence for over 5 years in the trade with the maintenance business for Computers, Printers, UPS, Scanner & Laptops.**
- (viii) **The firm/company should have a previous maintenance contract for at least two years with a Government Department/Public Sector Undertaking in Delhi/Delhi NCR. The firm should provide a report of satisfactory performance from the concerned Govt. Department/Public Sector.**
- (ix) **The firm must have expertise in on-site maintenance and repair of servers, client's stand alone computers, Laser/inkjet printers network components, scanners peripherals and other hardware parts and accessories, Laptops and UPS.**
- (x) The Company/firm should be ISO Certified.
- (xi) The firm/company must be registered as a firm or as a company with the Registrar of companies.
- (xii) If the firm meets the above technical requirements, it may apply in the prescribed proforma at **Annexure-1** in sealed cover.

(B) FINANCIAL

1. The rate may be quoted on comprehensive basis for the computers, laptops, printers etc. in the proforma at **Annexure-III**(It is a Single Bid tender, both financial & technical to be Submitted in same cover
2. The others terms and condition for awarding the CAMC shall be as below:
 - (i) The firm/company applying for this tender 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.
 - (ii) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.
 - (iii) The firm will maintain **log book** in which each of the machines to be taken under the AMC and Preventive maintenance of Computer, Printer, UPS, Laptops & Scanner.
 - (iv) Special cleaning of all the Monitor, Printer, Key Board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis.
 - (v) The quarterly payment will strictly be made on the basis of satisfactory report from the user.
 - (vi) The firm should take necessary steps to maintain the computer system & its accessories functional.
 - (vii)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.
 - (viii) 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.
 - (ix) In the case, if the resident engineer is not able to solve the complaint/problem by himself for example problem of hardware, UPS etc., he should arrange for a respective expert from the company to resolve the issue.

- (x) 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-v is, 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.
- (xi) **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 except for the conditions mentioned on page no. 1 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.
- (xii) The above act of backing out would automatically debar the firm from any further dealing with this Institution & amount would also be forfeited.
- (xiii) 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. It is mandatory to submit the Company detail (Annexure-II).

If your firm is interested, you may submit your documents satisfying the technical requirements along with financial bid in a sealed cover superscripted with Quotation for CAMC computers/laptops/printers/scanners and peripherals etc. and documents relating to acceptance of all the terms and conditions, etc. may be submitted addressed to Chairman, Purchase Committee, National Centre for Disease Control, 22-Sham Nath Marg, Delhi-110054 by 01.08.2019 at 11.30 AM. The quotations will be opened on the same date **at 12.15 PM at 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 & time, 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 period 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 annual turnover of at least rupees Twenty Five Lakh from AMC of IT assets operation only, during last two financial 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 list of at least two service engineers who maintain the CAMC of Computer, Printer, UPS, Scanner & Laptops & Experience with document evidence(Category-wise) :	
Total Strength	Qualification	Length of Average Experience
(1)		
(2)		
8	Address of Workshop/Service Centre in Delhi/ NCR	
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. If yes, provide certificate no. & documentary proof.	
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>	

***Documents for all above points must be enclosed (with page number) along with bid document.**

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

Annexure II

Company Name:-

Registration No-

Registered Address:-

Company's Nature of Business: -

Company Category: -

Company's legal status :-

Contact Name:-

Date of Birth :-

Date of incorporation of firm:-

Correspondence Email:-

Landline no.:-

Mobile:-

PAN no-

Annexure-III

List of Computers, Printers, UPSs etc. installed at NCDC for which comprehensive annual maintenance contract (with spares)

Sr. No.	Item	Qty.	Unit Rate	Total Amount
Desktop Computer				
1	Pentium Core 2 Duo	4		
2	Pentium Core 2 Duo	1		
3	Pentium Core 2 Duo	2		
4	Pentium Core 2 Duo	2		
5	Pentium Core 2 Duo	4		
6	Pentium Core 2 Duo	3		
7	Pentium Core 2 Duo	1		
8	Pentium Core 2 Duo	6		
9	intel core Duo	1		
10	Pentium Core 2 Duo	4		
		1		
11	Pentium Core 2 Duo	1		
12	Pentium Core 2 Duo	4		
13	Pentium Core 2 Duo	2		
14	Pentium Core 2 Duo	1		
15	Pentium Core 2 Duo	2		
16	Pentium Core 2 Duo	3		
17	Pentium Core 2 Duo	1		
18	Pentium Core 2 Duo	2		
20	Pentium Core 2 Duo	1		
21	Pentium Core 2 Duo	1		
22	Pentium Core 2 Duo	1		
23	Intel Pentium Core 2 Duo	1		
24	HP Compaq Core 2 duo	1		
25	HP Compaq Core 2 duo	1		
	Total	51		
1	Pentium Dual Core	2		
2	Pentium Dual Core	1		
3	Pentium Dual Core	2		
4	Pentium Dual Core (Compaq)	1		
5	Pentium Dual Core	1		
6	Pentium Dual Core	1		
7	Pentium Dual Core	1		
8	Pentium Dual Core	1		
9	Pentium Dual Core	4		

	Total	14		
1	Pentium D	3		
2	Pentium D	4		
3	Pentium D	1		
4	Pentium D	3		
	Total	11		
1	Pentium IV	1		
2	Pentium IV	1		
3	Pentium IV	1		
4	Pentium IV	1		
	Total	4		
1	Pentium R	1		
2	Pentium R	1		
3	Pentium R (HP)	1		
	Total	3		
1	Pentium i3	1		
	Total	1		
1	Pentium i5	1		
2	Pentium i5	1		
3	Pentium i5	1		
4	Pentium i5	1		
5	HP Compaq Elite 8300 Desktop i5	7		
	Total	11		
1	HP EliteDesk 800 G1 i7	6		
2	HP 406 G1 Microtower Desktop i7	14		
3	Pentium i7	6		
4	Pentium i7	2		
5	Pentium i7	2		
6	Pentium i7	2		
7	Pentium i7 (HP Intel Core I7)	2		
8	Pentium i7	1		
9	Pentium i7	1		
10	Pentium i7	1		
11	Pentium i7	2		
12	Pentium i7	1		
13	Pentium i7	1		
14	Core i7 vpro (HOD)	1		
15	HP 406 G1 Microtower Desktop i7	1		
16	HP Core i7	1		

17	HP 406 G1 Microtower Desktop i7	1		
18	HP Elite Core I7	1		
19	HP 406 G1 Microtower Desktop Core i7	1		
20	Dell Optilex Core I7	3		
21	HP intel Core i7	1		
22	HP 406 GI MT Core i7	1		
23	HP 406 GI MT Core i7	1		
24	HP 406 GI MT Core i7	1		
25	HP 800 GI MT Core i7	1		
26	HP intel Core i7	1		
27	HP intel Core i7	1		
28	HP 406GI MT Core i7	1		
29	HP 406GI MT Core i7	1		
30	HP 406GI MT Core i7	1		
31	HP 406GI MT Core i7	1		
	Total	61		
Laptop				
1	Laptop	1		
2	Laptop	1		
3	Laptop (sony Viao)	1		
4	Sony (Windows 7 Pro)	1		
5	Pentium Core 2 Duo (Toshiba)	2		
	Total	6		
Printer				
1	HP Laserjet 1505	1		
2	HP Laserjet 1505	1		
3	HP Laserjet 1505	1		
4	HP Laserjet 1505	1		
5	HP Laserjet 1505	4		
6	HP Laserjet 1505	1		
7	HP Laserjet 1505	1		
8	HP Laserjet 1505	1		
	Total	11		

1	HP Laserjet 1536 MFP	1		
	Total	1		
1	HP Laserjet 1015	1		
2	HP Laserjet 1015	1		
	Total	2		
1	HP Laserjet 1007	2		
2	HP Laserjet 1007	1		
3	HP Laserjet 1007	1		
4	HP Laserjet 1007	2		
5	HP Laserjet 1007	2		
6	HP Laserjet 1007	2		
7	HP Laserjet 1007	6		
8	HP Laserjet P 1007	1		
9	HP Laserjet 1007	1		
10	HP Laserjet 1007	1		
11	HP Laserjet 1007	1		
12	HP Laserjet 1007	2		
13	HP Laserjet P 1007	1		
14	HP Laserjet 1007	1		
15	HP Laserjet 1007	5		
16	HP Laserjet 1007	1		
17	HP Laserjet P 1007	1		
18	HP Laserjet P 1007	1		
	Total	32		
1	HP Laserjet 1020	2		
2	HP Laserjet 1020	1		
3	HP Laserjet 1020	2		
4	HP Laserjet 1020	1		
5	HP Laserjet 1020	1		
6	HP Laserjet 1020	1		
7	HP Laserjet 1020	1		
8	HP Laserjet 1020	1		
9	HP Laserjet 1020	1		
10	HP Laserjet 1020	1		
	Total	12		
1	HP Laserjet 1022	1		
	Total	1		
1	HP Laserjet 1320	1		
2	HP Laserjet 1320	1		

	Total	2		
1	HP Laserjet 3005dn	1		
2	HP Laserjet 3005dn	1		
	Total	2		
1	HP Color Laserjet 2600n	1		
	Total	1		
1	HP Laserjet m202dw	8		
2	HP Laserjet m202dw	1		
3	HP Laserjet m202dw	2		
4	HP Laserjet m202dw	3		
5	HP Laserjet m202dw	2		
6	HP Laserjet m202dw	1		
7	HP Laserjet m202dw	1		
8	HP Laserjet m202dw	1		
9	HP Laserjet m202dw	1		
10	HP Laserjet m202dw	1		
11	HP Laserjet m202dw	1		
12	HP Laserjet m202dw	3		
13	HP Laserjet m202dw	1		
14	HP Laser jet pro M202dw	2		
15	Laserjet Pro M202dw	1		
16	HP Pro M202 dw	5		
17	HP laserjet Pro M202	1		
18	HP Laserjet 202 dw	1		
19	HP Laserjet M202 Pro	1		
20	HP Laserjet Pro M202dw	2		
21	HP Laserjet Pro M202dw	1		
22	HP Laserjet M202 dw	3		
23	HP Laserjet M202 Pro	1		
24	HP Laserjet M202 Pro	1		
25	HP Laserjet M202dw	1		
26	HP Laserjet 202 dw	1		
27	HP Laserjet 202 dw	1		
28	HP Laserjet 202 dw	1		
29	HP Laserjet 202 dw	1		
30	HP Laserjet 202 dw	1		

31	HP Laserjet 202 dw	1		
32	HP Laserjet 202 dw	1		
33	HP Laserjet 202 dw	1		
34	HP Laserjet Pro M202dw	1		
35	HP Laser Jet M202 Pro	1		
36	HP Laserjet 202 dw	1		
37	HP Laserjet 202 dw	1		
	Total	58		
1	HP Laserjet 3015	1		
	Total	1		
1	Canon LBP 3300	1		
2	Canon LBP 3300	1		
3	Canon LBP 3300	1		
4	Canon LBP 3300	1		
5	Canon LBP 3300	2		
6	Canon LBP 3300	4		
7	Canon LBP 3300	1		
8	Canon LBP 3300	3		
9	Canon LBP 3300	2		
10	Canon LBP 3300	1		
11	Canon LBP 3300	1		
	Total	18		
1	HP Color CP 1515n	1		
2	HP Color CP 1515n	1		
3	HP Color CP 1515n	1		
	Total	3		
1	HP Color 2025	1		
	Total	1		
1	Canon Super G3	1		
	Total	1		
1	Deskjet 5160	1		
	Total	1		
1	Samsung SF 565	1		
	Total	1		
Scanner				
1	HP Scanjet 200	2		
2	HP Scanjet 200	1		
3	HP Scanjet 200	2		
4	HP Scanjet 200	1		

5	HP Scanjet 200	1		
6	HP Scanjet 200	1		
7	HP Scanjet 200	1		
	Total	9		
1	HP Scanjet 7500 flow	2		
2	HP Scanjet 7500 flow	1		
3	HP Scanjet 7500 flow	1		
4	HP Scanjet 7500 flow	1		
5	HP Scanjet 7500 flow	1		
6	HP Scanjet 7500 flow	1		
	Total	7		
1	HP Scanjet G2410	1		
2	HP Scanjet G2410	1		
	Total	2		
1	HP Scanjet 2400	1		
2	HP Scanjet 2400	1		
	Total	2		
1	HP Scanjet 5590	1		
	Total	1		
1	Canon Lide 100	1		
2	Canon Lide 100	1		
3	Canon Lide 100	1		
4	Canon Lide 120	1		
5	Canon Lide 120	1		
	Total	5		
UPS				
1	UPS 600 VA	1		
2	UPS 600 VA	1		
3	UPS 600 VA	4		
4	UPS 600 VA	6		
5	Nexus 600VA	1		
6	Zebronics 600VA	1		
7	Eaton 600VA	1		
8	Zebronics 600VA	1		
9	Luminous 600VA	2		
10	Nexus 600VA	1		
11	Nexus 600VA	1		
	Total	20		
1	UPS 650 VA	4		
2	UPS 650VA	1		
	Total	5		

1	UPS 800 VA	1		
2	UPS 800 VA	1		
3	UPS 800 VA	1		
	Total	3		
1	UPS 1 KVA	1		
2	UPS 1 KVA	4		
3	Luminious 1KVA	1		
4	Nexus 1KVA (online)	2		
	Total	8		
1	Stablizer 5 KVA	4		
2	Stablizer 3 KVA	2		
	Total	6		
1	3 KVA online	1		
2	Elnova 2 KVA UPS	1		
	Total	1		
1	BPE1050	2		
2	Beetal 700	1		
3	Microtech TGE 1000	1		
5	Start UPS Lite (500VA)	2		
8	UPS 500 VA (Uniline)	3		
9	UPS 625VA (BPE)	4		
	Total	13		

(Signature with Seal)

Annexure IV:- Approximate List of Item which are still under warranty however bidder to provide support service like installation of drivers, system software & troubleshooting only.

S.No.	Name of Item	Qty.
Printer		
1.	HP MFP126 NW	6
2.	HP M254dw Laser Color Printer	1
3.	HP M126 nw Printer	1
4.	HP MFP M126Nw Printer	8
5.	HP Laser Jet M202 Pro	3
6.	Lexmark MS312	4
7.	HP Laserjet M202dw	3
8.	HP Laserjet Duplex Printer 203D	5
Total		31
Computer		
9.	HP 280 G3 MT	2
10.	Acer I5 8400	7
11.	HP 280 G4 MT I5	10
12.	Acer I3 8100	6
13.	KBS Computer (I5 7600)	38
14.	HP Prodesk 600 G3 MT	2
15.	HP 600 G3 MT	6
Total		71
Scanner		
16.	HP Flow 7500 Flat bed Scanner	3
17.	HP Pro 2000 S1 sheet feed Scanner	2
18.	Cannon Lide 100	1
Total		6

(Signature with Seal)