

D.21013/125/2013-DC
Government of India
Directorate General of Health Scheme
Central Drugs Standard Control Organization

FDA Bhavan,
Kotla Road, New Delhi-110002,
Dated 27 April 2017

Subject: Comprehensive Annual Maintenance Contract (CAMC) for computers, printers, UPS, Laptop and related items of the CDSCO (HQ).

Sealed bids are invited from reputed & experienced Service providers/Firms/Companies for awarding of Comprehensive Annual Maintenance Contract in respect of computers/ printers/UPS, Laptops etc. in CDSCO (HQ) Technical bid Annexure-I & Price bids Annexure-II] for a period of one year. The technical and financial terms and conditions of the CAMC will be as follows:

(A) Technical Bid

Technical bid in the prescribed form as per Annexure-I should be submitted with the following documents, failing which the tender shall be rejected:-

- a. The firm should be in existence for over 3 years in the trade with Annual Maintenance Contracts worth more than **Rs. 50 lakhs** per annum during the last 2 years ending 31st March, 2017.
- b. Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least Rs. 3 crore.
- c. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **500 Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.
- d. Customer satisfactory certificate (at least from 03 different clients of Govt. Deptt.)
- e. Offer validity should be 90 days from the date of opening of Technical bids
- f. List of customers along with copies of orders of AMC executed within last 3 years.
- g. The address of the workshop with telephone and fax numbers in New Delhi.
- h. The firm must be registered with the Registrar of companies and with the Delhi for service Tax/GST and should have valid ESI and PF registration.
- i. Income tax returns for the last two years must be attached.
- j. The firm should produce copy of valid certificate having back to back product agreement with major IT compnies like HP, HCL, Dell
- k. The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, service tax/GST registration.



Contd.../-

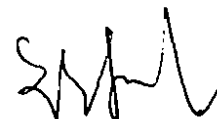
I. Demand Draft for an amount of Rs. 50,000/- (fifty thousand only) from any scheduled bank drawn in favour of "Pay & Accounts Officer, DGHS", must accompany the bid as Earnest Money Deposit (EMD). The bid received without EMD shall not be considered.

(B) Price Bid

The rates should be quoted on comprehensive basis for the computers, printers and UPSs and laptops in the Performa placed at Annexure-II (Price bid) in sealed cover.

The other terms and conditions governing the CAMC shall be as follows:

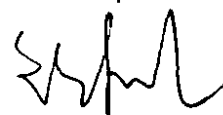
- (i) The contractor has to provide services in CDSCO (HQ), FDA Bhawan, Kotla Raod and at also Sadiq Nagar office, New Delhi;
- (ii) The contract shall cover both preventive as well as corrective maintenance of all IT equipments on all the working days (also on holidays, if required). The maintenance (both preventive as well as corrective) shall cover services for rectification of faults and replacement/repairs of all components;
- (iii) The list of existing Computers, Printers & UPS which are to be brought under CAMC is enclosed at Annexure II. The quantity of these equipments may vary due to functional requirement. The payment on account of changes in the number will be adjusted on pro rata basis.
- (iv) The contractor shall have to depute one well qualified engineer having a minimum experience of three years with a recognized degree in the field of software and hardware maintenance on full time basis for the service of the systems without fail. The service engineer will sign the attendance register at 0930 Hrs. on working days and remain available upto 1800 Hrs. The deputed/resident engineer should not be changed frequently so as to avoid disruption in services.
- (v) The services of the engineer of the contractor may be required on non-working days also or beyond office hours on working days on some occasions to meet emergency situation.
- (vi) The contract will be valid for a period of one year. The rates quoted will remain in force for the full period of the contract;
- (vii) No demands for revision of rate on any account shall be entertained during the contract period. The term of agreement on the same, price, terms and conditions for a further period of one year, with mutual consent.
- (viii) The contractor will prepare separate log books for each of the machine to be taken under the CAMC 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. A preventive Maintenance Report from user would be submitted to Admn. Section, CDSCO (HQ). The quarterly payment will strictly be made on the basis of satisfactory report from the users.



Cond..../-

- (ix) As far as possible, the repairs would be carried out on-site itself. In case the equipment is taken to the workshop, the contractor will have to provide standby equipment. In such case penal clause will not operate provided the original equipment is returned within period of 7 working days from the date of breakdown.
- (x) The faults complaints will be entered in a complaint register in Admn. Division. The engineer will note the complaints from that register for attending the complaints. In case a PC, Printer, laptop etc. could not be rectified by the next day of complaint entered in complaint register, a penalty of Rs. 100/- (Rupees hundred only) for each working day for per item will be deduct. In other words, if one pc, its printer and UPS are not made functional there would be a penalty of Rs. 100/- for each part i.e. Rs. 100/- per day for PC, Rs. 100 per day for printer and Rs. 100/- per day for UPS and deductible from the payments due.
- (xi) In case of non-availability of drivers of the machine(branded one like HP, HCL, Lenovo etc.) the contractor has to arrange from his own resources;
- (xii) In case the requisite parts are not available, the same should be replaced with the parts of higher specifications compatible with the system.
- (xiii) 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 contractor;
- (xiv) The engineer will not change the setting of any computer without seeking the prior permission of the user or Department;
- (xv) No advance payment would be made in any case. The payments towards Comprehensive Maintenance Contract shall be made in four installments at the end of three months/each quarter on production of satisfactory reports.
- (xvi) The computer and peripherals (to be placed under CAMC) may be inspected by the 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;
- (xvii) The contract is comprehensive and covers free replacement of all defective parts, except consumables like printer heads, ribbons, cartridges & UPS batteries only.
- (xviii) The Contractor shall not further sublet the CAMC under any circumstances to a third party/sub-contractor for the maintenance.
- (xix) The PBGs will be encashed on any failure on the part of part of your firm for the obligations under this award letter (either relating to making the system operational and/to taking the system under CAMC for the period prescribed.
- (xx) The payment to the last 2 months of CAMC period (including extension , if any) and PBG of Rs. 68,020/- would be released only after handing over the system to any other agency selected by this office based on fresh tenders etc. in perfect functional manner.

3. On acceptance of the contract, the agency concerned shall have to deposit a sum of Rs. 75,000/- (Rupees seventy five Thousands only) towards Security Deposit, which shall be interest-free and valid upto 3 months beyond validity of contract, within ten days from the date of receipt of contract. The agency concerned shall deposit the Security Deposit in favour of Pay and Accounts Officer, DGHS, New Delhi -110011 in form of Fixed Deposit Receipt or Bank Guarantee from Commercial Bank in prescribed form. The



security deposit would be liable to be forfeited on any violation of terms and conditions of CAMC or overall unsatisfactory performance.

4. Interested firms may submit their quotations in a sealed envelope superscribed as "Bids for CAMC for PCs & peripherals in CDSCO (HQ)" and addressed to the **Deputy Director Admn. (D), CDSCO, FDA Bhawan, Kotla Road, New Delhi -110002, so as to reach by 3.00 P.M. on 2.5.2017** through Tender box placed at reception of CDSCO (HQ). **The quotations & Technical bids will be opened on the same day at 3.30 P.M.** The tenderers or their authorized representatives may attend the tender opening of they so desire. The Financial Bids of only technical compliant firms will be opened for which intimation will be issued in due course.
5. Quotations received without sealed cover or without quoting rates in the specified Performa will not be accepted.
6. Conditional bids would not be accepted.
7. Any disputes and differences related to the performance and contract fall under jurisdiction of Delhi High courts, New Delhi only.



Deputy Director Admn. (D)
Tele:23236971

Technical Bid

1.	Name of the Proprietor in case of proprietary company/firm.	
2.	Name of Directors 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 of turn-over per year of business in respect of the last 2 years	
	(c) List of Customers including Govt. offices in Delhi NCT (give details).	
6.	Firm should indicate being Authorized Supplier/service provider of any one of the Companies like HP/Lenovo/Dell/etc. (to be specified)	
7.	Name the firm (like HP/Lenovo/Dell etc.) by whom authorized as Warranty Service Provider or having back to back product support agreement (enclose copy)	
8.	(a) Registration Number	
	(b) PAN Number	
	(c) Service Tax Number	
9.	Details of Manpower (Category wise) Total Strength Qualification Length of Average Experience	
10.	Address of Workshop with area of premises.	
11.	Whether owned/rented.	
12.	Name of Banker with Bank A/c no.	
13.	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.	



14.	Has the firm/company cleared by Income Tax for the last two years.	
15.	Confirm the following enclosure along with this format:	
	a) Satisfactory service certificate from the previous customers.	
	b) Certificate of registration with the Registrar of Companies/Sales Tax Department.	
	c) Certificate from concerned authority about the payment of service tax, income tax, work contract tax and other taxes applicable.	
	d) Certificate for registration with Income tax, Sale Tax, PF, ESI and any authority applicable.	
16.	Validity of offer	

Declaration

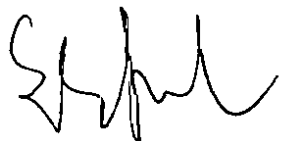
(1) I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any state, the company/firm may be black-listed by this office besides other legal actions.

(2) I/We have read all the terms & conditions of tender document and agree to abide by same fully.

(Signature of authorized signatory)
With seal

Place:

Date:



Financial Bid

1. **Price Bid Format:** The Price Bid Format is given below and Bidders are required to fill this up correctly with full details on their letter heads:

S.N.	Description	Number	Rate one for one month per unit	Amount for one month	Amount for 12 months.
1.	Personnel computer majority of HP make	217			
2.	UPS of different make models	80			
3.	Printers (Laser/Inkjet)	161			
4.	Laptops (HP models are in majority)	50			
5.	Taxes, if any				
	TOTAL:				

(Signature of Authorised Signatory)
With seal

Place:

Date:

