

F.No. 22-1/2015-CCRAS/Admn./Store



केन्द्रीय आयुर्वेदीय विज्ञान अनुसंधान परिषद्

आयुष मन्त्रालय, भारत सरकार
जवाहर लाल नेहरू भारतीय चिकित्सा एवं होम्योपथी अनुसंधान भवन
61-65, संस्थानिक क्षेत्र, सम्मुख 'डी' ब्लॉक, जानकपुरी, नई दिल्ली-110058

CENTRAL COUNCIL FOR RESEARCH IN AYURVEDIC SCIENCES

Ministry of AYUSH, Govt. of India
Jawahar Lal Nehru Bhartiya Chikitsa Evam Homoeopathy Anusandhan Bhawan
61-65, Institutional Area, Opp 'D' Block, Janakpuri, New Delhi-110058

ग्राम : आयुष
Gram : "AYUSH"
Fax : 28520748
EPBX
28525852, 28520501
28522524, 28525831
28525862, 28525883
28525897

Sub: Tender for Comprehensive AMC for Computers, printers including peripherals and LAN etc. in CCRAS Hqrs. Office at New Delhi'

The CCRAS invites sealed quotations from authorised firms for Comprehensive AMC for Computers, printers including peripherals and LAN etc. in CCRAS Hqrs. Office at New Delhi, for a period of one year from the date of signing of contract:-

2. General information about the tender:-

a)	Tender Reference No.	F.No. 22-1/2015-CCRAS/Admn./Store
b)	Last date and time for receipt of Tenders	24/07/2018 upto 02.00 PM
c)	Time and date of opening of Tenders	24/07/2018 upto 03.00 PM
d)	Place of opening of Tenders	Conference hall Room No.223, 2 nd Floor, CCRAS HQs Office, No. 61-65, Institutional Area, Opp. 'D' Block, Janakpuri, New Delhi-110058.

3. The Tender shall be submitted in two bid system, technical bid and financial bid:-

- Technical bid (as per Annexure-'A') consisting of all technical details; and
- Financial bid (as per Annexure-'B')

Technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly supersubscribed "**Bid for Comprehensive AMC for Computers, printers including peripherals and LAN etc.**" The sealed Tenders may be put in the Tender Box placed on the 2nd floor near in the chamber of Deputy Director (Admn.), Room No. 222, CCRAS or by post at the aforesaid address by due date and time. Tenders received late will be rejected outright. Before submission of tender, the prospective bidders may inspect the machine during office hours from 11.00 AM to 5.00 PM. The bids/quotations may be accompanied by EMD of ₹ 10,000/- by way of DD/pay order in the name of DG, CCRAS payable at New Delhi. The details of Computers, printers, Scanners, Laptops and LAN Networking etc. are as specified in the schedule attached herewith at Annexure - B.

General Terms & Conditions:

- The Technical Bid must contain information/documents signed by the authorized signatory of the bidding firm/agency should be kept in Technical Bid envelope alongwith other documents/information prescribed in this tender notice.
- The bidder must furnish a copy of the documents as proof of their experience of atleast 03 years for providing Comprehensive AMC for Computers, printers including peripherals and LAN etc. in Govt. Offices. The bidder should have office in the Delhi/NCR.

- iii. The bidder must furnish list of clients in Govt./Semi Govt. Sectors with address, name of contact person and contact numbers where they have CAMC for Computers, printers & its peripherals and LAN work.
 - iv. The bidding firm should not have been blacklisted by any Govt./Semi Govt./Semi. Govt. Deptt., therefore, bidder should furnish an Undertaking to this effect that any Govt./Semi. Govt. Deptt. /Office has not blacklisted their firm/agency.
 - v. The bidder must have GST registration Number (copy of the Certificate should be enclosed as a proof), if the same is applicable to his firm;
 - vi. The bidder must submit the copy of last 03 years Income Tax Return (ITR).
 - vii. The bidder shall quote/indicate the rates for all items (in Indian Rupees) offered by it in the 'Proforma for Financial Bid' attached with this tender notice at Annexure-B.
 - viii. The Technical bids will be opened and evaluated by a committee and only the bids technically acceptable would be considered further.
 - ix. The bids received after due date and time will not be accepted while incomplete bids are liable to be ignored.
 - x. The quotation received without EMD will not be entertained under any circumstances.
 - xi. The EMD of unsuccessful Bidders will be refunded after award of contract to successful bidder and EMD of successful bidder will be returned on receipt of performance security/security deposit of ₹ 40,000/-
2. List of items, in approximate numbers, to be given under CAMC is indicated in the enclosed Proforma (Annexure-A). However, the Council reserves the right to exclude any of the items mentioned in the list from the contract. The terms and conditions, which are given below, may be gone through thoroughly and ensure to make a specific mention in your quotation to that effect that the terms and conditions are acceptable to you, in full.
- i. **Taxes and any other charges should be indicated separately.**
 - ii. The quotations/bids which are not in conformity with the instruction in this tender notice are liable to be rejected. The Council reserves the rights to reject any Bid/Quotation without assigning any reason.
 - iii. The CAMC shall be awarded for a period of 12 months from the date of commencement of the contract and it can be extended/renewed on mutual consent depending on satisfactory performance by the firm. The Council reserves the right to terminate the CAMC by giving one month's notice without assigning any reasons or to entrust the job to any other firm/party at the risk/expenses of the defaulting contractor.
 - iv. The bidding firm must be specialized in CAMC and trouble shooting of computers including peripherals and LAN work.
 - v. The firm/agency shall make its own arrangements only for installation of drivers/anti-virus.
 - vi. The contract shall be on comprehensive maintenance service basis and no extra charges for any general wear and tear for the spare parts shall be borne by the Council. The Comprehensive AMC will cover including replacement, if required of all the items like CPU, Hard Disk, Mother Board, RAM, Floppy Drive, CD/DVD Drives, Speaker, Microphone, Mouse, Key Board, cards, cables, SMPS, Printers, Multifunctional Fax machine, switches, Sony LCD projector and all other parts not specifically mentioned. The CAMC shall include



- repair/replacement of all other vital/non-vital components as mentioned above required for smooth operation of the equipment except plastic parts, printer head, batteries and consumables etc. Only Original Equipment Manufacturer's parts shall be used. Software calls concerning operating system and application problems shall be serviced under CAMC. In case data is to be retrieved from any HDD due to Hard Disk failure/system failure, the firm shall have to do it at its own cost and no amount will be paid extra on this account.
- vii. CAMC shall also include repair/replacement of Display/Sound/LAN/SCSI etc., Cards.
 - viii. CAMC shall include the repair caused by virus attack and shall also support in upgrading the virus definition update.
 - ix. During the period of contract, it will be responsibility of the contractor to keep the equipment in perfect working order. The repair work will have been to be carried on-site. Only in exceptional circumstances the vendor will be permitted to take out the requisite equipment for repairs with prior permission of the IT Section and Admn. Officer. However, in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor for no extra cost.
 - x. The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs/maintenance have not been carried out satisfactorily within 24 hours of reporting of complaint, the vendor will be penalized @ 25/- per day per equipment. The charges will be deducted from the subsequent payments.
 - xi. The firm will depute **two well mannered and technically qualified resident engineers** who have a minimum experience of three years for repair/maintenance of LAN and in computer hardware & software. Selected firm should produce list of their staff meeting about criteria with proof and IT Section of CCRAS will select any two. Further salary as per minimum wages act of Govt. of India/ Govt. of NCT of Delhi paid to CAMC staff by the firm. The service shall be provided on all working days between 9.30 AM to 6.00 PM. If need arises, the engineers may also be called on Saturday/Sunday/Holiday. A Complaint Register is maintained in the Council to monitor complaints entered in the register with date and time. The engineer shall sign the register every day and file his report regarding position of the complaints. The engineer shall also require to make daily attendance (in and out) in the register maintained in IT Section.
 - xii. Immediately after award of the contract, the contractor shall be required to furnish Security deposit/performance security (refundable without interest after two months of termination of contract) in form of Demand Draft/Bankers Cheque Drawn in the name of Director General, CCRAS (Hqrs.) 61-65, Institutional Area, Opp. D'' Block, Janakpuri, New Delhi-110058.
 - xiii. The release of payment will be made by Council on the quarterly basis (at the end of each quarter) on the production of "**Satisfactory Service Report**" in the prescribed format in respect of all the sections covered under the CAMC.
 - xiv. The final 25% CAMC charges will be released only after assessing the overall performance/service rendered by the contractor and subject to the condition that the firm must ensure and satisfy that all machine are perfectly in working condition on the last day of the contract.
 - xv. The TDS will be deducting u/s 194c of the IT Act, 1961.

- xvi. The rates quoted by the vendor will remain valid for a minimum period of one year from the date of award of contract. It can be extended upto maximum period of three years, subject to approval by the Council.
 - xvii. The vendor will be required to maintain Job card for the product under CAMC and lodge all complaints, action taken, parts replaced, time taken in rectification, etc. which shall be duly signed by user and engineer. Payment will be made on the basis of satisfactory execution of jobs and on production of pre-receipted bills alongwith copy of Job cards.
 - xviii. The vendor would require to clean all the equipment covered under CAMC from outside as well as inside once on quarterly basis.
 - xix. The bidder shall invariably furnish the complete address of the premises of its offices, godowns and workshops where inspection can be made.
 - xx. The successful bidder is required to maintain sufficient stock of spares to provide timely services.
 - xxi. The Council reserves the right to accept or reject any quotation without assigning any reason whatsoever.
3. The systems can be inspected by the bidders on all working days between 11.00 AM to 5.00 PM except on Saturday/Sunday/Holidays before submitting the bid.



(A.K. Meena)

Administrative Officer (Admn.)

TECHNICAL BID

SI. No.	Description of Company/Firm	Detailed to be filled up	Page Number of this tender document where copy/ certificate is attached
1.	Name of Firm/Company		
2.	Address		
3.	Telephone No.		
	Mobile No.		
	Fax No.		
	E-mail address		
4.	Type of organization (whether sole proprietorship/ partnership/ private limited or limited)		
5.	Name of the Proprietor / Partners/ Directors of the Organization /Firms		
6.	Details to the GST registration of the firm (self attested copy)		
7.	PAN number of the firms/company (self attested copy)		
8.	Income Tax Return for the last 03 financial years		
9.	Work Experience for providing 03 years experience in the maintenance (attached Documentary proof in support of claim)		
10.	List of clients in Govt./Semi Govt. Sectors with address, name of contact person and contact numbers where they have CAMC for Computers, printers & its peripherals and LAN work.		
11.	Undertaking regarding firm has not blacklisted		
12.	Total number of Engineers working in the Organization		
13.	Whether EMD submitted or not (indicate the DD No. and date with amount of the EMD)- Yes/No		
14.	Service Center in Delhi/NCR (Proof enclosed)		

It is hereby declared that the Terms & Conditions of the CCRAS NIT No. 22-1/2015-CCRAS/Admn./Store dated __/__/____ are fully acceptable to our firm/agency.

(To be signed by the Authorized Signatory)
Of the Firm/Agency with Name and Stamp)



PROFORMA FOR FINANCIAL BID/OUOTATION

CAMC of Computers, printers and its peripherals

Sl. No.	Name of the Items	Qty.	Per Unit CAMC Rate excluding taxes	Total CAMC Cost excluding taxes
1.	Server	02 Nos.		
2.	Computer	120 Nos.		
3.	Laptop	13 Nos.		
4.	Printer (LaserJet)	91 Nos.		
5.	Printer (Deskjet)	01 Nos.		
6.	Printer (Dot Matrix) TVSE Platina DP 5000	01 No.		
7.	Multifunction Printer Colour (All-in-One)	02 Nos.		
8.	Multifunction Printer Black & White (All-in-One)	04 Nos.		
9.	Colour LaserJet Printer	05 Nos.		
10.	HP Laserjet Black & White Printer 5200n	01 No.		
11.	Scanner	17 Nos.		
12.	Maintenance of LAN Networking for computers	167 Nos.		
13.	Total Number of Switches	32 Nos.		
14.	Sony LCD Projector	01 No.		
15.	Multifunctional Fax Machine (Black & White) (print, scan, copy and fax)	03 Nos.		

Note: Number of equipments to be covered under CAMC may vary from time to time.

(To be signed by the Authorized Signatory)
(Of the Firm/Agency with Name and Stamp)



Details of the Resident Engineer to be posted at CCRAS Hqrs. for rendering AMC Support Services

Resource Type	Qualification	Experience	Mobile No. (if available otherwise to be provided later)	Remarks
Resident Engineer				
Resident Engineer				

- Resident Engineer may also be engaged in providing software services on all the Servers PCs of the CCRAS including those in the warranty.

(Authorized Signatory)

