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क्षेत्रीय आयुर्वेदीय मातृ एवं शिशु स्वास्थ्य अनुसंधान संस्थान

REGIONAL AYURVEDA RESEARCH INSTITUTE

For MOTHER & CHILD HEALTH

(केन्द्रीय आयुर्वेदीय विज्ञान अनुसंधान परिषद, नई दिल्ली द्वारा संचालित
आयुष मंत्रालय, भारत सरकार)

(Under Central Council for Research in Ayurvedic Sciences,
Ministry of AYUSH, Govt. of India)

घरकुल परिसर के पास, एन.आय.टी.कॉम्प्लेक्स, नंदनवन, नागपुर-440 009
Near Gharkul Parisar, N.I.T. Complex, Nandanwan, NAGPUR - 440009

F. No. 2-5/2017-18/RARIMCH-Nag/Computer/Admn. / 1832

Dated: 23 JAN 2020

Sub: Tender for Non-Comprehensive AMC for Computers, printers including peripherals and LAN etc. in RARIMCH, Nagpur.

1. Bids are invited from authorized firms for Non-Comprehensive AMC for Computers, printers including peripherals and LAN etc. in RARIMCH, Nagpur for a period of one year from the date of signing of contract: -

2. General information about the tender: -

a) Tender Reference	F. No. 22-I/2015-RARIMCH /Admn. /Store
b) Last date and time for receipt of Tenders	17.02.2020 upto 4:00 PM
c) Time and date of opening of Tenders	18.02.2020 upto 3:00 PM
d) Place of opening of Tenders	Conference hall, Regional Ayurveda Research Institute for Mother and Child Health, Near Gharkul Parisar, NIT Complex, Nandanwan, Nagpur.

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 and the financial bids should be sealed by the bidder in separate covers duly super scribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super subscribed "Bid for Non-Comprehensive AMC for Computers, printers including peripherals and LAN etc." The sealed bids shall be dropped in the Tender Box placed in the Administration Room on 2nd floor, RARIMCH or sent by post to aforesaid address by due date. Tenders received late will be rejected outright. The details of Computers, printers, Scanners, Laptops and LAN Networking etc. are as specified in the schedule attached herewith at Annexure - B. Prospective bidders can inspect the machines during office hours from 11.00 AM to 3.00 PM. on any working day, before submitting tender. The bids/quotations shall be accompanied by EMD of 5,000/- by way of DD/Pay Order in the name of Assistant Director In charge, RARIMCH, payable at Nagpur.

General Terms & Conditions:

- The Technical Bid must contain information prescribed in this tender notice, duly signed by the authorized signatory of the bidding agency along with other supporting documents.
- The bidder must furnish copy of the documents as proof of their experience of at least 03 years

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of providing Non-CAMC for Computers, printers including peripherals and LAN etc. in Govt. / other Offices. The bidder must furnish list of clients along with address, name of contact person and contact numbers where they have provided similar services earlier.

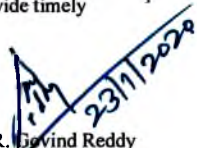
- iii. The bidder should have office in Nagpur.
- iv. The bidding firm should not have been blacklisted by any Govt./Semi Govt. /Semi. Govt. Dept. Bidder should furnish an Undertaking to this effect that no Govt./Semi. Govt. Dept. /Office has blacklisted their firm/agency.
- v. The bidder must have GST registration Number and Registration certificate (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 Technical bids will be opened and evaluated by a committee and only the bids found technically acceptable would be considered for opening the Financial Bids
- viii. The bidder shall quote 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. Taxes and any other charges should be indicated separately.
- ix. The bids received after due date and time will not be accepted while incomplete bids are liable to be rejected.
- 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. EMD of successful bidder will be returned on receipt of performance security/security deposit of Rs.10,000/-
- xii. Bidder Should have ISO 9001:2015 Certificate.
- xiii. Bidder Should have registration certificate under Bombay Shop Act.
- xiv. Bidder Should provide balance Sheet of last three financial year.
- xv. Experience letter for work done in any govt., PSU & semi govt. Dept./others.
- xvi. Average turnover should be more than 1.5cr in last three financial years.
- xvii. The successful bidder should provide engineer at our premises on call basis holding experience of at least 3 years.
- xviii. The Complaint Should be attended within 1 working day.


23/11/2020

2. List of items, in approximate numbers, to be given under Non-CAMC be indicated in the enclosed Proforma (Annexure-B). However, the institute 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. The quotations/bids which are not in conformity with the instructions in this tender notice are liable to be rejected. The institute reserves the right to reject any Bid/Quotation without assigning any reason.
 - ii. The Non-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 institute reserves the right to terminate the Non-CAMC by giving one month's notice without assigning any reasons. The institute reserves the right to entrust the job to any other firm/party at the risk/expenses of the defaulting contractor.
 - iii. The bidding firm must be specialized in Non-CAMC and troubleshooting of computers including peripherals and LAN work.
 - iv. The firm/agency shall make its own arrangements for installation of drivers/anti-virus etc.
 - v. Non-CAMC shall include the repair caused by virus attack and shall also support in upgrading the virus definition update.
 - vi. During the period of contract, it will be the responsibility of the contractor to keep the equipment in perfect working order. The repair work will have 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 In Charge / Stores Officer. However, in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor at no extra cost.
 - vii. The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repair/maintenance has 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.
 - viii. On call the firm will depute well-mannered and technically qualified persons who have experience for repair/maintenance of LAN and computer hardware & software. The service shall be provided on all working days. If need arises, the services may also be called on Saturday/Sunday/Holiday. **(Besides, the Service provider shall make a visit on fortnightly basis and go through the Complaint Register maintained in the Institute to record complaints entered in the register with date and time).** The Service provider / his representative shall sign the register and file his report regarding position of attending the complaints.

A handwritten signature in blue ink, followed by the date 23/1/2020 written below it.

- ix. Immediately after award of the contract, the contractor shall be required to furnish Security deposit towards /performance security (refundable without interest after two months of termination of contract), in form of Demand Draft/Bankers Cheque Drawn in the name of Asst. Director, RARIMCH, Nagpur
- x. The release of payment will be made by institute on quarterly basis (at the end of each quarter) on production of "Satisfactory Service Report" in the prescribed format in respect of all the equipment covered under the Non-CAMC.
- xi. The final 25% Non-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.
- xii. TDS will be deducting u/s 194c of the IT Act, 1961.
- xiii. The rates quoted by the vendor will remain valid for a minimum period of one year from the date of award of contract. The Contract can be extended for further period, up to maximum period of three years, subject to mutual acceptance and approval.
- xiv. The vendor will be required to maintain Job card for the product under Non-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 along with copy of Job cards.
- xv. The vendor would require to clean all the equipment covered under Non-CAMC from outside as well as inside once on quarterly basis.
- xvi. The bidder shall invariably furnish the complete address of the premises of its offices, godowns and workshops where inspection can be made.
- xvii. The successful bidder is required to maintain sufficient stock of spares to provide timely services.


Dr. R. Govind Reddy
Assistant Director (Ayu)-Incharge

Annexure-A

TECHNICAL BID

S. No.	Particulars	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 works (attached Documentary proof in support of claim)		
10.	List of clients together with address, name of contact person and contact numbers where they have CAMC/Non-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		

It is hereby declared that the Terms & Conditions of the RARIMCH, Nagpur are fully acceptable to our firm/agency.

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

Annexure-B

PROFORMA FOR FINANCIAL BID/QUOTATION Non-CAMC of Computers, printers and its peripherals

S. No.	Name of the items	Qty	Per Unit CAMC Rate excluding taxes	Total CAMC Cost excluding
1.	Server	01		
2.	Computer (Approximately)	17		
3.	Laptop	01		
4.	Printer (LaserJet)	09		
5.	Printer (All in one)	02		
6.	Color Laser Jet Printer	01		
7.	Scanner	02		
8.	Projector	01		
9.	5 KV UPS	01		
10.	Inverter	01		
11.	Audio System	01		
12.	Video Surveillance System	01		
13.	Barcode Scanner	01		
14.	Barcode Printer	01		
15.	Thermal Receipt Printer	01		
16.	Maintenance of LAN Networking for computers	01		
17.	Total Number of Switches	01		
18.	Biometric	01		
19.	UPS 1KV	04		

Note: Number of equipment's to be covered under Non-CAMC may vary from time to time.

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

Details of Engineer who will be attending RARIMCH for rendering Non-CAMC Support Services

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

- Service Engineer may also be engaged in providing software services on all the Servers PCs of RARIMCH, Nagpur including those in the warranty.

Handwritten signature and date: 28/1/2020

(Authorized Signatory)