

F.No. 55011/10/2010- Admn.
Government of India
Ministry of Chemical & Fertilizers
Department of Pharmaceuticals
(Admn. Section)

ShastriBhawan, New Delhi
Dated the 31th August, 2017

To

1. NIC/Department of Pharmaceuticals
2. E- Procurement / Ministry of Finance.

Sub: Comprehensive Annual Maintenance Contract for Computer, printers, laptops, mfp and Ups etc

Sir,

I am directed to say that the Department of Pharmaceuticals(DOP), invites sealed quotations for awarding **comprehensive annual maintenance contract** (CAMC) for computers, printer, mfp, laptops & ups etc for a period of one year w.e.f 01-10-2017. The CAMC can be extended for another one year on the same rates and terms & conditions subject to satisfactory performance of the awarded contractor, The details of computers, printers laptops etc proposed to be covered in CAMC, scope of work and other terms and conditions are available at Annexure-I, II & III.

The Quotation should be submitted in two bids- Technical & Financial in two bids. The sealed quotations superscribed with words " Quotations for CAMC for computer etc." should reach the undersigned on or before 20-09-2017 by 11 hrs at G-19, Shasti Bhawan, New Delhi or on CPPP portal. The Technical bids will be opened on the same day i.e 20-09-2017 at 15.30 hrs and financial bids will be opened on the same day i.e 20-09-2017 at 16.30 hrs, at the same place.

The bidders are required to furnish an amount of Rs. 5,000/- (Rupees five thousand only) towards earnest money deposit along with their quotations. The EMD of the successful bidder, to whom the CAMC shall be awarded, shall remain with DOP towards security deposit till the contract period is valid, the EMD of the unsuccessful bidders shall be returned without any interest thereon after completion of the tender process. The quotations(s) received after due date & time or without earnest money shall be summarily rejected. DOP reserves the right to reject any quotations(s) without assigning any reason.

Yours faithfully,



(S.K.Jha)

Under Secretary to the Govt. of India

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Annexure-I

Details of Computers, printers laptop etc for Comprehensive Annual Maintenance Contract.

S.No.	Configuration/Model	Nos.	Unit Rate	Total Amount	Remarks
01.	Desktop HP/Acer/Lenovo- Pentium/i3/i5/i7	88			
02.	HP laptop	11			
03.	Sony Laptop	04			
04.	Hp Printer 1020/1025/1007/1008/	58			
05.	HP colour Laserjet 476 dw MFP	12			
06.	Hp colour Laserjet 2320 MFP	01			
07.	HP colour 2600 Printer	01			
08.	HP colour laser jet 1312 MFP printer -	01			
09.	HP colour laserjet 1025 printer	01			
10.	HP colour laserjet 1415 printer	01			
11.	HP Colour laserjet MFP 375 dw	06			
12.	UPS 1.0 kva	50			
13.	On-line UPS 5kva	03			
14.	On-line UPS 10kva	05			
15.	On-line UPS 15kva	06			
16.	Projector Scanjet(Mitubhish)	01			

SCOPE OF THE WORK

Following shall be the scope of the work for comprehensive Annual Maintenance Contract for computers, printer & laptop etc.

1. Contract has to be provided at site, which will cover replacement of unserviceable parts with new parts which are equivalent in their performance to the replaced parts.
2. Consumables likes printer ribbons, printer head, battery, pen drive & cartridges are excluded from AMC.
3. After every 30 days, contractor has to perform virus scanning in all the computers. The Anti-virus software will be provided by DOP.
4. Contractor has to carry out preventive maintenance on first working day of every month till the validity of the contract and necessary record in a Register shall be maintained.
5. Contractor is required to deposit an amount of Rs. 5000/--(Rupees five thousand only) as security deposit and the same shall be returnable, without any interest thereon, after the CAMC, is over. In case, the successful bidder to whom CAMC is awarded, does not fulfil or perform any of the clauses of the scope or work during the period of CAMC, security deposit of Rs. 5000/- shall be forfeited.
6. Contractor has to provide the virus checking report & preventive maintenance report of DOP.
7. The minimum qualification and Experience of the contractor/his Engineer should be as follows:
 - Qualification: One year certification course in hardware maintenance from authorized university / institution.
 - Experience:- 3 years experience in hardware maintenance.

8. In case performance of the Engineer is not satisfactory, Contractor has to provide the replacement of the Engineer within 24 hrs of reporting form DOP.
9. Whenever the call of virus is reported by DOP, contractor shall have to perform scanning and remove the virus.
10. Whenever the complaints(s) is/are registered the contractor shall provide specific complaint reference number along with date and time to provide the solution of the problem.
11. The expected response time should not be more than 4 to 6 working hours after reporting call problem should be sorted out within 24 hours.
12. In case of equipment being repaired on the same day, compatible standby equipment will have to be provided by contractor otherwise penalty will be charged as follows:
 - 1% of the AMC amount on the un-repaired equipment shall be deducted for every day's delay beyond stipulated 24 hours from the time complaint is lodged subject the maximum of 10% of the total.
13. In case of delay in preventive maintenance or Anti-Virus checking 1% of the total AMC value will be deducted per week.
14. All the parts required for the maintenance of the equipment and/or correction of faults will be arranged by Contractor without any additional cost. Security deposit shall be forfeited if services are found unsatisfactory.
15. Contractor may use new parts of same brand or equivalent as per the configuration to maintain the equipment, However, Contractor shall provide a list of all replaced parts to DOP on quarterly basis.
16. The maintenance of all equipment will be undertaken from their present status at the time of entering into maintenance contract.
17. CAMC also includes laptop with spare parts and PCMCIA Cards.
18. Contractor has to carry out unscheduled, corrective and remedial break down maintenance of the equipment .

19. Contractor has to supply and replace defective parts, except consumables.
20. Contractor has to provide monthly Service performance report.
21. Contractor has to ensure that without written permission of DOP, no equipment is taken out for repair etc. from DOP.
22. Contractor has to ensure that without the permission of DOP, no formatting of HDD to be done at any desktop or Laptop.
23. **Any of the conditions mentioned above, if not fulfilled, CAMC shall summarily be rejected.**

Annexure-III

Terms and conditions for comprehensive Annual Maintenance Contract.

S.No	Heads	Details
01.	Eligibility	<p>1.Should have experience in government departments for at least 3 years continuously.</p> <p>2.Annual turn on of the firm should not be less than 10 lakhs</p>
02.	Maintenance	<p>During the period of the Comprehensive Annual Maintenance Contract (CAMC). Contractor will provide complete service and maintenance and keep the computers, printers and lap tops in good working order without any additional charge.</p>
03.	Replacement of spares/parts as needed for repair	<p>Contractor will provide all spares/parts except consumables as may be needed from time to time without any additional cost during the period of validity of this comprehensive Annual Maintenance contract. It includes the repair of laptops, TFT screens and printers in all respects except consumables like cartridges etc.</p>
04.	Team of Service Engineer	<p>Contractor will provide details of Service Engineers, their qualification and experience in the field. PCs and peripherals will be serviced/maintained by trained/qualified/experienced engineers only who will ensure safety/security of data/equipment</p>

		while doing servicing/maintenance/repair of the equipment. If the problem cannot be rectified on site, standby equipment would be provided so that official work may not get delayed/suffered.
05.	Availability of Engineer	(1) Regular visits by 'experienced and qualified engineer' to attend the complaints in DOP has to be arranged. (2) Since some computers are also installed at residence of senior officers, engineer may be required to attend complaints at officers' residence also.
06.	Period of CAMC	The CAMC will be valid for one year subject to satisfactory performance of contractor
07.	Payment Schedule	Payment will be released after satisfactory services on monthly basis by e-payment in favour of the Contractor on receipt of original bill duly signed by authorized signatory.
08.	Locations	1. Udyog Bhawan, New Delhi 2. Jan Path Bhawan, New Delhi 3. Shastri Bhawan, New Delhi Note: As there are three location therefore, two resident Engineer are required on all working days for 9.00 AM to 5.30 PM (Including holidays- Saturday, Sunday, if needed). Location as indicated above may change as per the requirement of work in DOP during the period of CAMC.

09.	Cancellation/Termination of CAMC	If the services are found unsatisfactory during the period of contract, DOP reserves the right to terminate the Contract under CAMC at any point of time without conveying/assigning any reason. No further correspondence will be accepted in this regard.
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