

No.12-15/15-16-NVBDCP(SL)/Computer AMC
Directorate of National Vector Borne Disease Control Programme
22-Sham Nath Marg, Delhi-110054.
Government of India

Dated: 12.08.15

17 AUG 2015

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Web Site of NVBDCP.
Delhi-110054

Subject:- Comprehensive Annual Maintenance Contract for Desktops, Laptops, Printers and UPS for the year 2015-2016 & 2016-17 respectively - regarding.

Sealed quotations are invited by the Directorate of National Vector Borne Disease Control Programme, 22-Sham Nath Marg, Delhi-110054 to enter into comprehensive Annual Maintenance Contract (AMC) for computers of HP, Compaq, Laptops of HP & Dell, Printers of HP Laserjet, Office Laserjet, Colour Laserjet & UPS of Detex, Maxx, Uniline, and Speed for the period of two years as on where basis. Payment will be made for actual Nos. of Computers, Laptops, Printers and, UPS etc. covered under AMC. The Details of Computers, Laptops, Printers & UPS are given below:-

The details of the Computer Desktops

Sl. No.	Desktop Model No.	No. of Unit
1	HP-Dx-6100 MT, Dx-2280 MT, DC-7000 & 7800 & 7900, 8300	123 Nos.

The details of the Computer Notebook Laptops

Sl. No.	Laptops Model No.	No. of Unit
1	Compaq NX-7010, NC-8430, HP-6730, HP-2730P	20 Nos.

The details of the Printers

Sl. No.	Printers Model No.	No. of Unit
1	LJ-1320, Office LJ-1200, LJ-3005 DN, CLJ-3600 DN, CLJ-5550, Office Jet-5550, CLJ-2025, LJ-3015	126 Nos.

The details of the UPS

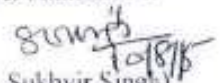
Sl. No.	UPS Model No.	No. of Unit
1	Detax (1KV), Uniline (1KV), Speed (600V), Maxx (600V), Keptron (1KV)	112 Nos.

Contd.....2/-

Interested bidders/firms with minimum of three years experience of maintenance of server, working computers, Laptops, Printers and UPS in government department should submit unit rates for the comprehensive maintenance for the of above items. The details in respect of each can be obtained from Stores Section, if required.

- a. After acceptance of quotation, the successful bidder will have to deposit the security money of Rs. 50,000/- (Rupees Fifty Thousand only) by means of Demand Draft in the name of the Director, NVBDCP within 15 days of acceptance of order.
- b. Payment will be made on quarterly basis for those computers/Laptops/printers/ UPS actually maintained after the end of each quarter and on submission of bills alongwith satisfactory report from concerned users. No advance payment will be made. The number of computers/Laptops /printers/UPS may increase or decrease.
- c. The complaint should be attended within 24 hours. If the equipment remains non-functional beyond 2 days then the penalty of Rs. 100/- per day will be imposed.
- d. Director, NVBDCP reserves the right to accept or reject any tender/quotation without assigning any reason thereof.
- e. **The duly filled quotation subscribing "Quotations for maintenance of Computer/Laptop/Printer/USP" in sealed cover addressed to Dr.G.S.Sonal, Additional Director, National Vector Borne Disease Control Programme, DMRC, Block-III, Podium Floor, I.T.Park, Shastri Park, Delhi-110053 must be sent to this Directorate of NVBDCP so as to reach by 02nd September, 2015 by Speed Post/Registered Post only. No Quotations/tender will be accepted after this date & by hand and Date of opening of the tender will be 09th September, 2015 at 2.30 PM in the Seminar Room of this Directorate. One representative of each bidder/firm may be present during opening of the tender.**
- f. The quotations, which are not received duly sealed, and not superscribing "Quotations for maintenance of Computer/Laptop Printer/USP/" and before last date of receiving will not be accepted. ITCC and STCC should be enclosed along with the quotation.
- g. Those firms which do not give quotations for all the items will not be considered.
- h. The AMC is comprehensive and it includes all aspects related to proper functioning of computers accessories including networking.
- i. Minor repairs with all are to be attended on the same day and if the problem persists, alternate arrangements in the form of provision of the Computers/Printers/Keyboard/Mouse etc. be made.
- j. Two competent technical staff members preferably engineers designated by the firm have to report daily at 9.30 AM to 6.00 PM at Dte. NVBDCP (one of 22-sham Nath Marg, Delhi-54 and one of Shastri Park, Delhi-53 respectively) for attending the day to day technical problems/Complaints related to computers and accessories.
- k. The Company shall undertake full comprehensive AMC including repairs and replacement of part unless major damage beyond the control of the company is reported.
- l. AMC can be terminated at any time by giving notice of 15 days in case of unsatisfactory performance.
- m. One standby unit system will be provided in case of major fault.
- n. The company shall undertake numbering of Computers, accessories and also to maintain a register. Entries must be made on day to day basis showing work attended.
- o. The company will prepare a list of obsolete computers, printers, laptops & UPS and accessories, which are beyond economic repairs.

- p. This maintenance Contract shall be for the period of two year.
- q. If any equipment covered under the contract is taken out of the premises of the Dte. for any repair, it shall be under full responsibility of the company/firm awarded AMC, till the same is returned to the concerned section in satisfactory working condition. Item may be taken out only with the written permission of the concerned sectional Head and with information of Store Officer.
- r. The company/firm awarded AMC shall not sub-lease or any of the works awarded to them to any third party, without the written permission form the Director, NVBDCP, Delhi.
- s. The company/firm awarded AMC will be evaluated on the basis of performance periodically. One copy of this tender from duly signed and stamped, shall be enclosed with the tender in token of agreeing to all terms and conditions as mentioned in this tender document.
- t. Each tenderer must fill up the Eligibility Criteria self evaluation sheet as per Annexure-I.


(Dr. Sukhvir Singh)
Joint Director,
NVBDCP.

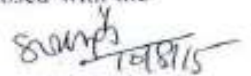
ELIGIBILITY CRITERIA FOR TENDER'S

Self Evaluation by Tenderer

The Tenderers who have atleast three years of job experience of the Annual Maintenance Contract of the tendered equipments in different organizations will be considered for the tender, and shall produce documentary evidence to this effect from any recognized Govt. organization/Hospital/Deptt./Government-Semi-Govt. Organizations.

At least 2 work orders with satisfactory reports from user should be enclosed as evidence.

Copy of service Tax/PAN No. etc. alongwith other required documents should also be enclosed with the quotation.


(Dr. Sukhvir Singh)
Joint Director,
NVBDCP.