

केन्द्रीय होम्योपैथी अनुसंधान परिषद्

(आयुष मंत्रालय के अधीन स्वायत्त निकाय, भारत सरकार)

CENTRAL COUNCIL FOR RESEARCH IN HOMOEOPATHY

(An Autonomous Body under Ministry of AYUSH, Govt. of India)

जवाहर लाल नेहरू भारतीय चिकित्सा एवं होम्योपैथिक अनुसंधान भवन

Jawahar Lal Nehru Bhartiya Chikitsa Avum Homoeopathic Anusandhan Bhawan

61-65 संस्थागत क्षेत्र, डी-ब्लॉक के सामने, जनकपुरी, नई दिल्ली-110058

61-65 Institutional Area, D-Block, Janakpuri, New Delhi-110058



F.No.: 22-53/2020-21/CCRH/IT/AMC/ 4750

Date: 29/12/2020

Subject: Tender for Comprehensive AMC for Hardware and software of CCRH Hqrs.

The Central Council for Research in Homoeopathy invites sealed quotations from eligible firms for Comprehensive Annual Maintenance Contract (CAMC) of Hardware and Software of CCRH, 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.: 22-53/2019-20/CCRH/IT/AMC
b)	Tender publishing date for download	29 th December 2020
c)	Pre-bid meeting	4 th January 2021 upto 3.00 pm
d)	Start Date for submission of tender	7 th January 2021
e)	Last date and time for submission of Tenders	28 th January 2021 upto 3.00 p.m.
f)	Time and date of opening of Tenders	28 th January 2021 at 4.00 p.m.
g)	Place of opening of Tenders	Committee Room, 4 th Floor, CCRH Hqrs. office, 61-65 Institutional Area, Opp. D-Block Janakpuri, New Delhi-110058.
h)	Estimated Tender Value	Rs. 12.00 Lakh (Twelve Lakh)
i)	EMD Value*	Rs. 50,000 (Fifty thousand)
j)	Tender Document Cost*	Rs. 500/- (Five hundred)

*EMD, Tender document cost, etc. should be paid either by demand draft or Pay order drawn in favour "Director General, CCRH" payable at New Delhi.

3. Scope of Work

The scope of work includes: Comprehensive Annual Maintenance Contract (CAMC) for all desktop PCs, Printers & peripherals like UPS (Online/Offline), LAN/WiFi networking, maintaining Physical and VM servers allotted for CCRH Website, Homoeopathic Clinical Case Registry (HCCR), e-office, RADAR Opus, Homopath Software, SPSS Software and other software and Network Maintenance with Software Support. The broad scope of work include:

4/11

- a) Maintenance Service shall consist of Preventive as well as Breakdown/Corrective Maintenance including supply & replacement of spares in respect of all the Computer Equipment installed at CCRH (HQ), which includes all makes of computers such as Compaq/IBM/Dell/HCL/HP etc., Inkjet & Laser jet printer, Scanner, Printer-cum-scanner and Network Maintenance.
- b) The Bidder shall be responsible for comprehensive maintenance including preventive maintenance of the systems, network equipment, printers and scanners. Preventive maintenance shall mean and include services designed to reduce equipment failure and extended useful life of the equipment including cleaning lubrication, inspection and testing. This would also include Linux, Microsoft and OS support etc. in terms of adding patches and install/reinstall of Systems hardware and other software. Consumable materials and tools and tackles required for performing this preventive maintenance shall be in the Scope of work.
- c) The Comprehensive AMC will cover, including replacement, if required, of all the items like CPU, Hard Disk, Mother Board, RAM, USB Connector, CD/DVD Drives, Speaker, Microphone, Mouse, Keyboard, Cards, Cables, SMPS, Printers, UPS and all other parts not specifically mentioned. The AMC shall include repair/replacement of all other virtual/non-virtual 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 AMC. 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.
- d) The services shall include complete repair/ replacement of components, non - consumable spares, Fuser Assembly in case of LaserJet printers as well as of the peripherals, at no additional cost. However, consumables like Plastic Parts, Teflon will be replaced on cost of consumables being made by CCRH.
- e) Bidder has to do the software trouble shooting, loading or re-loading of software as & when required, which includes antivirus updation, virus removal, if any and OS configuration support (Windows XP/7/8/10/Vista, Windows Server all versions), e-mail set-up & installation of our internal software's (if any), etc. In case any bad blocks appears in the Hard disk and indicates warning then, the whole hard disk has to be replaced without any delay.
- f) Bidder shall provide first level assistance to the users in operations of PC, Printer and software so that the users can perform their work smoothly.
- g) All hard disk, keyboard, mouse, optical – drives, mother board, transformer, etc. are covered in maintenance.
- h) Stand-by System: In case a system/equipment could not be repaired at site, then the contractor will carry the system after providing a standby system of the same or higher configuration. Such system shall be brought back after repair within 3 working days. Any equipment that remains unattended for more than 1 (One) working day without a standby



system will attract a penalty of Rs. 250/- per day per equipment subject to maximum of 10% of the total contract value for the year. In addition, if the system / equipment remains un-operational for 5 days or if the contractor fails to perform the contract in accordance with the terms and conditions of the contract, CCRH shall have a right to get the job completed by any other agency at the risk and cost of the contractor. For this purpose, the bidder shall maintain a service record book for each user. The call logging Software shall also be used for this purpose.

- i) The bidder shall depute on-site two qualified and experienced Engineers on all week-days (Monday to Friday) from 0930 hrs. to 1800 hrs. Details may be seen under "General Conditions" also.
- j) The Engineers should be equipped with spare parts like DVD – ROM Drive, Mouse, Hard Disk, C-MOS battery, RAM, SMPS etc. Also 'drivers and Software patches 'etc., as applicable, should be available with the engineers to ensure that troubleshooting is not delayed for want of such utilities.
- k) The bidder shall maintain services logbook and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly got signed by the official in charge in CCRH.
- l) The bidder shall diagnose and rectify all virus and security problem and ensure retrieval of user data to the maximum extent possible. Antivirus software will be provided by CCRH. However, the bidder will be responsible for antivirus upgrade/update at all locations of the Institutes/ Units of the Council.
- m) The bidder should follow & maintain the IT Security Policy as per CCRH Norms.
- n) CCRH reserves the right to increase or decrease the number of systems within the contract period. In case of any decrease/increase of any system into AMC, the proportionate rate of the similar configuration will be applicable.
- o) All spares to be used or replaced shall conform to the configuration and quality as prescribed by the manufacturer of the respective equipment and the same shall be procured from the authorized dealer or manufacturer.
- p) Service offered shall be in accordance with the service instructions and standard practice of original manufacturer.
- q) Maintenance works are required to be carried out as per terms & conditions and the bidder shall ensure that all the hardware and equipments are in working condition at all times.
- r) In case the requisite parts are not available, the same should be replaced with the parts of higher specification compatible with the system within the stipulated period.
- s) AMC shall also include repair/replacement of Display/Sound/LAN/SCSI cards etc..



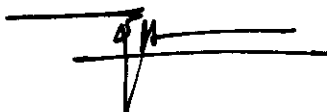
- t) AMC shall include the repair caused by virus attack and shall also support in upgrading the virus definition update.
- u) The bidder shall provide support for configuration of the hardware equipment (under AMC) as and when needed by CCRH.
- v) List of items, in approximate numbers, for the purpose of CAMC is enclosed at **Annexure-B**. Before submission of tender, the prospective bidders may inspect the items during office hours from 11.00 AM to 4.00 PM. However, the Council reserves the right to exclude any of the items mentioned in the list from the contract.

4. Submission of Tender/Bid documents

- a) The tender shall be submitted in two bid system, namely, Technical Bid and Financial Bid, as under:
 - (i) Technical Bid (as per **Annexure- "A"**) consisting of all technical details; and
 - (ii) Financial Bid (as per **Annexure- "B"**) indicating the rates and taxes, if any.
- b) The Bidder should submit the tender documents, including invitation to tender intact, without detaching any page or pages, duly filled in/completed and signed on each page of Tender Form including the Annexures.
- c) In the event of the space on any form is being found insufficient for the required purpose, additional pages may be added. However, each such additional page must be numbered serially, cross-referenced properly, should bear the tender number and should also have full signature of the authorized representative of firm submitting the tender.
- d) The Technical Bid and the Financial Bid should be duly signed and sealed by the bidder in separate envelopes duly superscribed, as Technical Bid or the Financial Bid, as the case may be, and both these sealed covers are to be put in the bigger envelope which should also be sealed and duly superscribed in bold letter as **"Tender for CMAC for Computers, Laptops, Servers, Printers (Color/BW), UPS (Online/Offline), LAN/WiFi networking, maintaining Physical and VM servers allotted for CCRH Website, Homoeopathic Clinical Case Registry (HCCR) , e-office, RADAR Opus, Homopath Software, SPSS Software and other software etc. for CCRH."**
- e) The sealed envelope addressed to Assistant Director (Admn), Central Council for Research in Homoeopathy, 61-65, Institutional Area, Janakpuri, New Delhi- 110058 may be put either in the Tender Box placed on the 4th floor of CCRH Hqrs or sent by post at the aforesaid address so as to reach him by the stipulated date and time. Tenders received after the expiry of the stipulated time will stand rejected summarily.

5. Clarification of Bids

- a) Any clarification submitted by a Bidder concerning his Bid and which is not in response to a request by the tendering authority shall not be considered.



- b) No change in the prices or substance of the Bid shall be sought, offered or permitted, except to conform the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Financial Bids.

6. Requirements of Technical Bid

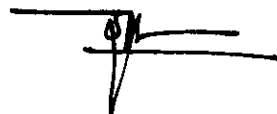
- a) The annual turnover of bidder shall be not less than ₹ 15 (Fifteen) Lakh for the last 03 (three) years (2017-18, 2018-19, 2019-20). The bidder has to submit audited balance sheet of the said 3 Financial Years. In case audited report of any of these years is not available, report of the proceeding years may be provided; however, the condition of annual turnover will be applicable.
- b) The bidder should have domain knowledge and experience of Annual Maintenance Contract for Desktop PCs, Laptops, Printers & peripherals, Network Maintenance, etc. For this purpose, the bidder should have executed: -
- (i) One similar assignment having value of 80% of the estimated value; **OR**
 - (ii) Two similar assignments, each assignment having value of 60% of the estimated value; **OR**
 - (iii) Three similar assignments, each assignment having value of 40% of the estimated value in last 5 years.
- c) The bidder should have executed or in hand at least 3 contracts involving maintenance of computer hardware including PCs, Printers etc. and local area networking in Govt./Semi Govt.
- d) The assignment should belong to any Government organization/Semi-Government organization/ PSU/Universities/Institutions in India. For this purpose, a copy of work order along with Completion Certificate from Client shall be enclosed with Technical bid. In case completion certificate from client is not available, a self-certification from the bidder would be sufficient.
- e) The Bidder must be a sole proprietor, or partnership firm registered under the Partnership Act or a company registered under the Companies Act. Consortium of companies/ firms is not allowed to participate in the bidding process.
- f) The Bidder should be in the same business in India for at least Five Years as on 31 March 2020.
- g) The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document.
- h) The Bidder must possess a valid:- (i) GST/Service Tax Registration Certificate; and (ii) PAN Number and must provide an attested & valid copy of all the above-mentioned certificates along with the Technical bid.



- i) The Bidder should either be an Original Equipment Manufacturer of Computers/Printers or its Authorized Service Providers (ASP) or should have an arrangement with ASP of any Computer Hardware OEM to ensure use of original/genuine spares to undertake AMC of computer hardware.
- j) Bidder has also to submit (a) a No Blacklisting Certificate as per **Annexure-2** on Non-Judicial Stamp Paper of Rs. 100/- duly notarised and (b) Tender Acceptance Letter on Company's Letterhead as per format given in **Annexure-1**.
- k) The envelope containing Technical Bid should have the following:
 - (i) DD/Pay order of Rs. 500/- as Tender document cost.
 - (ii) EMD of Rs. 50,000/-(Fifty thousand) by way of DD or Pay Order or EMD exemption certificate.
 - (iii) Technical bid/ details as per **Annexure-A**.
- l) The bid must be complete in all respect and should cover the entire scope of work as stipulated in the document. In case the Technical Bid is not accompanied by the requisite tender document fee or EMD/ Exemption certificate, the tender shall stand summarily rejected.
- m) Bidders not meeting the eligibility criteria will not be considered for further evaluation.

7. **Requirements of Financial Bid**

- a) The bidder shall quote/indicate the rates for all items, with tax and without tax separately, in Indian Rupees, in the '**Proforma for Financial Bid**' attached with this tender notice at **Annexure-B**. Conditional Financial Bid shall be summarily rejected.
- b) Financial Bid format is provided in **Annexure-B** along with this tender document. Bidders are advised to download the same as it is and quote their offer/rates in the respective column and send the commercial bid. Bidder shall not tamper/modify the downloaded Financial Bid template in any manner. In case the same is found to be tempered/modified in any manner, tender will be rejected and EMD would be forfeited.
- c) The Successful bidder should submit performance security @ 10% of the contract value of Rs. 1,00,000/- (One Lakh) whichever is higher, in the form of A/C payee demand draft/ pay orders/ Bank Guarantee/FDR of any of the nationalized bank in favour of "Director General, CCRH, New Delhi" within 15 days from the award of contract. Performance security should remain valid up to 60 days beyond the date of completion of all contractual obligation of the firm/company. Further details are indicated in Para 13 of this document.
- d) EMD shall be refunded to the successful bidder on receipt of performance security. Earnest money may also be adjusted in security deposit at the time of award of the contract.



8. BID EVALUATION CRITERIA AND SELECTION PROCEDURE

A. General:

- a) The tendering authority shall determine, to its satisfaction, whether the Bidder, that is selected as having submitted the best and substantially responsive Bid, is qualified to perform the Contract satisfactorily.
- b) The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder.
- c) An affirmative determination shall be a pre-requisite for award of the contract to the Bidder. A negative determination shall result in disqualification of the Bid, in which event the tendering authority shall proceed to the next best bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- d) The tendering authority, in observance of the practices, shall:-
 - i. Maintain the bid evaluation process strictly confidential as per the details mentioned in subsequent paragraphs.
 - ii. Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
 - iii. Strictly apply only and all the evaluation and qualification criteria specified in the Bidding document.
- e) The tendering authority shall evaluate each Bid that has been determined, up to the stage of the evaluation, to be substantially responsive.
- f) To evaluate a Bid, the tendering authority shall use all the criteria and methodologies defined in this document.
- g) To evaluate a Bid, the tendering authority shall consider the following:
 - (i) The bid price as quoted is in accordance with bidding document.
 - (ii) Price adjustment for correction of arithmetic errors is in accordance with bidding document.
 - (iii) Price adjustment due to discounts offered is in accordance with bidding document.
- h) The initial technical evaluation shall be completed as early as possible after opening of technical bids.

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B. Evaluation of Technical Bid:


- a) The number of firms if qualified in technical evaluation, are less than four and it is considered necessary by the tendering authority to continue with the bid process, reasons shall be recorded in writing; otherwise fresh bids will be invited.
- b) After approval of the technical evaluation by tendering authority, the firms which qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial bids.
- c) The firms which could not qualify in technical evaluation will be informed about this fact. Their financial bid will not be opened and EMD refunded after completion of the bidding process, that is, award of the contract to the best/ successful bidder. No interest will be paid on such EMD.

C. Evaluation of Financial Bids:

- a) The financial bids of only those bidders who qualified the technical evaluation shall be opened at the notified time, date and place by the members of a constituted committee, in the presence of the bidders or their representatives who choose to be present.
- b) The names of the firms, the rates given by them and conditions put, if any, shall be read out and recorded in tender opening register.
- c) The rates/GST quoted by the bidder, excluding Taxes, shall be the criteria for evaluation of bid, if variations are noted in the GST/Tax rate, if applicable.
- d) The offers shall be evaluated and marked L1, L2, L3, etc. L1 being lowest offer and then others in ascending order.
- e) The Committee shall prepare a comparative statement in tabular form and its report on evaluation of financial bids and submit its recommendation to the tendering authority.
- f) It shall be ensured that the offer recommended for sanction is justified keeping in view the prevailing market rates of the goods and / or service required to be procured.
- g) In case of same lowest financial bid quoted by different bidders, the tendering authority reserves the right to give the work order to any bidder (with same lowest values) in the interest of the Council.

9. Confidentiality

- a) Information relating to the examination, evaluation, comparison, and post qualification of Bids and recommendation of contract award, shall not be disclosed to Bidder or any other person not officially concerned with such process until publication of the Contract award.
- b) Any attempt by a Bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions may result in the rejection of his Bid.
- c) From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so in writing.

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10. Right to award tender

CCRH reserves the right to award tender to one or more than one bidder in part or full as and when felt necessary to any other agency, who may not be a bidder without assigning any reason, at the same rate, terms and conditions to which this tender shall be finalized. The bidder to whom the tender has been awarded against this tender shall not be entitled to any compensation or consideration in any of such events.

11. Opening of tender

- a) The bidders are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in Para 2 of the Tender Notice. If the date fixed for opening of tenders is subsequently declared a holiday, the tenders will be opened on the next working day following the holiday but there will be no change in the time for opening.
- b) After evaluating the technical bid, the financial bids of only technically qualified bidder will be opened in the presence of all the technically qualified bidders or their authorized representatives who may wish to be present at the time of opening of financial bids on a date and time to be notified subsequently. Financial bids of the bidder who do not qualify in technical bid will not be opened.

12. General Conditions

- a) The Technical bids will be opened and evaluated by a committee and only the bids technically acceptable would be considered further.
- b) The bids received after due date and time will not be accepted.
- c) The bids received without Tender documents cost or EMD / EMD exemption certificate will not be entertained under any circumstances. Vendors registered under "Micro & Small Enterprises Act (MSE) are exempted from submission of EMD. Exempted bidders should submit a valid certificate issued by any approved body of 'Ministry of Micro, Small & Medium Enterprises' (MSME) for EMD.
- d) The validity of offer should be not less than 180 (One Hundred and Eighty) days from the date of opening of the Financial Bid
- e) The EMD of unsuccessful Bidders will be refunded after award of contract and EMD of successful bidder will be returned on receipt of performance security.
- f) Bidder is duty bound to observe all the Laws, Rules, Regulations, Policies, Procedures and Guidelines of the Central Vigilance Commission and Government of India as in force from time to time.
- g) CCRH reserves the right to accept or reject any bid or cancel tender proceedings without assigning any reason whatsoever.



- h) Incomplete quotations are liable to be rejected.
- i) The quotations/bids which are not in conformity with the instructions in this tender notice are liable to be rejected.
- j) The AMC 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 upto 03 (three) years from the date of work awarded initially. The Council reserves the right to terminate the AMC 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.
- k) In case of contracted firm backing out in midstream without the explicit consent of the Council, the firm will be liable to recovery at higher rates, *vis-a-vis* those contracted with, which may have been incurred by the Council on maintenance of machines for the balance period of contract by alternative means.
- l) The firm/agency shall make its own arrangements for installation of drivers/anti-virus.
- m) In case of non-availability of drivers of the machine (branded one like Dell, Lenovo, HP, HCL, Wipro, Samsung & IBM etc.) the vendor is expected to arrange the same from his/her own resources.
- n) 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 the IT Section and Assistant Director (Admn.). However, in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor at no extra cost.
- o) The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs/maintenance has not been carried out satisfactorily within 24 hours of reporting of complaint, the vendor will be penalized @ Rs. 100/- per day per equipment. The charges will be deducted from the subsequent payments.
- p) The Bidder will deploy their own manpower for the AMC and Network maintenance of the equipment and should not be outsourced to any third party.
- q) The firm shall provide two technically qualified personnel - one System Administrator and one resident engineer - experienced in handling the maintenance of **hardware, software and networking, etc.** with the following minimum qualification:
- (i) **System Administrator:** 03 years' experience in system administration and networking with in-depth practical knowledge in installation of windows, window server, Linus/Ubuntu, etc. and having educational qualification of BE(Computer Science)/M.Tech.(Computer Science)/MCA/DOEACC B Level course.



- (ii) **Resident Engineer:** 05 years' experience in network operations or experience in the relevant field and having educational qualification of 12th Pass and Diploma in hardware engineering.

Further, they will be paid salary not less than the minimum wages as prescribed by the Govt. of India/ Govt. of NCT of Delhi. The services 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 engineers shall sign in the register every day and file his report regarding position of the complaints. The engineers shall also be required to mark their daily attendance (in and out) in the register maintained in the Council. **In case, the deputed engineers remain on leave or otherwise absent, the firm shall provide another suitable engineer for that period. In case the firm doesn't provide a replacement, a sum of Rs. 500/- will be deducted by CCRH on each absence of the engineer from the bills submitted by the firm.**

- r) 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 the user and the 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.
- s) The 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.
- t) The final 25% AMC 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.
- u) Tax deduction at source (TDS) shall be governed as per prevailing rules.
- v) 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 one year, subject to approval by the Council.
- w) The vendor would be required to clean all the equipments covered under CAMC from outside as well as inside once on quarterly basis.
- x) The bidder shall invariably furnish the complete address of the premises of its offices, godowns and workshops where inspection can be made.
- y) The successful bidder is required to maintain sufficient stock of spares to provide timely services.

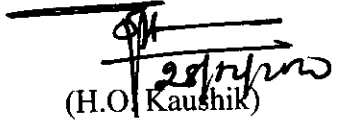


13. Security deposit

- a) The successful tenderer shall furnish the Performance Security Deposit withing 15 days towards performance for the contract. If the tenderer fails to furnish security deposit within the specified period, it shall be lawful for the CCRH to cancel the contract at the risk & cost of the said service provider.
- b) If the tenderer fails or neglects to observe or perform any of his obligations under the contract, it shall be lawful for the CCRH to forfeit either in whole or in part, in its absolute discretion, the security deposit furnished by the tenderer or to appropriate the security deposit furnished by the tenderer or any part thereof in or towards the satisfaction of any sum due to be claimed for any damages, losses charges, expenses or costs that may be suffered or incurred by the Corporation.
- c) In case the services, as mentioned in the tender document, are not delivered fully/partially as per schedule or during such extended time, the security deposit is liable to be forfeited and CCRH may proceed under risk & cost to the tenderer to obtain the services from other parties.
- d) Save as aforesaid, the security deposit will be refunded without interest to the Service Provider on due and satisfactory performance of the services and on completion of obligations by the Service Provider under the terms of contract and submission of clear “**No Demand Certificates**” from the Assistant Director (Admn.), CCRH subject to such deductions from the security deposit as may be necessary for making up the CCRH claim against Service Provider. No interest is payable on the amount of Security Deposit lying with the CCRH in any form under the contract.
- e) The decision of the Director General, CCRH, New Delhi as of the amount determined for deduction from the security deposit shall be final and binding on the service provider.

14. Miscellaneous

The bidders who had earlier submitted bids for AMC of Computers etc. in response to Council's notice No. 22-53/2019-20/CCRH/IT/AMC/450 dated 21.07.2020 need to submit their bid afresh as per this Tender Notice.


(H.O. Kaushik)
Assistant Director (Admn.)

Tender Acceptance Letter (To be given on Company Letter Head)

Date: _____

To, _____

Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No: CCRH/TECH/HQ/(C&M)/(03)2014 Name of Tender / Work: - Comprehensive Annual Maintenance Contract for Desktop PCs, Laptops, Printers & peripherals Maintenance.

Dear Sir,

I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire tender documents (including its annexure(s), which form part of the contract agreement and I / we shall abide by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. In case any provision of this tender is found violated, then your organization shall, without prejudice to any other right or remedy, be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)



Annexure-2

Self – Declaration – No Blacklisting

(On Non-Judicial Stamp Paper of Rs. 100/- to be attested by a Notary).

To,

The Director General
CCRH, New Delhi.

In response to the Tender Document for Annual Maintenance Contract for Desktop PCs, Printers & peripherals Maintenance for CCRH, I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State / Central Government / PSU / Autonomous Body.

We further declare that presently our Company / firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State / Central Government / PSU / Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my / our security may be forfeited in full and the tender, if any, to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Signatures _____

Name _____

Seal of the Organization _____

Place _____

Date _____



Compliance Statement

Sl. No.	Item	Compliance (Yes/No)	Remark/Documents Enclosed (If Any)
1	We confirm that there is no deviation from the Technical & Commercial terms & conditions as stipulated in the tender document		
2	We confirm that we agree for all General Terms & Conditions including payment terms as stipulated in the tender document		
3	We confirm that cost of posting of 02 Service Engineer at CCRH Office for full day has been included in the offered price (See at Para 12 (q))		
4	We confirm that the AMC rates quoted are (i) Inclusive of all taxes & duties and also (ii) Exclusive of taxes and duties (See at Para 7(a))		
5	Pre-qualification Criteria		
A	We confirm that our average annual turnover is not less than ₹ 15 Lakh from the business of AMC of computer hardware/ LAN for last 3 years. (See at Para 6(a))		
B	We enclose audited balance sheets of last three financial years (See at Para 6-a)		
C	We have done one similar assignment having value of 80% of estimate value (See at Para 6(b)(i)).		
D	We have done two similar assignment each having value of 60% of estimate value (See at Para 6(b)(ii)).		
E	We have done Two similar assignment each having value of 40% of estimate value in last 5 years (See at Para 6(b)(iii)).		
F	We confirm that we have executed/ in hand at least 3 contracts involving maintenance of computer hardware including PCs, Printers etc. and local area networking in Govt./Semi Govt.		

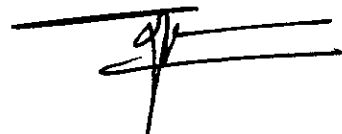
	(Please enclose copy of the orders executed/in hand) (See at Para 6(c)).		
G	We have enclosed copy of purchase order/work order (See at Para 6(d))		
H	We have enclosed Completion certificate from client/ self-certificate (See at Para 6(d)).		
I	We are a sole proprietor or partnership firm registered under the Partnership Act or a company registered under the Companies Act. (See at Para 6(e)). (please indicate the applicable business ownership)		
J	We are not a consortium of companies or firms. (See at Para 6(e)).		
K	We are in the business of maintenance of Computer hardware & software for the last 5 years (See at Para 6(f)).		
L	We confirm that we have expert manpower suitable to undertake AMC of Computer Hardware/LAN, etc and we possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document (See at Para 6(g)).		
M	Copy of GST Registration and other documents (See at Para. 6(h)(i)).		
N	Copy of PAN and other documents. (See at Para 6(h)(ii)).		
O	We confirm that we are OEM of Computers/ its ASP/ have arrangement to produce originals spares/ peripherals with any ASP of OEM of computer. (See at Para 6(i))		
P	ASP, One or more HP/Dell/IBM/HCL/Compaq prefer (See at Para 6(i)).		
Q	Black-listing certificate on non-judicial stamp paper as per Annexure-2 (See at Para 6(j)(a)).		



R	Tender acceptance letter on Company letter head as per Annexure-1 (See at Para 6(j)(b)) .		
S	Cost of tender form/Demand Draft etc. of Rs. 500/- (Five Hundred) (See at Para 6(k) (i)).		
T	EMD Amount of Rs. 50,000/- (Fifty Thousand) or MSME Certificate of EMD exemption (for showing interest in out tender) (See at Para 6(k) (ii)).		
U	We confirm that we have a well proven IT facility management including call monitoring software that can provide various error reports including Service Card.		
V	We confirm that we have a proven repair testing facility to provide quality maintenance services.		
W	We confirm that the validity of the offer is 180 days from the date of opening of the Financial Bid. (See at Para 12(d)).		

1. It is hereby declared that the Terms & Conditions of the CCRH NIT No 22-53/2019-20/CCRH/IT/Comp-AMC/ dated ____/____/____ are fully acceptable to our firm/agency.

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



Annexure- B
[Refer to Para 4 of Tender Document]

PROFORMA FOR FINANCIAL BID/QUOTATION

- (i) **AMC OF Computers, Laptops, Servers, Printers (Color/BW), UPS (Online/Offline), LAN/WiFi networking, maintaining Physical and VM servers allotted for CCRH Website, Homoeopathic Clinical Case Registry (HCCR), e-office, RADAR Opus, Homopath Software, SPSS Software and other software etc.**

Sl. No.	Name of the Items	Qty.	Per Unit AMC Rate		Total AMC Cost	
			Excluding Taxes	Including Taxes	Excluding Taxes	Including Taxes
1.	Server	05 Nos. • HP-01 No. • IBM – 01 No. • Del – 03 Nos.				
2.	SAN	01 No.				
3.	Computer	116 Nos.				
4.	Laptop	28 Nos.				
7.	Printer (Laserjet)	82 Nos.				
8.	Multifunction Printer Color (All-in-One)	02 Nos.				
9.	Multifunction Printer Black & White	10 Nos.				
10.	Color LaserJet Printer	02 Nos.				
11.	UPS	104 Nos.				
12.	UPS (APC) online 6 KVA	03 Nos. • Room No. 419 & 401 – 03 Nos.				
13.	Scanner	13 Nos.				
14.	Maintenance of LAN Networking for computers	127 Nos.				
15.	Total Number of Switches	20 Nos.				
16.	Engineer salary monthly (System Administrator)	01 No.				
17.	Engineer salary monthly (Resident Engineer)	01 No.				

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

