Subject: Tender for Comprehensive AMC 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, Hompath Software, SPSS Software and other software etc.

The CCRH invites sealed quotations from authorized firms for Comprehensive Annual Maintenance Contract (CAMC) 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, Hompath Software, SPSS Software and other software etc. in 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:

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<td>a)</td>
<td>Tender Reference No.</td>
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<tr>
<td></td>
<td>F.No.: 22-53/2019-20/CCRH/IT/AMC</td>
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<td>b)</td>
<td>Tender publishing date for download</td>
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<td></td>
<td>03.06.2020</td>
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<td>c)</td>
<td>Pre-bid queries to be sent on email</td>
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<td><a href="mailto:amc.ccrh@gmail.com">amc.ccrh@gmail.com</a></td>
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<td>d)</td>
<td>Pre-bid queries’s minutes upload and tender submission start Date</td>
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<td></td>
<td>12.06.2020</td>
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<td>e)</td>
<td>Last date and time for submission of Tenders</td>
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<td>26.06.2020 upto 5.00 p.m.</td>
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<td>f)</td>
<td>Time and date of opening of Tenders</td>
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<td>29.06. 2020 at 4.00 p.m.</td>
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<td>g)</td>
<td>Place of opening of Tenders</td>
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<td>Committee Room, 4th Floor, CCRH Hqrs. office, 61-65 Institutional Area, Opp. D-Block Janakpuri, New Delhi-110058</td>
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<td>h)</td>
<td>Estimated Tender Value</td>
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<td>Rs. 6.00 Lakh</td>
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<td>EMD Value</td>
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<td>Rs. 25,000</td>
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<td>Tender Document Cost</td>
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3. Scope of Work

CCRH intends to invite proposal for Annual Maintenance Contract (AMC) 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, Hompath Software, SPSS Software and other software and Network Maintenance with Software Support. The broad scope of Work awarded would include:

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 Compaq/IBM/Dell/HCL/HP make Computer, Inkjet & Laser Jet printer/Scanner and Network Maintenance, as a part of this AMC Contract.

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 Bidder.

c. 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 consumable being made by CCRH.

d. Bidder has to do the software trouble shooting, loading or re-loading of software as & when required, which includes antivirus updations, 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.

e. 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.

f. All hard disk, keyboard, mouse, optical – drives, mother board, transformer, etc. are covered in maintenance.

g. Standby 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 working day without a standby attract a penalty of Rs. 250/- per day, per equipment shall be levied subject to maximum of 10% of the total contract value for the year. In addition, if the system/equipment remain 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.

h. On call support: The bidder selected shall depute a qualified and experienced residential Engineer on all week days (Monday to Friday) for a day from 0930 hrs to 1600 hrs. Besides the weekdays, services of the Engineer may be required even on Saturdays & Sundays during the period when the Examinations are being conducted and extra payment at the rates approved as part of Tender would be made for such attendance.

i. The Engineer 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 resident engineer to ensure that troubleshooting is not delayed for want of such utilities.

j. BIDDER shall maintain services log book 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 of CCRH.

k. The Engineer deployed by the bidder shall mark his attendance in the Register maintained with the authorized representative of CCRH and in case the Engineer avails leave or remains absent, the bidder will arrange for a suitable substitute failing which payment @Rs 1000/-. Per day shall be deducted by CCRH from the bills submitted by the bidder.

l. 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 Bidder will be responsible for antivirus upgrade/update at all locations.

m. 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 for 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 ensured that all the Hardware equipment are in working condition without break down.

r. To provide support for configuration of the Hardware Equipment (under AMC) as and when needed by CCRH.

4. The tender shall be submitted in two bid system, technical bid and financial bid:
   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.

Technical bid and 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 super subscribed “Bid for Comprehensive AMC 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, Hompath Software, SPSS Software and other software etc.” The sealed Tender may be put in the Tender Box placed on the 4th floor CCRH 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 items during office hours from 11.00 AM to 4.00 PM. The Technical bid may be accompanied by Earnest Money Deposit of Rs. 25,000/- by way of DD/Pay order in the name of Director General, CCRH payable at New Delhi. The details of Computers, Laptops, Servers, Laptops, Printers (Color/BW), UPS (Online/Offline) and LAN/WiFi networking etc. are as specified in the schedule attached herewith at Annexure-B

5. General Terms & Conditions:

   In case tender is downloaded from the website the tenderer shall, alongwith the technical bid in the envelop superscribe ‘A’ enclose a separate D.D. for Rs. 500/- in favor of Director General, CCRH payable at New Delhi towards the cost of tender documents and also superscribe on the envelope “THROUGH WEBSITE”. The inner covers as well as outer covers should be sealed and the tender number and date, name of the tenderer, Phone Number, E-mail, FAX etc. be indicated thereon. The outer cover should also bear the address of this office.

Technical Bid

A. Technical Requirements/Compliance:

1. The average annual turnover of bidder shall be ₹ 15 Lakh for the last 3 year (2017-18, 2018-19, 2019-20). The bidder has to submit audited balance sheet of the said 3 Financial Years.
2. The bidder should have domain knowledge and experience of Annual Maintenance Contract for Desktop PCs, Laptops, Printers & peripherals and Network Maintenance.

The bidder should have executed

   A. One similar assignment having value of 80% of the estimated value OR
   B. Two similar assignments, each assignment having value of 60% of the estimated value OR
   C. Three similar assignments, each assignment having value of 40% of the estimated value in last 5 years for any Government organization/Semi-Government organization/ PSU/Universities/Institutions in India (Copy of purchase order along with Completion Certificate from Client/Self Certified shall be enclosed with Technical bid).
B. Financial Requirements/ Compliance:

1. The Bidder should deposit Earnest money as mentioned in the cover page of the RFP document along with the Technical bid. The bid received without required Earnest money will be rejected. The EMD should be submitted in the form of A/C payee demand draft/ Banker’s Cheque/RTGS/NEFT.

2. The Successful bidder should submit performance security @ 10% of the contract value in the form A/C payee demand draft/ pay orders/ Bank Guarantee/FDR of any of the nationalized bank in favour of CCRH, New Delhi within 15 days from the contract. Performance security remains valid up to 60 days beyond the date of completion of all contractual obligation of the firm/company.

3. EMD shall be refund to the successful bidder on receipt of performance security.

4. The DD in physical form duly sealed in envelope super scribed with "DDs towards EMD and Tender Document cost for the tender no. 22-53/2019-20/CCRH/IT/AMC for Annual Maintenance Contract for Desktop PCs, Laptops, Printers & peripherals Maintenance" should be dispatched/submitted at CCRH Office at the address mentioned below: Assistant Director (admn), Central Council for Research in Homoeopathy, 61-65, Institutional Area, Janakpuri, New Delhi-110058.

C. Technical Manpower Requirement

The bidder shall depute one full time qualified technical person having min. 3 years experience in Systems Administration & Networking with in depth practical knowledge in installation of Windows, Windows Servers, Linux/Ubuntu etc.

The technical person should have the following minimum qualification:
BE(CS)/M. Tech.(CS)/MCA/DOEACC B Level

D. Legal Requirements / Compliance

1. The Bidder must be a Sole proprietor, individual Company/ Firm registered under Indian Company Act, 2013/ The Partnership Act 1932. A bidding firm should be an individual corporation/company. Consortium of companies/ firms is not allowed.

2. 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. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation. The Bidder should be in operation anywhere in India for at least Five Years as on 31 Mar-2020.

3. The Bidder must possess a valid :- (i) VAT/ Sales Tax Registration Certificate. (ii) GST/Service Tax Registration Certificate. (iii) PAN Number.

4. Bidder should provide an attested & valid copy of all the above-mentioned certificates along with the Technical bid.

5. The Bidder should be an ISO – 20000:2005 certified company. Copies of the certification to be submitted.

6. 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. Authorized Service Partnership (ASP) with any one or more of HP/DELL/IBM/HCL/COMPAQ will be given preference.

7. Bidder has to submit the No Blacklisting Certificate as per Annexure-2 (on Non-Judicial Stamp Paper of Rs. 100/-)

8. Tender Acceptance Letter on Company’s Letterhead as per format Annexure-1.
Financial Bid

i) 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.

ii) The Technical bid and the financial bid should be dully signed and sealed by the bidder in a separate envelope duly superscribed and both these sealed cover are to be put in the bigger envelope which should also be sealed and duly superscribed in bold letter as “Computers, Laptops, Servers, Printers (Color/BW), UPS (Online/Offline), LAN/WiFi networking, maintaining Physical and VM servers allotted for CCHR Website, Homoeopathic Clinical Case Registry (HCCR), e-office, RADAR Opus, Hompath Software, SPSS Software and other software etc etc.”

iii) The Technical bids will be opened and evaluated by a committee and only the bids technically acceptable would be considered further.

iv) The bids received after due date and time will not be accepted.

v) The quotation received without EMD will not be entertained under any circumstances.

vi) 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 of Rs. 50,000/-.  

Bid evaluation criteria and selection procedure

The bid shall be submitted in two parts, viz., technical bid and financial bid.

Technical Bid - The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:

i) Scanned copy of the valid Service Tax Registration No. of the bidder from Service Tax Department of the Government of India, scanned copy of the valid registration number of the firm along with the CST/VAT No. allotted by the sales tax department, as well as PAN number of the firm allotted by the income tax department and Tender Acceptance Letter (Annexure-1) failing which bidder's bid may be rejected.

ii) Scanned copy of documents like Tender document Cost (Tender Fee/Earnest Money Deposit etc. The original payment instrument like Demand Draft etc as specified in this tender document has to be sent to CCHR by post/speed post/courier/by hand on or before Bid submission Closing Date & Time. Otherwise the tender will be summarily rejected without assigning any reason.

FINANCIAL BID - Schedule of Financial Bid in the form of BOQ_AMC.xls - The below mentioned Financial Proposal/Commercial bid format is provided as BoQ_AMC.xls along with this tender document. Bidders are advised to download this BoQ_AMC.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded Financial Bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.

L1 shall be evaluated on total amount inclusive of taxes as mentioned in the Financial Bid Format.

The Bids must be submitted on or before the due date, i.e., by 03:00 P.M. Bids, submitted after the due date & time are liable to be rejected. The Technical bids received will be opened on 29-Jun-2020 at 4:00 P.M.

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.
CCRH reserves the right to accept or reject any bid or cancel tender proceedings without assigning any reason whatsoever.

Incomplete quotations are liable to be rejected.

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.

BID EVALUATION

Guiding Principle for Evaluation of Bids

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 prerequisite 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/ procurement committee, in observance of the practices, shall:

   I. Maintain the bid evaluation process strictly confidential as per the details below.

   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.

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 persons 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.

Clarification of Bids

A. Any clarification submitted by a Bidder with regard to his Bid that 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 confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Commercial/Financial Bids.
Evaluation of Bids

A. The tendering authority shall evaluate each Bid that has been determined, up to the stage of the evaluation, to be substantially responsive.

B. To evaluate a Bid, the tendering authority shall use all the criteria and methodologies defined in this document.

C. To evaluate a Bid, the tendering authority shall consider the following:
   I. The bid price as quoted in accordance with bidding document.
   II. Price adjustment for correction of arithmetic errors in accordance with bidding document.
   III. Price adjustment due to discounts offered in accordance with bidding document.

Evaluation of Technical Bids

A. The initial technical evaluation shall be completed by the designated Procurement Committee as early as possible after opening of technical bids.

B. The number of firms qualified in technical evaluation, if 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.

C. After approval of the technical evaluation by tendering authority, the firm which qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial bids.

D. The firms which could not qualify in technical evaluation will be informed about this fact. Their financial bid not be opened and EMD refunded after completion of the bid process i.e. award of the contract to the best/successful bidder.

Evaluation of Financial Bids

A. The financial bids of bidder who qualified in technical evaluation shall be opened at the notified time, date and place by the members of Purchase 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 evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/State Government/Local Authorities.

D. The offers shall be evaluated and marked L1, L2 and 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 with the recommendation to sanction the best offers to the tendering authority.

F. It shall be ensured that the offer recommended for sanction is justifiable looking to 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 State.
6. List of items, in approximate numbers, to be given under AMC is indicated in the enclosed Proforma (Annexure-B). 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 all conditions are mandatory.

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 rejected. The Council reserves the rights to reject any Bid/Quotation without assigning any reason.

iii) The AMC shall be awarded for a period of 36 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 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.

iv) In case of contracted firm backing out in midstream without any explicit consent of this department, the firm will be liable to recovery at higher rates, vis-a-vis those contracted with, which may have been incurred by the department on maintenance of machines for the balance period of contract by alternative means.

v) The bidding firm must be specialized in AMC and trouble shooting of Computers, Laptops, Servers, Printers (Color/BW), UPS (Online/Offline), LAN/WiFi networking etc.

vi) The firm/agency shall make its own arrangements only for installation of drivers/anti-virus.

vii) 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.

viii) The contract in shall be on comprehensive maintenance service basis and no extra charges for any general wear and tear for the spare parts shall borne by the Council. 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, Key Board, 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.

ix) In case the requisite parts are not available, the same should be replaced with the parts of higher specification compatible with the system within stipulated period.

x) AMC shall also include repair/replacement of Display/Sound/LAN/SCSI etc. Cards.

xi) AMC shall include the repair cause by virus attack and shall also support in upgrading the virus definition update.

xii) 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 be 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 (Admin.). However, in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor for no extra cost.
xiii) 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.

xiv) The firm shall provide two well-mannered and technically qualified one System Administrator and another resident engineer who have a minimum experience of three years for repair/maintenance of LAN, UPS and in computer hardware & software. Selected firm should produce list of their staff meeting about criteria with proof and IT Section of CCRH will select any two. Further salary as per minimum wages act of Govt. of India/ Govt. of NCT of Delhi paid to AMC 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 by IT Section. In case, the deputed engineer remain on leave or otherwise, the firm shall provide another suitable engineer for that period. In case the firm doesn’t provide engineer, a sum of Rs. 500/- will be deducted on each absence of the engineer.

 xv) Immediately after award of the contract, the contractor shall be required to furnish performance Guarantee in form of FDR/Demand Draft/Bankers Cheque drawn in the name of CCRH (Hqrs.), 61-65 Institutional Area, Opp. D-Block Janakpuri, New Delhi-110058.

xvi) 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.

xvii) 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.

xviii) The TDS will be deducting u/s 194c of the IT Act, 1961.

xix) 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.

xx) 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 used 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.

xxi) The vendor would require to clean all the equipment covered under CAMC from outside as well as inside once on quarterly basis.

xxii) The bidder shall invariably furnish the complete address of the premises of its offices, godowns and workshops where inspection can be made.

xxiii) The successful bidder is required to maintain sufficient stock of spares to provide timely services.

xxiv) The Council reserves the right to accept or reject any quotation without assigning any reason whatsoever.
7. The system can be inspected by the bidders on all working days between 1.00 AM to 4.00 PM except on Saturday/Sunday/Holidays before submitting the bid.

Right to Award Tender

CCRH reserves the right to award tender to one or more than one bidder in part of 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.

Preparation of Tender

a) The Tenderer 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 Annexure.

b) In the event of the space on schedule form on being found insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered serially, bearing the tender No. and should have full signature. In such cases reference to the additional pages must be made in the tender form.

Earnest Money

The technical bids/quotations may be accompanied by Earnest Money deposit of Rs. 25,000/- by way of DD/Pay Order in the name of Director General, CCRH payable at New Delhi. Tenders not accompanied by Earnest Money in the prescribed form, will be summarily rejected. The Earnest Money is liable to be forfeited in the event of the tenderer’s failure after the acceptance of his tender to furnish the requisite security deposit by the due date without prejudice to any other rights or remedies of the CCRH under the contract and law. In the event of the tendered submitted the conditional tenders, the EMD of such tenderers will be forfeited. Earnest money will be refunded to all the unsuccessful tenderer as soon as practicable after decision on tenders and to Successful tenderers after he has furnished a security amount prescribed in the Tender Documents. No interest shall be payable on the amount of earnest money in any case. Earnest money amount may be adjusted in the security deposit at the time of signing of the agreement if the professional service provider so desires.

Security Deposit

1. The successful tenderer shall furnish the Security Deposit Rs. 50,000/- towards performance for the Contract Period with CCRH within 15 working days from the date of receipt of acceptance letter, in the form of Demand Draft issued by Nationalized Bank or Scheduled Bank in favor of the Director General, CCRH payable at New Delhi. 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 Professional Service Provider. The security money will remain with CCRH till two month after completion of the contract period.

2. 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.

3. In case the services, as mentioned in 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 obtain the services from other parties.

4. 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" by the Assistant Director (Admin.), CCRH concerned subject to such deductions from the security 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.

5. 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.

Opening of Tender

1. Tenderers 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 the schedule. 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.

2. After evaluating the technical bid, the financial bids of only technically qualified bidder will be opened in 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.

Rate/Financial Bid

The Professional Service Provider shall quote Financial Bid as per format given in Appendix B. Conditional Financial Bid shall be summarily rejected. GST, if applicable shall be paid extra. Tax deduction at source (TDS) shall be governed as per prevailing rules.

29/5/2020

(H. O. Kaushik)
Assistant Director (Admn.)
Tender Acceptance Letter (To be given on Company Letter Head)

To, .................................................................

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

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned ‘Tender/Work’ from the website(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 terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your organisation 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 provisions of this tender are found violated, then your organisation 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)
Self – Declaration – No Blacklisting

(On Non-Judicial Stamp Paper of Rs. 100/-).

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_________________________
Annexure-3

Format On Technical Experience

TO BE SUBMITTED ON THE LETTER HEAD OF THE BIDDER

Annual Maintenance Contract (AMC) for all desktop PCs, Printer & peripherals Maintenance at CCRH (HQ)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Networking H/W &amp; Peripherals</th>
<th>Name of Engineer</th>
<th>Qualification</th>
<th>Experience</th>
<th>Details of the OS being presently handled</th>
<th>Certificate from the present Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td>2</td>
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<td>7</td>
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</tr>
</tbody>
</table>

Signature

Name

Designation

Place

Date
## Compliance Statement

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item</th>
<th>Compliance (Yes/No)</th>
<th>Remark/Documents Enclosed (If Any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>We confirm that there is no deviation from the Technical &amp; Commercial terms &amp; conditions as stipulated in the enquiry document</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>We confirm that we agree for all General Terms &amp; Conditions including payment terms as stipulated in the Enquiry document</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>We confirm that cost of posting of Service Engineer at CCRH Office for full day has been included in the offered price</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>We confirm that the AMC rates quoted are inclusive of all taxes &amp; duties. Applicable Service Tax extra</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td><strong>Pre-qualification Criteria</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>We confirm that we are OEM of Computers/ its ASP/ have arrangement to produce original spares/ peripherals with any ASP of OEM of computer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>We confirm that we are ISO-20000:2005 Certified Company</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>We confirm that we have expert man power including CISCO Certified Engineers suitable to undertake AMC of Computer Hardware/LAN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>We confirm that we have a well proven IT facility management including call monitoring software that can provide various error reports including Service Card</td>
<td></td>
<td></td>
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<tr>
<td>F</td>
<td>We confirm that we have a proven repair testing facility to provide quality maintenance services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>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)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>H</td>
<td>We confirm that the validity of the offer is 180 days from the date of opening of the Financial Bid.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Bidder has to submit the No Blacklisting Certificate as per Annexure-3</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Tender Acceptance Letter on Company Letterhead as per format Annexure-2</td>
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<td></td>
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</tr>
<tr>
<td>K</td>
<td>EMD Amount (for showing interest in out tender)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L</td>
<td>Copy of Registration/License and other documents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M</td>
<td>Details &amp; copy of PAN and GST/Service Tax (TIN) No., if applicable to the firm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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)
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, Hompath Software, SPSS Software and other software etc.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the Items</th>
<th>Qty.</th>
<th>Per Unit AMC Rate Excluding Taxes</th>
<th>Total AMC Cost Excluding Taxes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Server</td>
<td>05 Nos.</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• HP-01 No.</td>
<td></td>
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<td></td>
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<td></td>
<td>• IBM – 01 No.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Del – 03 Nos.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>SAN</td>
<td>01 No.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Laptop</td>
<td>28 Nos.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Printer (Laserjet)</td>
<td>82 Nos.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Multifunction Printer Color (All-in-One)</td>
<td>02 Nos.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>UPS</td>
<td>104 Nos.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>UPS (APC) online 6 KVA</td>
<td>03 Nos.</td>
<td>• Room No. 419 &amp; 401 – 03 Nos.</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Total Number of Switches</td>
<td>20 Nos.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Engineer salary monthly (System Administrator)</td>
<td>01 No.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>Engineer salary monthly (Resident Engineer)</td>
<td>01 No.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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