

TENDER APPLICATION FORM

(To be submitted alongwith the Technical Bid)

[Vide Tender notice dated _____ published in the _____
_____ by the director General, CCRAS, New Delhi-
110058]

(For office use only)

1. Item
2. Form issue No.

Dated :

Signature & Seal of issuing authority

To be filled up by the participating Tenderer

1. Name of the concern firm & person:
2. Status (Individual/Firm/Company etc.)
3. Address with location & Landmark
4. Address [Residence] :
5. Telephone Nos. a). Office
 b). Residence
 c). mobile
6. I.T. PAN/Ward/Circle/ Place:
7. Trade License No.
8. Copy of last 5 years IT return including:
P&L A/c and Balance Sheet
9. Experience Certificate/performance:
Certificate of other documentary
evidence of performing service issued
by the concerned Department/Institution
10. Details of Earnest Money –
DD No. _____ Amount _____ Date _____ Bank _____

Encl.: Copy of relevant documents
as stated in the tender notice

[Signature of the participating Tenderer]

CENTRAL COUNCIL FOR RESEARCH IN AYURVEDIC SCIENCES

F.No. 22-1/2009-CCRAS/Admn./Store/Vol.II

Dated 26.6.2014

NOTICE INVITING TENDER

Sub:- Comprehensive AMC for Computers including peripherals and LAN etc. at CCRAS

The CCRAS (Hqr.) is an autonomous body under the Deptt. of AYUSH, Ministry of Health & Family Welfare, Govt. of India, New Delhi and it is interested to entrust Comprehensive AMC for Computers including peripherals and LAN etc. therefore, sealed tenders are invited in two bid system viz. Technical Bid and Financial Bid. The interested firms/agencies may submit their bids/quotations in sealed envelope superscribing in bold letters "Quotation for AMC of Computers including peripherals and LAN" and addressed to Admn. Officer, CCRAS (Hqr.) 61-65, Institutional Area, Opp. D'' Block, Janakpuri, New Delhi-110058 latest by 14/07/2014 upto 1.00 PM. Technical Bids will be opened on the same day financial bids will be opened only of those bidders who are qualified technically. The bids/quotations may be accompanied by EMD of ₹10,000/- by way of DD/pay order in the name of DG, CCRAS payable at New Delhi. The details of Computers, printers, Scanners, Laptops and LAN Networking etc. are as specified in the schedule attached herewith at Annexure - I.

General Terms & Conditions:

- i. The Technical Bid must contain information/documents signed by the authorized signatory of the bidding firm/agency should be kept in Technical Bid envelope alongwith other documents/information prescribed in this tender notice.
- ii. The bidder must furnish a copy of the Registration Certificate of the firm/agency or other documents as proof of their experience of atleast 3 years.
- iii. The bidder must furnish list of clients in Govt./Semi Govt. Sectors with address, name of contact person and contact numbers where they have AMC for Computers & its peripherals and LAN work.
- iv. The bidding firm should not have been **blacklisted** by any Govt./Semi Govt. /Semi. Govt. Deptt., therefore, bidder should furnish an **Undertaking** to this effect that any Govt./Semi. Deptt. /Office has not blacklisted their firm/agency.
- v. The bidder must have VAT (TIN No.) Service Tax registration and PAN number (copies of the Certificates/Card should be enclosed as a proof), if the same is applicable to his firm;

Financial Bid

- vi. The bidder shall quote/indicate the rates for all items (in Indian Rupees) officered by it in the 'Proforma for Financial Bid' attached with this tender notice at Annexure-II.

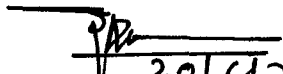
- vii. The Technical bid and the financial bid should be sealed by the bidder in a separate envelope duly superscribed and both these sealed cover are to be put in the bigger envelope which should also be sealed and duly superscribed in bold letter as **“Quotation for AMC of Computers including peripherals and LAN”**.
 - viii. The Technical bids will be opened and evaluated by a committee and only the bids technically acceptable would be considered further.
 - ix. The bids received after due date and time will not be accepted.
 - x. The quotation received without EMD will not be entertained under any circumstances.
 - xi. The EMD of unsuccessful Bidders will be refunded after award of contract to successful bidder and EMD of successful bidder will be returned on receipt of performance security of ₹ 40,000/-
2. List of items, in approximate numbers, to be given under AMC is indicated in the enclosed Proforma (Annexure-A). 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 and ensure to make a specific mention in your quotation to that effect that the terms and conditions are acceptable to you, in full.
- i. 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 be rejected. The Council reserves the right to reject any Bid/Quotation without assigning any reason.
 - iii. 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. 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. The bidding firm must be specialized in AMC and trouble shooting of computers including peripherals and LAN work.
 - v. The firm/agency shall make its own arrangements for installation of drivers/anti-virus.
 - vi. The contract shall be on comprehensive maintenance service basis and no extra charges for any general wear and tear for the spare parts shall be borne by the Council. The Comprehensive AMC will cover including replacement, if required of all the items like CPU, Hard Disk, Mother Board, RAM, Floppy Drive, CD/DVD Drives, Speaker, Microphone, Mouse, Key Board and all other parts not specifically mentioned. The AMC shall include repair/replacement of all other vital/non-vital components 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.

- vii. AMC shall also include repair/replacement of Display/Sound/LAN/SCSI etc., Cards.
- viii. AMC shall include the repair caused by virus attack and shall also support in upgrading the virus definition update.
- ix. 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 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 Admn. Officer. However, in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor for no extra cost.
- x. The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs/maintenance have not been carried out satisfactorily within 24 hours of reporting of complaint, the vendor will be penalized @ 25/- per day per equipment. The charges will be deducted from the subsequent payments.
- xi. The firm shall provide **two well mannered and technically qualified resident engineers** who have a minimum experience of three years for repair/maintenance of LAN and in computer hardware & software. 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 in IT Section.
- xii. 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 CCRAS (Hqr.) 61-65, Institutional Area, Opp. D'' Block, Janakpuri, New Delhi-110058.
- xiii. The AMC charges will be released in the following manner:-
 - a. 25% in the beginning of Contract after furnishing of performance Security.
 - b. 50% after completion of 6 months/half period of contract period.
 - c. 25 % after satisfactory completion of the contract.
- xiv. 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.

- xv. The TDS will be deducting u/s 194c of the IT Act, 1961.
 - xvi. 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 three years, subject to approval by the Council.
 - xvii. The vendor will be required to maintain Job card for the product under AMC and lodge all complaints, action taken, parts replaced, time taken in rectification, etc. which shall be duly signed by user and engineer. Payment will be made on the basis of satisfactory execution of jobs and on production of pre-receipted bills alongwith copy of Job cards.
 - xviii. The vendor would require to clean all the equipment covered under AMC from outside as well as inside once on quarterly basis.
 - xix. The bidder shall invariably furnish the complete address of the premises of its offices, godowns and workshops where inspection can be made.
 - xx. The successful bidder is required to maintain sufficient stock of spares to provide timely services.
 - xxi. The Council reserves the right to accept or reject any quotation without assigning any reason whatsoever.
3. The systems can be inspected by the bidders on all working days between 11.00 AM to 4.00 PM except on Saturday/Sunday/Holidays before submitting the bid.

Yours faithfully


20/6/2014.
(H. O. Kaushik)
Administrative Officer

Copy to:-

1. Dr. G.V.R. Joseph, AD (Bot.) I/c IT Section for uploading on the website.
2. Sh. A.K. Tripathi, Accounts Officer, CCRAS

TECHNICAL BID

M/s. _____
(Name, address Landline and Mobile Nos.
of the bidding firm/agency firm/ agency):-

SI. No.	Documents kept in the Technical Bid envelope	Whether enclosed (The firm would write Yes OR No in the respective columns)
1.	EMD Amount (for showing interest in out tender)	
2.	Copy of Registration/License and other documents as a proof of having AMC in Govt. /Semi. Govt. offices	
3.	Experience - List of Clients in Govt./ Semi Govt. with address, name of contact person and contact numbers	
4.	Self certificate in respect of not being blacklisted by any Govt. /Semi. Govt. Office	
5.	Details & copy of VAT/Service Tax (TIN) No., if applicable to the firm	
6.	Copy of PAN	

1. It is hereby declared that the Terms & Conditions of the CCRAS NIT No. 22-1/2009-CCRAS/Admn./Store/Vol.II dated ^{26.6.2014} 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 & peripherals

Sl. No.	Name of the Items	Qty.	Per Unit AMC Rate excluding taxes	Total AMC Cost excluding taxes
1.	Server	02 Nos.		
2.	Computer	111 Nos.		
3.	Laptop	12 Nos.		
4.	Printer (LaserJet)	78 Nos.		
5.	Printer (Deskjet)	02 Nos.		
6.	Printer (Dot Matrix) TVSE Platina DP 5000	01 No.		
7.	Multifunction Printer Colour (All-in -One)	02 Nos.		
8.	Multifunction Printer Black & White (All-in -One)	02 Nos.		
9.	Colour LaserJet Printer	08 Nos.		
10.	HP Laserjet Black & White Printer 5200n	01 No.		
11.	Scanner	13 Nos.		
12.	Maintenance of LAN Networking for computers	132 Nos.		
13.	Total Number of Switches	20 Nos.		

Note: Number of equipments to be covered under AMC may vary form time to time Service Tax/VAT included/excluded depending upon the condition f the equipments.

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