

CENTRAL COUNCIL FOR RESEARCH IN UNANI MEDICINE

Sub: Tender for AMC for Computer, printers including peripherals etc. in CCRUM Hqrs. Office at New Delhi'.

The CCRUM invites scaled quotations from authorized firms for AMC for Computers, printers including peripherals and LAN etc. in CCRUM 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.7-15/2021-CCRUM/Admn
b)	Last date and time for receipt of tenders	27/12/2021 upto 02.00PM
c)	Time and date of opening of Tenders	27/12/2021 upto 03.00PM
d)	Place of opening of Tenders	Conference Hall Room No 522, 5th Floor CCRUM HQs Office, No 61-65, Institutional Area, Opp.'D' Block, Janakpuri, New Delhi-110058

3. 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 detail; and
- II. Financial bid (as per Annexure –'B')

Technical bid and the 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 AMC for Computer, printers including peripherals and LAN etc.**" The sealed Tenders may be put in the Tender Box placed on the 6th floor near in the chamber of Assistant Director (Admn.), Room No 606, CCRUM or by post at the aforesaid address by due date and time. Tenders received late will be rejected out rightly. Before submission of tender, the



prospective bidders may inspect the machines during office hours from 11.00 AM to 5.00 PM The bids/ quotations must be accompanied by EMD OF Rs 10,000/- by way of DD/ pay order in the name of DG, CCRUM payable at New Delhi. The details of Computers, Printers, Scanners, Laptops and etc. are as specified in the schedule attached herewith at Annexure – B.

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 along with other documents/information prescribed in this tender notice.
- II. The bidder must furnish a copy of the document as proof of their experience of at least 03 years for providing Comprehensive AMC FOR Computers, printers including peripherals and etc. in Govt. Officers. The bidder should have office in the Delhi/NCR.
- III. The bidder must furnish list of clients in Govt./Semi Govt. Sectors with address , name, contact person and contact numbers where they AMC for Computers, printer & its peripherals.
- IV. The bidder firm should not have been blacklisted by any Govt./ Semi Govt. Deptt., Therefore, Bidder should furnished an Undertaking to this effect that any Govt./ Semi Govt. Deptt/ Office has not blacklisted their firm/ agency.
- V. The bidder must have GST Registration No. (copy of the Certificate should be enclosed as a proof), if the same is applicable to his firm;
- VI. The bidder must submit the copy of last 03 years Income Tax Return (ITR).
- VII. 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
- VIII. The Technical bids will be opened and evaluated by a committee and only the bids which are technically acceptable would be considered further.
- IX. The bids received after due date and time will not be accepted. Incomplete bids are also liable to be rejected.
- X. The quotation received without EMD will not be entertained under any circumstances.

- XI. The EMD of remaining technically qualified bidders will be refunded after final award of contract to successful bidder.

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.

TECHNICAL COMMERCIAL TERMS & CONDITIONS:-

- I. Taxes and any other charges should be indicated separately
- II. The quotations /bids which are not in conformity with the instruction in thus tender notice 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 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 going one month notice without assigning any reasons or to entrust the job to any other firm/ party at risk/ expenses of the defaulting contractor.
- IV. The bidding firm must be specialized in AMC and trouble shooting of computers including peripherals etc.
- V. The firm/ agency shall make its own arrangement only for installation of drivers/ antivirus.
- VI. AMC shall include the repair caused by virus attack and shall also support in upgrading the virus definition update.
- VII. During the Period of contract, it was be responsibility of the contractor to keep the equipment in perfect working order. The repair work will have been 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 Sanction and Admn. Officer. However, in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor for no extra cost, if available.



- VIII. The vendor will be responsible for satisfactory completion of repairs at the earliest. The repairs/maintenance must be carried out satisfactorily within 24 hours of reporting of complaint.
- IX. The firm will depute **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. Selected firm should produce list of their staff meeting about criteria with proof and IT Section of CCRUM will select any two. Future salary as per minimum wages act of Govt. of NCT of Delhi paid to AMC staff by the firm. The service shall be provided on all working days between 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 to be 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 regards position of the complaints. The engineer shall also require to make daily attendance (in and out) in the register maintained in IT Section.
- X. Immediately after award of the contract, the contractor shall be required to furnish Security deposit/performance security (refundable without interest after two month of termination of contract) in form of FD/Bank Guarantee in the name of Director General, CCRUM (HQrs) 61-65, institutional Area, Opposite 'D' Block, Janakpuri, New Delhi- 110058.
- XI. 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 prescribed format in respect of all the section covered under the AMC.
- XII. The final 25% AMC charge 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 safety that all machines are perfectly on working condition on the last day of the contract.
- XIII. The TDS will be deducting u/s 194c of the IT Act,1961.
- XIV. The rate quoted by the vendor will remain 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.
- XV. The vendor will be required to maintain job card for the product under AMC and lodge all complaints, action taken, action parts replaced, time taken in ratification, 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 along with copy of job card.

- XVI. The vendor would require to clean all the equipment covered under AMC from outside as well as inside once on quarterly basis.
- XVII. The vendor shall invariably furnish the complete address of the premises of its offices, godowns and workshops where inspection can be made.
- XVIII. The successful bidder is required to maintain sufficient stock of spares to provide timely services.
- XIX. 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 11.00AM to 5.00 PM except on Saturday/Sunday/Holidays before submitting the bid.



PERFORMA FOR FINANCIAL BID/QUOTATION

AMC of Computers, Printers and its peripherals

S.No	Name of the Items	Qty.	Per CAMC excluding taxes	Unit Rate	Total CAMC Cost excluding taxes
1.	Computer	88 Nos.			
2.	Laptop	14 Nos.			
3.	Printer(LaserJet)	46 Nos.			
4.	Multifunction Printer Colour (All – in –One)	05 Nos.			
5.	Multifunction Printer Black & white (All – in – One)	26 Nos.			
6.	Scanner	2 Nos.			
7.	Maintenance of LAN Networking for computers	105 Nos.			
8.	Total Number of Switches	04 Nos.			
9.	LCD Projector	01 Nos.			
10.	UPS	76 Nos.			

Note : Number of equipment to be covered under AMC may vary from time to time.



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

TECHNICAL BID

S.No.	Description of Company/Firm	Detailed to be filled up	Page Number of document where copy/certificate is attached this tender
1	Name of Firm/Company		
2.	Address		
3.	Telephone No.		
	Mobile No.		
	Fax No.		
	Email		
4	Type of organization (whether sole proprietorship/ partnership/ private limited or limited		
5	Name of the Proprietor/ Partners/ Director of the Organization/ Firms		
6	Details to the GST registration of the firm (self-attested copy)		
7	PAN NUMBER OF THE firms/company (self-attested copy)		
8	Income Tax Return for the last 03 financial years		
9	Work Experience For providing 03 years' experience in the maintenance (attached Documentary proof in support in support of claim)		
10	List of clients in Govt. / Semi Govt. Sectors with address, name of contact person and contact numbers where they have CAMC for Computers, printers & ITS peripherals and LAN work		
11	Undertaking regarding firm has not blacklisted		
12	Total number of Engineers working in the Organization		
13	Whether EMD submitted or not (indicate the DD No. date with amount of the EMD) –Yes/No		
14	Service Center in Delhi/NCR o(Proof enclosed)		

It is hereby declared that the Terms & Conditions of the CCRUM letter No. _____
CCRUM/Admn/Sore dated __/__/__ are fully acceptable to our firm/agency.

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



Details of the Resident Engineer to be posted at CCRUM Hqrs. For rendering AMC Support Services

Resource Type	Qualification	Experience	Mobile No (if available otherwise to be provided later)
Resident Engineer			
Resident Engineer			

. Resident Engineer may also be engaged in providing software services on all the Servers/PCs of the CCRUM including those in the warranty.

(Authorized Signatory)



**Agreement for AMC for Computers, Printers including peripherals etc.
Central Council for Research in Unani Medicine**

&

M/s _____

This Agreement made on thisday of..... Between Central Council for Research in Unani Medicine an autonomous body, under the Ministry of AYUSH, Govt. of India, registration under THE Societies Registration Act and having its office at "Jawahar Lal Nehru Bhartiya Chikitsaevam Homeopathy Anusandhan Bhavan", 61-65- Institutional Area, Opp D block, Janakpuri New Delhi -110058 (hereinafter referred as CCRUM), which expression shall unless repugnant to the context or meaning there of be deemed to mean and include its successors and assigns of the ONE PART.

And

M/s _____ (hereinafter referred to as Contractor) which expression shall unless repugnant to the context or meaning there of be deemed to mean and include its successors and assigns of the ONE PART.

WHEREAS the CCRUM is desirous of availing the comprehensive annual maintenance services for its Computers, printer including peripherals and LAN etc. for a period of oner year Installed at Jawahar Lal Nehru Bhartiya Chikitsa evam Homeopathy Anusandhan Bhavan", 61-65- Institutional Area, Opp D block, Janakpuri New Delhi -110058 (hereinafter referred as CCRUM), and where the contractor has agreed to provide the said annual maintenance for Computers , printers including peripherals and LAN etc on the terms and a conditions hereinafter stated.

WHEREAS the contractor has represented that he/she/firm is a registered company not blacklisted and has further represented that he/she is eligible to get this contract and there is no legal or any other bat on him/her/firm in third respect. Any obligations and /or formalities which are required to be fulfilled under the said Act or any amendment thereto for the purpose of entering into and /or execution of this Contract shall be carried out by the contractor at his own expenses , etc and the contractor shall report the compliance thereof to the CCRUM.

WHEREAS the CCRUM has agreed to award the contract's per detail of the Tender Document for providing annual maintenance of Computers, printers including peripherals and Alan ETC. (detailed list provided below) for a period of one year on the terms and conditions of the tender document, hereinafter mentioned as the work assigned .

AND WHEREAS the contractor has agreed to furnish to the CCRUM a performance security of Rs 40,000/- (Rupees Forty Thousand Only) by way of Bank Guarantee/ Fixed Deposit/D.D

For M/s _____



NOW THEREFORE BY THESE ARTICLES AND ON THE PREMISES

Mentioned above, the parties have agreed to as under:-

1. The detail of equipment/ instrument and rate for ANNUAL Maintenance Contract shall be as under:-

S. No	Name of the Item	Qty.	Per Unit AMC rate (for one year) excluding taxed (in Rupees)	Total AMC Rate(for one year) excluding taxed (in Rupees)
2	Computer	88 Nos.		
3	Laptop	14 Nos.		
4	Printer(LaserJet)	46 Nos.		
5	Multifunction Printer Colour (All – in –One)	05 Nos.		
7	Multifunction Printer Black & white (All – in –One)	26 Nos.		
8	Scanner	2 Nos.		
9	Maintenance of LAN Networking for computers	105 Nos.		
11	Total Number of Switches	04 Nos.		
12	LCD Projector	01 Nos.		
13	UPS	76 Nos.		
14	Computer	88 Nos.		
15	Laptop	14 Nos.		
Total Amount is Rupees _____ Only (Excluding GST)				

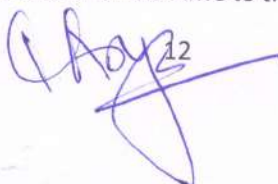
Notes : Number of equipments to be covered under AMC may vary from time to time.

- The Contract will be initial y for the period of one year from the date of commencement of the contract and it can be extended/renewed up to three years on mutual consent depending on satisfactory performance by the firm. The Council reserved 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. The contract shall take effect from the date of signing of the Agreement.
- The contractor himself represented as specialised in AMC and trouble shooting of Computers, printers including peripherals etc.
- The firm/ agency shall make its own arrangements only for installation of driver /anti –virus & other required software for smooth working of computer, printer etc. from time to time.

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5. The contract shall be on maintenance service basis and extra charges for any general wear and tear for the spare parts shall be borne by the Council. The AMC will cover repair, if required of all items like CPU, Hard Disk , Mother Board, RAM, Floppy Drive , CD.DVD Drives speaker, Microphone, Mouse, Key Board, card, cables, SMPS, Printers, Multifunctional Fax Machine, switches, LCD Projector and all other parts specifically mentioned. The AMC shall include repair of all other Vita/non vital components as mentioned above required for smooth operation if the equipment except plastic parts, printer head, batteries and consumable 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.
6. AMC shall also include repair of Display /Sound/ SCSI etc. cards
7. AMC shall include the repair caused by virus attack and shall also support in upgrading the virus definition update.
8. 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 Administrative Officer. However in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor for an extra cost.
9. 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.
10. The firm will depute two well mannered and technically qualified resident engineers selected by the IT Section CCRUM as per the condition mentioned in Tender document. 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 in IT Section in CCRUM.
11. In case the deputed service engineers fail to perform the assigned task satisfactorily or cause absence, the company shall arrange substitutes for the consideration of this Council. The substitute shall be allowed to work after the consideration of this Council. The substitute shall be allowed to work after the approval of IT Section of this Council. The substitute shall be allowed to work after the approval of IT Section of CCRUM, further the assessment of performance shall also be done by IT Section of CCRUM.
12. 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 AMC
13. 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 machines are perfectly in working condition on the last day of the contract.
14. The TDS will be deducted u/s 194C if the IT Act. 1961

15. 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.
16. The vendor would require 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 along with copy of job cards
17. The vendor would require to clean all the equipment covered under AMC from outside as well as inside once on quarterly basis.
18. The bidder shall invariably furnish the completed address of the premises of its offices, godowns and workshops where inspection can be made.
19. The contractor is required to maintain sufficient stock of spares to provide timely services.
20. This contract is non transferable and the contractor shall not engage any sub contractor or transfer the contract to any other person/party in any manner. The contractor shall not be permitted to transfer their rights and obligation under the contract to any other organization or otherwise.
21. The contractor shall maintain the equipment as per manufacturer's guidelines and shall use standard component for replacement. Until and unless written order is conveyed by competent authority of department, the original specification/ characteristics/ features shall not be changed
22. The department reserves the right to reduce or increase the number of items offered for maintenance contract during the period of AMC. In case contract is given for higher number of equipment/instrument etc. than number as per the S.NO 01 above, their proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced.
23. In case if requisite parts are not available, the same should be replaced by the Contractor with the parts of higher level compatible with the system. After signing of contract any excuse as spare parts not available will not be entertained
24. If service provided by the Contractor is not found satisfactory as per the user of the equipment the CCRUM reserves the right to terminate the Contract without notice or assigning any reason thereof and amount paid for the above said purpose has to be refunded in favour of the Director General, CCRUM, New Delhi
25. The contract can be cancelled/withdrawn in case any matter affecting adverse performance security may also be forfeited.
26. Immediately on award of contract, the contractor would give a report taking over all equipment (giving their configuration) in all working condition. It shall be the responsibility of the Contractor to keep all the equipment/Instruction etc. working satisfactorily throughout the contract period and also to hand over expiry of equipment/ instrument etc. to the Department in working condition on expiry of contract. In this connection, if any equipment/ instrument etc. which is noted as non-working till the last hour of the AMC the contractor shall be liable for maintenance without payment of any extra cost by the department. In case any damage to the machines is noticed by the Department compensation would be determined by the Department and will have to be paid by the contractor failing which the same will be deducted from the performance security by Contractor.
27. After the date of expiry The Contractor shall continue to provide services on the existing terms and condition of the contract till the transfer of the AMC to the new Contractor.



28. The performance security shall be returned to the contractor within two months after expiry of the contract period, but in the event of any dispute arising between the Council and the contractor, the Council shall be entitled to deduct such sums which in the opinion of the Council is due from/ not payable to the contractor.
29. Any dispute during the period of this contract, which has not been specifically covered by this agreement shall be decided by the Office of Director General, CCRUM. The jurisdiction of Delhi Court shall apply in case of any dispute.
30. That the document with Scheduled -1 here to have been signed by both the parties and shall constitute the entire agreement binding on both the parties.

That the agreement has been executed in the English language in two originals and each party has retained one originals. In witness whereof each of the parties hereto has caused this agreement to be executed as on the day, month and the year written above.

