

F.No. 12-16/18-19-NVBDCP(St.)/Computer AMC

भारत सरकार

Government of India

राष्ट्रीय वैक्टर जनित रोग नियंत्रण कार्यक्रम,  
National Vector Borne Disease Control Programme,

स्वा.से.म.नि, स्वास्थ्य एवं परिवार कल्याण मंत्रालय,

Dte.G.H.S, Ministry of Health & Family Welfare,

22, शाम नाथ मार्ग, शास्त्री पार्क दिल्ली-110054,

22-Sham Nath Marg, Delhi-110054.

टेलिफोन : -22185975, फैक्स: -22185935

Telephone No. 011-23967745, Fax No. 22185935

वेबसाईट: - www.nvbdc.gov.in, Website: www.nvbdc.gov.in,

Dated:27.03.2019

To,

Web Site of NVBDCP,  
Delhi-110054

**Subject:- Comprehensive Annual Maintenance Contract for Desktops, Laptops, Printers and Multifunctional Office Machines for the year 2019-2020 & 2020-21 respectively - regarding.**

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

**The details of the Computer Desktops**

Sl. No.	Desktop Model No.	No. of Unit
1	HP-Dx-6100 MT, Dx-2280 MT, DC-7000 & 7800 & 7900, 8300	100 Nos.

**The details of the Computer Notebook Laptops**

Sl. No.	Laptops Model No.	No. of Unit
1	Compaq NX-7010, NC-8430, HP-6730, HP-2730P	8 Nos.

**The details of the Printers**

Sl. No.	Printers Model No.	No. of Unit
1	LJ-1320, Office LJ-1200, LJ-3005 DN, CLJ-5550, Office Jet-5550, CLJ-2025, LJ-3015,	81 Nos.

**The details of the Scanners**

Sl. No.	SCANNER	No. of Unit
1	HP Scanjet Enterprise Flow 7500 (scanner).	10 Nos.

**The details of the Multifunction Machines**

Sl. No.	Multifunctional Machines	Office	No. of Unit
1	Make-Richo and HP		4 Nos.

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Contd.....2/-

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

- a. After acceptance of quotation, the successful bidder will have to deposit the security money of Rs. 50,000/- (Rupees Fifty Thousand only) by means of Demand Draft in the name of the Director, NVBDCP within 15 days of acceptance of order.
- b. Payment will be made on quarterly basis for those computers/Laptops/printers/ Multifunctional Office Machine actually maintained after the end of each quarter and on submission of bills alongwith satisfactory report from concerned users. No advance payment will be made. The number of computers/Laptops /printers/ Multifunctional Office Machine may increase or decrease.
- c. The complaint should be attended within 24 hours. If the equipment remains non-functional beyond 2 days then the penalty of Rs. 100/- per day will be imposed.
- d. Director, NVBDCP reserves the right to accept or reject any tender/quotation without assigning any reason thereof.
- e. **The duly filled quotation subscribing "Quotations for maintenance of Computer/Laptop/Printer/Multifunctional Office Machine" in sealed cover addressed to Dr.Neeraj Dhingra, Additional Director/Chairmen Internal Purchase Committee (IPC), National Vector Borne Disease Control Programme, DMRC, Block-III, Podium Floor, I.T.Park, Shastri Park, Delhi-110053 must be sent to this Directorate of NVBDCP so as to reach by 22<sup>nd</sup> April, 2019 by Speed Post/Registered Post only. No Quotations/tender will be accepted after this date & by hand and Date of opening of the tender will be 22<sup>nd</sup> April, 2019 at 2.30 PM in the Seminar Room of this Directorate. One representative of each bidder/firm may be present during opening of the tender.**
- f. The quotations, which are not received duly sealed, and not superscribing "Quotations for maintenance of Computer/Laptop Printer/ Multifunctional Office Machine" and before last date of receiving will not be accepted. ITCC and STCC should be enclosed along with the quotation.
- g. Those firms which do not give quotations for all the items will not be considered.
- h. The AMC is comprehensive and it includes all aspects related to proper functioning of computers accessories including networking.
- i. Minor repairs with all are to be attended on the same day and if the problem persists, alternate arrangements in the form of provision of the Computers/Printers/Keyboard/ Mouse etc. be made.
- j. Two competent technical staff members preferably engineers designated by the firm have to report daily at 9.30 AM to 6.00 PM at Dte. NVBDCP (one of 22-shamnath Marg, Delhi-54 and one of Shastri Park, Delhi-53 respectively) for attending the day to day technical problems/Complaints related to computers and accessories.
- k. The Company shall undertake full comprehensive AMC including repairs and replacement of part unless major damage beyond the control of the company is reported.
- l. AMC can be terminated at any time by giving notice of 15 days in case of unsatisfactory performance.
- m. One standby unit system will be provided in case of major fault.
- n. The company shall undertake numbering of Computers, accessories and also to maintain a register. Entries must be made on day to day basis showing work attended.
- o. Bidders are requested to submit earnest money of 5% of the total cost have to deposit along with the quotations by means of Demand Draft in the name of Director, NVBDCP.
- p. The company will prepare a list of obsolete computers, printers, laptops & Multifunctional Office Machine and accessories, which are beyond economic repairs.

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

*Sukhvir Singh*  
*27/3/2019*

(Dr. Sukhvir Singh)  
Joint Director, NVBDCP.

Copy to: Sh. Ajay Negi, I.T. Consultant, NVBDCP with the request to post the above notice in the website of the **Central Public Procurement Portal(CPPP)** at [www.eprocure.gov.in](http://www.eprocure.gov.in), **GeM** and **National Vector Borne Disease Control Programme** within one day at tender column. The posting of the tender document should remain for a period of five years even after the successful bidder is selected.

#### ELIGIBILITY CRITERIA FOR TENDER'S

##### Self Evaluation by Tenderer

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

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

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

*Sukhvir Singh*  
*27/3/2019*

(Dr. Sukhvir Singh)  
Joint Director, NVBDCP.

Copy for information and necessary action to:-

1. Dr. Neeraj Dhingra, Additional Director/IPC Chairman
2. Dr. Sukhvir Singh, Joint Director/IPC Member
3. Dr. Kalpana Baruah, Joint Director/IPC Member
4. Shri Sanjeev Malhotra, Administrative Officer