



Web Edition
(14 pages)

The tender document downloaded from the Website must be accompanied by a DD/Banker's Cheque of Rs. 1000/- drawn in favour of the Director, NIHFW payable at New Delhi towards the cost of Tender Document (Non-refundable)

NAME OF THE FIRM _____

ADDRESS OF THE FIRM _____

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS CONTAINED HEREIN. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. NIHFW WILL PROCESS THE TENDER AS PER INSTITUTE'S STANDARD PROCEDURES. THE DIRECTOR OF THE INSTITUTE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. NIHFW WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCIES WHOSE BIDS ARE REJECTED.

TENDER DOCUMENT

for

Annual Maintenance Contract (AMC) of Computer Equipment & Networks at NIHFW

Last Date of Receiving the Tender	:	29.08.2017	Upto 3:00 PM
Date & Time of Opening the Technical Bid	:	29.08.2017	3:30 PM
Date & Time of Opening the Financial Bid	:	Will be intimated to technically qualified bidders	
Tender Document Fee	:	Rs. 1000/-	Non-refundable
EMD	:	Rs. 10,000/-	Refundable

AUGUST 2017



आरोग्यम् सुखसम्पदा

NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE

Baba Gang Nath Marg, Munirka, New Delhi-110067

Email: director@nihfw.org Website: www.nihfw.org

ELIGIBILITY CRITERIA FOR SUBMISSION OF TENDER

1. The tenderer should have full-fledged office and their own service centre set up in New Delhi/Delhi and they should have complete tools for support/repair of computers and peripherals. (Physical inspection to be done by NIHFW officials) and experience of at least three years in maintaining a network of more than 400 nodes at a single site in at least one Govt. organisation /undertaking. Relevant papers must be enclosed.
2. The annual turnover of the tenderer should be more than Rs. 1 crore exclusively in the field of maintenance services of computers and peripherals for last three financial years i.e. 2014-15, 2015-16, 2016-17. Proof of the same must be attached in form of balance sheets.
3. The tenderer should have firm's PAN number and Service Tax Number. The proof of the same must be attached.
4. Copies of service tax challans for the last financial year must be attached.
5. Quotations in **SEALED COVER**, superscripted with words **QUOTATION FOR AMC OF COMPUTER EQUIPMENT & NETWORK** must be dropped in tender box near reception of NIHFW, New Delhi-110 067 on or before 29.08.2017 upto **3:00 p.m.** Quotations received unsealed or after the due date and time are liable to be ignored/rejected.
6. The Technical Bid will be opened on **29.08.2017 at 3:30 p.m.** in the presence of Committee of Officials. Only one authorised representative of tenderer having valid ID card may attend the tender opening meeting. The date and time for opening the Financial Bid will be intimated to the technically qualified bidders.
7. Tenders must be accompanied by **Earnest Money Deposit (EMD)** of Rs. 10,000/- (Rupees Ten Thousand only) vide Demand Draft/Banker's Cheque drawn in favour of the Director NIHFW, payable at New Delhi. No interest is payable on EMD. The Tenders received without EMD are liable to be rejected outrightly.
8. The earnest money of all unsuccessful tenderers will be refunded without any interest after one month after opening of the tender. The tenderers are advised to send pre-receipted challans along with their bids so that the refund of EMD to unsuccessful tenderers is facilitated.
9. The rates are to be quoted in the Proforma enclosed herewith. No figures or words should be overwritten. Overwritten figures or words should be cancelled and re-written under full signature of the authorised signatory. Quotations that do not fulfil this condition will not be considered.
10. The firm should be an authorised service centre of companies like HP/ACER/ IBM/HCL/DELL etc. Proof of the same may be attached.
11. The tenderer should have valid **ISO 9001-2008** certificate, for providing maintenance and facility management services for information technology infrastructure.
12. Any Government organisation/ undertaking should not have blacklisted the firm. The affidavit in this regard on non-judicial stamp paper of Rs. 50/- must be enclosed.
13. Incomplete tender or without annexures (as per Sl.No. 10 & 14) tenders are summarily rejected by the Institute.
14. CHECK LIST (Please put ✓ mark)

Company Profile	EMD	Client List & Certificate of good performance	Copy of Registration	Copy of IT Return/ PAN	Annual Turn Over	Copy of Service Tax Return	Affidavit as per Sr.No.12	Copy of Experience certificate as per Sl.No.1	Price Bid

INTRODUCTION

The National Institute of Health and Family Welfare is an autonomous organisation under the aegis of Ministry of Health & Family Welfare, Govt. of India. It is an apex technical body to promote Health & Family Welfare programmes through Education, Training, Research, Evaluation, Specialised Consultancy and Advisory Services. The Institute has vast IT infrastructure including Servers, Campus wide LAN, PCs, Laptops, Video Conferencing Facility, Laser & DeskJet printers, Scanners, UPS and other accessories of which details are given in the enclosed Proforma. The Institute intends to award Annual Maintenance Contract (AMC) on the following terms and conditions.

TERMS AND CONDITIONS

GENERAL:

Tenders are invited for the maintenance of Computer peripheral and Network, Network Servers, Switches and related components at NIHFV as per following terms and conditions. The AMC equipments are given in Table 1 & 2. Numbers shown are approximate; actual number may vary, as on the date of take over.

1. The contract will be awarded initially for a period of one year. However, the same will be extendable on year-to-year basis for the maximum additional period of two years, provided the institute finds the services satisfactory.
2. Maintenance service shall consist of on-site preventive and corrective maintenance of computer system and will include supply and replacement of all parts (including hard disk of original make from ISO certified firms etc).
3. Tenderers are requested to provide the details of their past experience in computer and network maintenance, Client list, letters of satisfactory performance from existing/previous clients preferably from Govt. sector offices may be enclosed with the tender.
4. The firm shall depute its one network qualified service engineer with five years experience and another with three years experience for attending day-to-day complaints. The AMC firm has to submit attested copies of their qualifications and experience to Institute.
 - i) Working hours of the Institute are 9.00 AM to 5.30 PM and the resident engineers should report to duty on time and frequent delays/early departures will be viewed seriously. They will mark their attendance every day in the duty register. In the event of services required after office hours or on holidays, the firm should provide services with no extra charges.
 - ii) In case of pending/high workload, the firm will depute additional engineers with similar background to clear the backlog to maintain the uptime of the computer/network without any additional charges.
 - iii) The details of resident engineers posted at NIHFV should be provided in advance with duty schedule to the computer center. No resident engineer should be changed/relieved of duties without prior notice of at least one week to I/c Computer centre, NIHFV.
 - iv) No resident engineer will be permitted to leave or avail leave till the reliever reports for duty.
 - v) All the resident engineers should carry and display the identity card with photograph provided by the vendor.
 - vi) A register will be maintained by the resident engineer of the firm for booking the complaints and keeping record of the uptime of the computers.
 - vii) The tenderer shall systematically register the complaints and report the down time. The resident engineer has to submit a report on downtime etc. on monthly basis to computer center of the institute.

- viii) Each resident engineer should report to the computer center for duty as per the duty schedule, as well as keep track of complaints register to discharge the AMC duties efficiently. He will carry the call report book/Service Book & a cell phone in proper working condition, provided by tenderer for receiving and responding to the complaint calls. The resident will also maintain a record of repair/ replacement of parts with complete details. In case of replacement of equipments (due to non repair) vendor has to issue a certificate for replacement giving reasons. A copy of the certificate needs to be sent to Section Officer (Stores) in the Institute.
5. In case an equipment/machine is being taken for servicing to service center, the firm will provide a stand by equipment and will take prior permission of the Officer Incharge, Computer Center before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.
 6. All the complaints are to be attended by the engineers within 2 hours of registration. Counting of down time will start from the time of logging the complaint and will continue till the machine is properly repaired and a certificate to the same effect is obtained from the user.
 7. The firm will ensure 95% up time of all the equipments under AMC (placed at table 1 and 2). For each 1% deficit in guaranteed up time, 2% deduction in the AMC amount may be made.
 8. It will be responsibility of the engineers to attend and repair the cable faults / cable connectivity problems within 2 hours, complaints of re-laying of cable must be completed within 72 hours from the date of complaints.
 9. Tenderer shall ensure all network is in order and report all major problem to Computer Centre on daily basis.
 10. The tenderer must ensure 99% uptime for LAN. All network component level complaints are to be rectified / replaced within 4 hours of the complaint. Otherwise a penalty of 3% of the bill amount will be charged for every 24 hours or part thereof up to maximum of five working days after which the order will be cancelled and the job will be done through alternate vendor at the risk and cost of defaulting tenderer. Penalty amount will be recovered from the security deposit of the tenderer and/or any payment pending with NIHFV. The defaulter has to replenish the amount deducted from the security deposit.
 11. In addition a penalty of 3% of the bill amount will also be applicable every percentage drop in uptime below 99% on quarterly basis.
 12. In case of any material defect/part failure, the tenderer would replace the materials parts within 48 hours of reporting / detection. However, in case of servers such time limit would be 4 hours. In case of delay on part of the firm, the firm shall be liable to pay a compensation of 2% of the cost of the down equipment per day, to a maximum of 25% of the cost of the equipment. In the event of the failure of the vendor to repair the equipment within the stipulated five working days, the institute will be free to get the equipment repaired from some other source and the firm shall be liable to pay for the entire expenditure incurred by the institute for the repair/replacement of the equipment and transportation in addition to above financial compensation. The compensation along with the repair charges of the equipment from any other firm shall be deducted directly from the amount of payment to be made by the Institute to the tenderer.
 13. All server and PC level configurations related problem to be rectified within 4 hours of the complaint.

14. NIHFW reserves the right to reject any item, if found unsuitable and/or not conforming to the approved specifications. The rejected items, if any, shall have to be taken back and replaced by standard quality equipment forthwith at the cost of the tenderer. No payment will be made for the rejected items. During installation at site if any part is found to be defective or broken, it will be replaced with new one by the tenderer at their cost and risk within five working days.
15. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
16. Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Contractor within the next 3 working days failing which the equipment shall be got rectified from alternative sources and the cost thereof shall be deducted from the AMC payment.
17. At least four sets of computers, UPS & printers should be stocked as standby. A room would be provided to the engineer to stock the above inventory & repairing equipment and adequate spares/stocks of hubs, switches, connectors, cables, n/w cards and other components should be maintained at NIHFW by the tenderer.
18. The tenderer should maintain the proper handshake of heterogeneous networks.
19. The tenderer will take all necessary steps for the preventive maintenance, regular check- ups, fixing loose connections, proper adjustments/tuning/fine tuning on the basis of standard specifications thus ensuring satisfactory performance and maintenance of proper lock and keys for network components on regular/daily basis.
20. The tenderer shall clean quarterly all computers/equipments/machines under AMC. He will maintain vacuum cleaner for dust cleaning of equipments and submit report with signature of users.
21. The tenderer should properly label all the network components like switches, hubs, servers, cable & its conduits, indicating the name of the equipment, configurations, serial no, location, etc. The tenderer will inform in writing before any change of network component is done or any relocation of the same within network, and the vendor should provide the updated details of device / line list accordingly.
22. The tenderer will place stickers on each equipment under AMC at the beginning of contract as well as from time to time in future when new equipment are added under AMC.
23. The tenderer will create a network diagram and clearly indicate all the components and their locations. The tenderer will update the same every month and submit to the Computer Center, NIHFW.
24. The tenderer will submit a Quarterly report to the computer center, stating the complete list and status of computer and network equipment under AMC failing which the bills will not be considered by the Computer Centre for processing. The tenderer need to attend the review meeting at NIHFW as and when required.
25. The firm shall provide services for 10 working days from the date of the expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. Any equipment which is noted as in non-working condition, till the last hour of the AMC contract period, shall be rectified by the outgoing AMC Contractor without any extra cost.

26. The selected firm will not involve third party in implementation of services under this AMC.
27. The firm should have its own facilities for testing and repairing online/offline UPS besides repairing computers and network peripherals.
28. In case the successful bidder refuses to accept the offer, his EMD will be forfeited and the next bidder may be offered the AMC on the rates offered by the successful bidder.
29. The firm selected is not allowed to exit from the agreement of AMC. In case of non compliance, the security would be forfeited and company will be black listed for future business with institute.
30. Only those bidders who fulfill the terms and conditions given in the tender document will be considered for financial bidding.
31. The NIHFW reserves the right to cancel the Contract at any time without assigning any reason.
32. NIHFW reserves the right to modify and amend of the above-stipulated conditions/criterion depending upon Project priorities vis-à-vis urgent commitments.
33. Any dispute in matters relating to tender will be addressed under jurisdiction of NCT of Delhi.

SECURITY & PAYMENT:

34. The successful tenderer will be required to deposit security money to the tune of 10% of AMC value. The earnest money of the successful tenderer will be refunded after submitting the security deposit of 10% of the total quoted AMC charges. Additional security money needs to be deposited in case more items are added in the AMC in future.
35. The successful tenderer will have to sign an Agreement with the Institute on a non-judicial stamp paper of Rs. 100/- before taking over the contract.
36. Maintenance charges will be paid on quarterly basis after deduction of penalty, if any. Payment of last quarter will be made subject to satisfactory performance at the end of quarter after deduction of penalty, if any. The payment shall be released quarterly on satisfactory completion of assigned services. If calculation of penalty was not readily available, then 80% of the bill amount will be released provisionally.

IMPORTANT NOTE:

- (1) The specifications given in the lists are broad ones and there could be some variation in the specifications/ brand/ make/ model. However, the rates are to be given as per the category of the equipment in the Serial No. The quantity may also vary.
- (2) The items include components installed at various locations in the NIHFV Campus. There are items that may be given on AMC after their warranty period is over. Their maintenance would be on pro-rata basis.
- (3) Tenderers are requested to quote individually for each of the items for AMC on per Unit per annum basis as per the requirements given below;
 - (a) Maintenance of Fiber Optics cable & UTP cable connection from server through hubs/switches, including connectors, coupling, connector panel, all patch cords and Terminators etc. Quote AMC rate **on per Line/node basis per annum basis**. (This rate should be inclusive of cost of replacements/repairs for connectors, Ethernet card, UTP Cable). The work under this item, also includes network configuration and its maintenance and at node level. The vendor has to replace/reinstall the defective cable with standard quality on chargeable basis preferably as per the Govt. supplies rate.
 - (b) The AMC for all the items/ components above includes hardware, network and their software configurations/setup maintenance, Network Administration and repair/replacements. (Like loading OS viz Linux, Windows, S/w utility maintenance, System/server software, proxy configuration and maintenance, fire wall & antivirus/ anti-spams etc.,)
 - (c) The AMC of computer equipments includes all parts including, hard disk, keyboard, RAM etc should be replaced with same or higher quality preferably new one unless not available in the market. Unless specified, all parts of the computer equipment except consumable need to be replaced free of cost under AMC.



आरोग्यं क्लृप्तम्यदा

NIHFW

PROFORMA OF COMPANY PROFILE

1. Name of Firm and registered address with phone, fax, email and website.

2. Name and Designation of Coordinating Person with email and mobile number

3. Address of service center in Delhi with Phone No., Fax No. and e-mail address

4. Are you authorized service providers of HCL/HP/IBM/ACER/Dell?

5. Does the firm posses ISO 9001-2008 Certification : Yes/No
 - a. If Yes; give details with year of certification and enclose copy of certificate

6. Years of operation
 - a. Maintenance _____yrs
 - b. Other Computer related business _____yrs

7. Yearly turn-over

	<u>2014-2015</u>	<u>2015-16</u>	<u>2016-17</u>
a) Maintenance	_____	_____	_____
b) Other activities	_____	_____	_____
c) Total	_____	_____	_____

8. Support staff and qualifications
 - c. No. of Qualified Hardware Engineers _____
 - d. No. of Qualified Software Engineer _____
 - e. Others _____

9. Details of Testing & Repair Center (TRC) facilities

10. Please indicate availability of Mobile service van with its registration number.

11. Enclose list of major clients preferably in Govt./Public Sector Delhi. (Enclose list with Contact Person & Phone, email IDs and duration of contract.)

12. Whether the firm is black-listed by any Govt. agency? Yes / No
(If no, attach Affidavit)

13. Any other information of importance

I agree to all terms and conditions mentioned in the tender document of the Institute.

Signature and seal of the Tenderer

PRICE BID

**(TO BE SEALED IN SEPARATE
ENVELOP)**

Note: The Price Bid shall only be considered if the tenderer fulfils the eligibility criteria for submission of the tender (Refer page 2 of the tender document). The date and time for opening the Financial Bid will be intimated to the technically qualified bidders.



आरोग्यं सुखसम्पदा
NIHFW

TABLE-1 : Proforma for Quoting Rates for AMC of Servers and Campus Wide Network in NIHFW

NAME AND ADDRESS _____

OF THE QUOTING FIRM _____

(The rates should be typed/handwritten neatly. All the pages of this section have to be attested by the authorized signatory along with company's stamp.)

Sr No	Specification of Item	Qty	Rate	Total Cost (Rs.)
A	SERVERS (5 Nos.)			
1.	HP-Intel Xeon E5540/2.53 Ghz , RAM – 4 GB, HDD- 600 GB (3 Nos.), 146 GB (2 Nos.) Integrated 10/100/100 ethernet (4 Nos.) Single processor	1		
2	HP-Intel Xeon E5504 CPU , 2 processors Model- HP Proliant ML350 G6, 2.00 GHz speed, 32 GB RAM (8 Nos.), 300 GB HDD (3 Nos.) Integrated 10/100/100 ethernet (2 Nos.)	1		
3	HP Intel Xeon, Proliant DL380 G6 No. of processors – 8, speed – 2.27 GHz RAM-8 GB, HDD – 146 GB each (5 Nos.) Integrated 10/100/100 ethernet (4Nos.)	1		
4	Dell Power Edge R 900 Intel Xeon M.E. 7310, 2 Processors, 1.6 GHz, 146 GB each (3 Nos.), 16 GB RAM, 10/100/1000 mbps, DVD-ROM (Color TFT Monitor, Key Board, Mouse)	1		
5	IBM X205 Servers Pentium IV, 2.67 GHz CPU 1 GB ECC DDR RAM (each),512 KB High Speed L2 cache, 48 x CD ROM 1.44 MB FDD, 1x36.4 GB, and 2x36.4 GB SCSI HDD	1		
B	NETWORK COMPONENTS			
I	Active Components			
1	48 Port Switch	2		
2	24 Port Switch	36		
3	16 Port Switch	18		
4	8 Port Switch	17		
5	5 Port Switch	1		
II	Passive Components			
1	Fibre Optic Cable (4 Core) – 500 m, CAT6 (Giga) UTP Cable – 1000 m CAT5 UTP Cable – 2000 m Passive components such as Light interconnect Units, Mounting Panel, SC Duplex adapter for LIU & SC Connectors, SC-SC duplex cord, Adapter Blank Mounting Panel, Crimped RJ 45 Connectors. Maintenance charges used in networking per point. (i.e. Jack Panels, Racks, RJ45 connectors etc.)	400 network points		
2	Network management including liaisoning with manufacturer and Onsite Antivirus & SUS support			
Total (Table 1)				



आरेमम् सुखसम्पदा

NIHFW

TABLE-2 : Proforma for Quoting Rates for AMC of Computer Equipment in NIHFW

NAME AND ADDRESS _____

OF THE QUOTING FIRM _____

(The rates should be typed/handwritten neatly. All the pages of this section have to be attested by the authorized signatory along with company's stamp.)

Sr.No	Configuration / Item Details	QTY	UNIT RATE	AMOUNT (RS.)
A	LAPTOPS (HP, Dell, Toshiba, Acer) (Total = 78)			
1	i5 processor, HP Probook 4540	04		
2	i5 processor, Toshiba Sattelite C640	01		
3	i7 processor, HP Probook 4421s	40		
4	i7 processor, HP Probook 440 G1	10		
5	i7 processor, Acer Travelmate P645	08		
6	Pentium Quad Core 4th Gen/2) - HP 25 R 248 TU	01		
7	Core 2 Duo processor	14		
B	PERSONAL COMPUTERS (HP, Dell, Acer) (Total – 341)			
1	P-IV	29		
2	Dual Core	2		
3	Core 2 Duo	150		
4	i3 processor (HP 1100 desktop)	1		
5	i5 processor (HP Compaq elite MT 8100 , 8200, 800, 8300 all-in-one, Pavillion P6235 614, lenovo think centre m93p)	66		
6	i7 (Acer M200 H81, HP Compaq Elite 8300MT)	61		
7	Apple Computer , Qual Core Intel Xeon, Processor - 2x2.6 GHz, RAM – 6 GB, HDD – 600 GB, OS-MAC	1		
8	Thin Clients Systems computers with AMD/Intel/VIA Mobile processor (speed: 1Ghz, RAM 512 MB)	26		
9	HP Workstation (Z420 Xeon, E5 1650 V2, 3.5 GHz)	5		
C	PRINTERS (Total = 195)			
I	.Laserjet Printer – Colour/Black/Network			
1	HP Colour Laserjet 1215	1		
2	HP Colour Laserjet 2025	3		
3	HP CLJ CP1525n	1		
4	HP LJ 1018	1		
5	HP LJ 1020	35		
6	HP LJ 1022	1		
7	HP Colour LJ CP1025	1		
8	HP LJ 2015dn	1		

9	HP LJ P1005	23		
10	HP LJ P1007	44		
11	HP LJ P1008	5		
12	HP LJ P1108	2		
13	HP LJ P1505	17		
14	HP LJ P1606 dn	10		
15	Brother LJ HL2250dn	13		
16	Brother Colour LJ HL4150	3		
17	Canon Laserjet LBP 7200Cdn	2		
18	HP LJ Pro 400 dn	2		
19	HP LJ Pro M202 Dw dn	2		
20	Samsung Colour C410 dn	1		
II. Inkjet printer / Deskjet printer				
1	HP Business Inkjet 1000	1		
2	HP Business Inkjet 1200	4		
3	HP DJ 810c	5		
4	HP DJ 840c	2		
5	HP DJ 845c	5		
6	HP Deskinkadvantage	1		
III. Other printers				
1	HP LJ 1536 dnf mfp (Network Printer)	6		
2	HP LJ M1005 mfp (Network printer)	1		
3	Samsung xpress M2876 dn mfp (Network Printer)	1		
4	Canon Image Class MF 8280cw (Network Printer)	1		
D	UPS (APC, Pulsetech, Luminius, Line Interactive, Intex, Venus, Paradyne, Microtech (Total – 320)			
<1 KVA				
1	500 VA	32		
2	600 VA	12		
3	650 VA	49		
4	800VA	41		
1 KVA		172		
> 1 KVA				
1	Emerson 3000 VA	1		
Online UPS				
1	Uniline Online 1 KVA	11		
2	Pulsetech – Online 10 KVA	1		
3	Uniline Online 11 KVA	1		

E	SCANNERS (Total – 24)			
1	HP Scanjet 8270	3		
2	HP Scanjet 2400	5		
3	HP Scanjet 3670	1		
4	HP Scanjet 5370c	1		
5	HP Scanjet G2410	2		
6	HP Scanjet 5590	1		
7	HP Scanjet G3110	1		
8	HP Scanjet G4010	2		
9	HP Scanjet 4210	1		
10	HP Scanjet 4050	2		
11	Scanner FB2080E	1		
12	Cannon DR 2020U	4		
		Total (Table 2)		
	Total (Table 1 + Table 2)			
	Service & other taxes as applicable			
	Grand Total			
(In words):				