

F.No. D19011/1/2014-Admn. (NPPA)
Government of India
Ministry of Chemicals & Fertilizers
Department of Pharmaceuticals
National Pharmaceutical Pricing Authority

3rd & 5th Floor,
YMCA Cultural Centre Building,
1, Jai Singh Road, New Delhi-110001
Date: 7.04.2015

To,

Subject: Quotation for AMC of Computer, Printers, Servers, UPS, Router & Switch Pins.

Sir,

National Pharmaceutical Pricing Authority (NPPA) an attached office of the Department of Pharmaceuticals, Ministry of Chemicals & Fertilizers, invites quotations for Annual Maintenance Contract for the Computers, Printers, Servers and UPS installed in the NPPA. Interested parties may submit their bids in the prescribed format in sealed cover stating "Quotations for AMC of Computers, Printers, Servers, Router and UPS" by 29.04.15 at 18:00 hrs. along with acceptance of terms and conditions to Under Secretary (Admn.), YMCA Cultural Centre Building, 5th Floor, 1, Jai Singh Road, New Delhi-110001. The quotations so received will be opened on next working day at 15:30 hrs.

Sl. No.	Descriptions	Quantity
1.	HCL P-III Computer	30 only
2.	HP P-IV Client	05 only
3.	HP Laser Jet Printer (Model No. 1606 dn)	10 only
4.	HP Laser Jet Printer (Model No. 2015)	09 only
5.	HP Laser Jet Printer (Model No. 3390)	05 only
6.	HP Laser Jet Printer (Model No. 1020)	04 only
7.	HP Laser Jet Printer (Model No. 5200 dn)	02 only
8.	HP Laser Jet Printer (Model No. 1108)	04 only
9.	HP Laser Jet Printer (Model No. HPCP 1525)	01 only
10.	HP Deskjet Printer (Model No. 4625)	01 only
11.	HCL (Server)	03 only
12.	UPS 3 KV	02 only
13.	UPS 10 KV	01 only
14.	Switch (14 Pin)	05 only
15.	Router	01 only

The contract shall be governed by the enclosed General terms and Conditions.


(Savita Dixit)
Section Officer (Admn.)

Copy to:-

1. Notice Board, NPPA
2. Technical Director, NIC NPPA- with the request that this notice may be please be uploaded in the NPPA website.
3. DIA (VKT), Department of Pharmaceuticals with request to upload the tender notice on the website of Department of Pharmaceuticals.
4. US (SRM), Department of Pharmaceuticals with the request to upload the tender notice on central e-portal (e-procurement).

F.No. D19011/1/2014-Admn. (NPPA)
Government of India
Ministry of Chemicals & Fertilizers
Department of Pharmaceuticals
National Pharmaceutical Pricing Authority

3rd & 5th Floor,
YMCA Cultural Centre Building,
1, Jai Singh Road, New Delhi-110001
Date: 7 .04.2015

Name of Work: Comprehensive AMC of Computers, Printers, Servers, UPS, Router & Switch Pins

GENERAL TERMS AND CONDITIONS:

1. Scope of Work

- 1.1 The scope of work covers comprehensive maintenance of Computers, Printers, Servers, UPS, Router & Switch Pins installed in NPPA at YMCA Cultural Centre Building, 3rd & 5th Floor, 1, Jai Singh Road, New Delhi-110001.
- 1.2 Tenders must be accompanied by Rs. 10,000/- (Rupees Ten Thousand only) as Earnest Money Deposit in the form of Bank Draft only drawn in favour of PAO, Department of Pharmaceuticals, New Delhi. Quotations without Earnest Money Deposit will be summarily rejected. No interest will be paid on Earnest Money Deposit. Earnest Money Deposit of unsuccessful tenders will be returned after finalization of the tender. If the quotation is accepted and firm fails to undertake the contract, EMD will be forfeited.
- 1.3 The quotation must be submitted in the enclosed format.
- 1.4 The scope of work also includes maintenance of software procured by this office and installed in the PCs and Peripherals.
- 1.5 The firm will have to provide service engineer at NPPA from 9:30 hrs to 18:00 hrs and all working days and if required on Saturdays and Sundays and also after 18:00 hrs on working days.
- 1.6 The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. Each equipment has to be cleaned once in a month regularly.
- 1.7 The engineer deployed shall be responsible for preventive and corrective, maintenance of all PCs, peripherals and accessories mentioned under schedule of quantities and also maintenance of softwares. Any lapse in the maintenance of hardwares and softwares by the deployed engineers shall be viewed seriously and the firm shall be penalised for the lapses, as deemed fit.
- 1.8 The firm shall maintain the equipments as per manufacturers guidelines and shall use standard components for replacement. Until and unless written orders of the Director/ Under Secretary (Administration) are conveyed, the original specification/characteristic / features shall not be changed.

1.9 All the complaints received shall be attended immediately by the firm/their engineers as follows:-

- i) Minor faults immediately.
- ii) Major faults within 4 hours by replacement method, with the available spares, after informing the Under Secretary (Administration).
- iii) The firm shall be responsible for taking backup data and programme available in PC, before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users.
- iv) If the equipment is required to be transported to the firm's/ manufacturer service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
- v) The replacement of components, sub assembly and assembly shall as per manufacturers instructions and as per the decisions of Director/ Under Secretary (Administration).
- vi) Maintenance with reference to LAN system installed in NPPA through services. However, actual expenditure shall be reimbursed to the firm for any equipment/ cable/ switch replaced etc. in the LAN system.

1.10 The scope of software maintenance covers

- a) Maintenance of all softwares already installed in the PCs and peripherals and the softwares to be installed at later stages.
- b) Availability of anti virus softwares at site for removal of virus from the PCs and storage disk.
- c) Maintenance of softwares installed in LAN existing in NPPA and removal of network related problems if faced. Maintenance of Internet/ Website related work of NPPA and solving software related problems.

1.11 The systems shall be inspected by the successful tenderer. The firm will not be allowed to charge any extra amount for repair/ replacement, if any after entering Annual Maintenance Contract.

1.12 The firm should take care of any kind of virus etc.

1.13 NPPA shall have the right to terminate the contract with assigning any reason, whatsoever to the firm at anytime, in case not satisfied with the services of the firm.

1.14 On expiry of the contract after one year, the firm will have to hand over the system in perfect working condition to the NPPA, failing which suitable amount will be deducted from the security deposit.

2. Penalty

2.1 If the firm does not attend the complaint within 4 hours from the time of complaint registered to the resident engineer deployed by the firm or the telephone no. (given by the

firm for lodging complaints), work will be got done from some other firm/open market at the cost of approved tenderer and the expenditure incurred on such repairs shall be recovered from the contractor.

- 2.2 If the fault is set right by replacing the defective sub assembly and equipment, the same should be re-installed after servicing within 7 days (if 7th day falls on holiday then next working day). In case of default, penalty shall be levied at the rate of 10% of the value of the AMC charges for the scheduled item per each day.
- 2.3 If the firm fails to send engineer consequently for two days, a penalty shall be imposed on the firm @ Rs. 100/- per day for each day's absence.
- 2.4 Firm will submit a bank guarantee of 1/4th amount of the AMC.

3. Payment

- 3.1 Payment shall be made pro rata on quarterly basis at the end of each quarter.
- 3.2 Penalty shall be deducted from running payments.
- 3.3 Application statutory tax deductions shall be made from the payment made to your firm as per rules.

PARTICULAR TERMS AND CONDITIONS

4. Preventive Terms and Conditions:-

- 4.1 The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least concerned officer and to be enclosed with bill at the time of AMC payment.
- 4.2 Availability of presence of engineers, every working day at NPPA.
- 4.3 The schedule of preventive maintenance shall be as follows:-
 - 1.) Clearing of all equipment using dry vacuum air, brush soft muslin clothes.
 - 2.) Running of test programme to ensure quality print/ date reliability.
 - 3.) Checking of power supply source for proper earthing and safety of equipment.
 - 4.) Ensuring the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - 5.) Scanning of all types of virus and elimination and vaccination of the same.
 - 6.) Running of diagnostic software for system performance.
- 7.) All operational/ administrating interaction shall be made with Under Secretary (Admn.) of NPPA.

Savita
7/4/15
(Savita Dixit)
Section Officer (Admn.)

PROFORMA FOR SUBMITTING THE BID

Sl. No.	Item	Amount Quoted
1.	Quotation for AMC of Computers, Printers, Servers, UPS, Router & Switch Pins as per details given in Page 1 of the tender document (including the services of one service engineer)	
2.	Service Tax	
3.	Total Amount	