

No. D- 19011/03/2016- Admn. (NPPA)  
Government of India  
Ministry of Chemicals & Fertilizers,  
Department of Pharmaceuticals  
National Pharmaceutical Pricing Authority

3<sup>rd</sup> & 5<sup>th</sup> Floor  
YMCA Cultural Centre Building  
1, Jai Singh Road, New Delhi-110001  
Dated: 27.09.2016

NOTICE INVITING TENDER

**Subject: Tender Notice for Comprehensive AMC of Computers, Printers, Servers, UPS, Router & Switch Pins installed in the office of NPPA.**

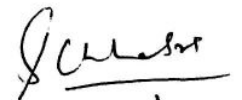
NPPA invites sealed Tenders from the reputed/registered firms for the award of Comprehensive Annual Maintenance Contract (CAMC) of the **Computers, Printers, Servers, UPS, Router & Switch Pins** (as given in the Annexure- III) installed in the office of NPPA at the above mentioned address as per the terms and conditions given in Annexure-I.

2. The tenders should be submitted in two sealed covers:

(A) The first sealed cover should be superscribed "Technical Bid" and should contain:-

- i. The proforma at Annexure- II duly filled in along with all supporting documents mentioned therein.
- ii. Acceptance of terms and conditions of the tender given in Annexure- I.
- iii. An earnest money deposit of Rs. 10,000/- (Rupees Ten Thousand only) in the form of Demand Draft drawn in favour of PAO, Department of Pharmaceuticals payable at New Delhi, must be submitted along with the technical bid, failing which the bid shall not be considered valid. But firms registered with the Ministry of Micro, Small and Medium Enterprises will be exempted from depositing earnest money subject to submission of copy of necessary certificate from MSME.
- iv. All other required documents as stipulated in the terms and conditions (Annexure-I).


(B) The second sealed envelope superscribed 'Financial Bid' should contain only rates in the format given at Annexure-III.

  
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(C) Both the sealed covers should be placed in the main sealed envelope superscribed "Quotation for Comprehensive AMC of Computers, Printers, Servers, UPS, Router & Switch Pins" addressed to the Under Secretary (Admn.), National Pharmaceutical Pricing Authority (NPPA), 5<sup>th</sup> floor of YMCA Cultural Centre Building, 1, Jai Singh Road, New Delhi- 110001.

3. Interested firms may send their sealed quotations as explained above to the Under Secretary (Admn.), National Pharmaceutical Pricing Authority, 5<sup>th</sup> floor, YMCA Cultural Centre Building, 1, Jai Singh Road, New Delhi- 110001, latest by **06:00 PM on 19.10.2016.**

रॉलरु रररुडरु / SANJAY CHHABRA  
अरुः सरुः / Under Secretary  
रररुः अरुः डूरुः नरुःडरुः डूरुःडरुः  
National Pharmaceuticals Pricing Authority  
अरुःडरुः डूरुःडरुः डूरुःडरुः  
रुःसरुः अरुः उरुःरुः डूरुःडरुः  
Ministry of Chemicals & Fertilizers  
डूरुः डूरुः / New Delhi-110001

  
(Sanjay Chhabra) 27/9/16  
Under Secretary (Admn.)  
Tel: 23746643

Copy to:

- (i) US (SRM), Department of Pharmaceuticals, Shastri Bhawan, New Delhi : With the request to upload the same on the e-procurement portal.
- (ii) Consultant (VKT), Department of Pharmaceuticals : With the request to upload the same on the website of the Department of Pharmaceuticals.
- (iii) NIC, NPPA- with the request to upload the NIT on the website of NPPA under "Tender Notices" and "What's New" heads.

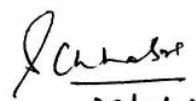
No. D- 19011/03/2016- Admn. (NPPA)  
Government of India  
Ministry of Chemicals & Fertilizers,  
Department of Pharmaceuticals  
National Pharmaceutical Pricing Authority  
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**TERMS & CONDITIONS OF THE TENDER FOR COMPREHENSIVE AMC of Computers, Printers, Servers, UPS, Router & Switch Pins installed in the office of NPPA.**

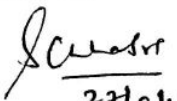
1. This tender is for the award of Comprehensive Annual Maintenance Contract (CAMC) of the AMC of Computers, Printers, Servers, UPS, Router & Switch Pins (hereinafter referred to as 'systems') as mentioned in Annexure-III, installed in the office of NPPA. The scope of work is given in the succeeding paras.

**Scope of Work**

- 1.1 The firm shall be responsible for comprehensive maintenance of all PCs, printers, peripherals and accessories mentioned in Annexure- III, and no additional payment will be made for repair or replacement of any part/ consumable (including keyboard, mouse, RAM) of the systems except printer cartridges, physically damaged parts, parts damaged due to natural calamity, fire, flood/ rain and parts damaged by monkeys. All spare parts and consumables to be supplied/ replaced by the firm should be genuine and of high quality.
- 1.2 In case NPPA is not satisfied with the quality/ performance of the any spare part/ consumable replaced by the firm, it reserves the right to reject the same and the firm will have to again replace the same to the satisfaction of the NPPA otherwise the same shall be procured by NPPA from other sources and the cost of the same shall be recovered from the pending bills/ security of the firm.
- 1.3 However, actual expenditure shall be reimbursed to the firm for any equipment/ cable/ switch etc. replaced in the networking/ LAN only.
- 1.4 The successful firm will have to provide a qualified resident engineer in the office of NPPA from 9:30 hrs. to 18:00 hrs. on all working days. If required, the engineer can be asked to sit after 18:00 hrs. and can be called on Saturdays and Sundays also for which no additional payment will be made. If the engineer remains absent, a penalty of Rs. 300 per day will levied on the firm.

  
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- 1.5 The resident engineer shall be the employee of the firm and it shall be solely responsible for payment of his salary every month keeping in view EPF, ESI rules and the minimum wages fixed by the Government of NCT of Delhi from time to time. There will be no Master & Servant or Employer and Employee relationship between the resident engineer provided by the firm and NPPA. No request for escalation in contract rates will be entertained on account of increase in minimum wages or EPF, ESI rates.
- 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 should to be cleaned once in a month regularly.
- 1.7 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 finalization of Tender.
- 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 The engineer shall maintain a register in which complaints received by him about malfunctioning of computers, peripherals etc., will be noted serial wise. After rectification of the faults, he will take the signature of the end user as token of having attended to the complaints and satisfactory functioning of the machines/ systems.
- 1.10 All the complaints received shall be attended by the firm/its engineer as follows:-
- i) Minor faults immediately.
  - ii) Major faults within 4 hours.
  - iii) Replacement of parts/ consumables with 24 hrs. Besides, the firm will provide sufficient number of keyboard and mouse to the resident engineer as standby so that the same can be provided to NPPA users immediately as and when any problem is reported by them.
  - iv) The firm shall be responsible for taking backup of data and programme available in PC, before attending to the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users. Necessary storage device for taking backup will be arranged by the firm and provided to the engineer.

  
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v) If the equipment/ machine 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 and the same shall be rectified within 3 days of receipt of complaints.

vi) The replacement of components, sub assembly and assembly shall be as per manufacturer's instructions and as per the decisions of Director/ Under Secretary (Administration).

vii) The firm will rectify network and internet related problems, if faced, in the office of NPPA.

viii) The service provider shall provide all assistance in upgradation, if required, of hardware on actual cost basis during the period of AMC.

ix) In case of replacement of CAT- 6 cable pertaining to network connection, laying down charges will not be paid.

#### 1.11 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) The firm shall load/install paid anti-virus (not free anti-virus) for Internet and PC Security (Total Security) in all systems given in Annexure III and update them from time to time during the currency of the contract. No additional payment will be made for the same.

c) Maintenance of software installed in LAN in NPPA and removal of network related problems if faced. Maintenance of Internet/ Website related work of NPPA and solving software related problems.

#### 1.12 The scope of preventive maintenance covers the following

i) 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 in the presence of the concerned officer and satisfactory report in this regard to be enclosed with bill at the time of AMC payment.

ii) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.

iii) Running of test programme to ensure quality print/ date reliability.

iv) Checking of power supply source for proper earthing and safety of equipment.

v) Ensuring the covers, screws, switches etc. are firmly fastened in each equipment.

*J. Choudhary*  
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vi) Scanning of all types of virus in the systems and elimination of the same. For the purpose, the firm shall load/install paid anti-virus (not free anti-virus) for Internet and PC Security (Total Security) in all systems given in Annexure- III and update them from time to time during the currency of the contract. No additional payment will be made for the same.

vii) Running of diagnostic software for system performance.

2. The firm participating in the tender should be in existence for over 5 years in the trade with Annual Maintenance Contract worth more than Rs.20 lakh each year during the last 3 years ending 31.03.2016. The firms must attach supporting document in this regard.

3. The firm also must have expertise and experience in computer networking troubleshooting. The firm should have executed satisfactorily minimum one Annual Maintenance Contract of more than 100 PCs or two AMCs of 50 PCs connected in computer networking under Windows environment in any office of Central/ States Govt. or Central/ State PSUs.

4. The firm should enclose copies of satisfactory performance certificates for similar work orders executed from minimum three offices of Central / State Govt. or Central/ State PSUs. One such order must be related to computer networking as mentioned in Point No. 3 above.

5. The firm should enclose copies of PAN, TIN, VAT, Service Tax number and registration details with ESI and EPF.

6. The firm is also required to submit an undertaking that no relative of the owners/partners of the firm is working in NPPA on a permanent/temporary basis.

7. The firm/agency should neither have been blacklisted by any Government Department/PSU nor should there be any criminal case registered/pending against the firm/agency or its partners/owners. An undertaking in this regard should be submitted by the firm/agency.

8. A Bank Draft as EMD amounting to Rs. 10,000 (Rupees ten thousand only) in favour of "PAO, Department of Pharmaceuticals, New Delhi" must be enclosed with the technical bid, failing which the bid shall not be considered valid. But firms registered with the Ministry of Micro, Small and Medium Enterprises will be exempted from depositing earnest money subject to submission of copy of necessary certificate from MSME.

  
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9. The financial bids of only those firms will be opened whose technical bids are qualified. If all other things in the financial bid are in order, the L1 bidder will be decided keeping in view the all inclusive rates quoted by the firm in the Financial Bid, i.e., Annexure-III.

10. The rate quoted at the time of submission of tender should remain valid for 60 days from the date of tender opening and the rates finalized shall remain in force during the currency of the contract which will normally be for a period of one year. However, it can be extended for a further period if the performance of the firm is found satisfactory during the contract period. It may specifically be noted that no changes/escalations on accepted rates except taxes shall be allowed during currency of the contract. VAT/Sales Tax/other charges, etc. if any should be mentioned specifically separately, failing which no claim will be entertained at a later stage.

11. The contract can be terminated earlier by either party by giving the other party three month's notice in writing. However, NPPA reserves the right to terminate the contract at any time without assigning any reason and without giving any notice. The decision of the NPPA in this regard shall be final and binding on the firm.

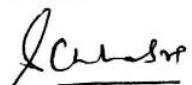
12. The tender should be clearly written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender unless duly countersigned in ink by the firm.

13. The tender is liable to be rejected if complete information is not given therein, or the particulars and details sought therein (if any) asked for in the tender are not filled in/ provided.

14. The systems shall be taken over under CAMC by the selected firm on "as is where basis". No extra payment whatsoever even for any initial repair, if any, will be made to the contractor. Bidders may inspect the systems before quoting.

15. Immediately on award of contract, the contractor would give a report about taking over all systems (giving their configuration & place of installation). It shall be the responsibility for the firm to keep all the systems in satisfactory working condition throughout the contract period and also to handover the system to NPPA in satisfactory working condition on the expiry of the contract. If it is not done, NPPA will have the right to get the systems repaired from other sources and deduct the expenditure on the same from the Performance Security Deposit or pending bills of the firm.

16. In case the successful firm declines the offer of contract, for whatsoever reason(s), its EMD will be forfeited, and the firm may be blacklisted for participating in any future tenders.

  
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17. The tender must be addressed to the Under Secretary (Admn.), National Pharmaceutical Pricing Authority, 5<sup>th</sup> Floor, YMCA Cultural Centre Building, 1, Jai Singh Road, New Delhi-110001 and must reach **by 18:00 hours on 19.10.2016**. Late tenders will not be considered.

18. The tenders will be opened by the Tender Opening Committee in the office of NPPA at **1500 hours on 20.10.2016**. The firms or their representatives may, if they so desire, be present at the time of opening of quotations.

19. NPPA shall in no way be responsible for any default with regard to any statutory obligation and the contractor will indemnify NPPA in case of any damage or liability, which may arise on account of action of the OEM.

20. The Annual Contract shall be operative in seven days after award of the contract.

21. The successful firm would be required to deposit a Performance Security Deposit of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of Bank Guarantee valid for a period of 15 months and pledged in the name of "PAO, Department of Pharmaceuticals, New Delhi" within ten days from the date of awarding the contract. However, in case the services of the firm are not found satisfactory during AMC period the Bank Guarantee will be en-cashed by NPPA.

22. All matters/disputes pertaining to the tender and resultant contract shall be settled by the Chairman, NPPA whose decision shall be final and binding on all parties.

23. The tenderer should enclose a signed copy of the terms and condition stipulated for award of the contract conveying his acceptance of the same.

24. All the tenderers are requested to read and understand the terms and conditions of the tender/contract as detailed out in the foregoing paragraphs before sending their quotations, as no change or violation of the aforesaid terms & conditions are permissible once the quotation is accepted by NPPA.

  
(Sanjay Chhabra) 27/10/16

Under Secretary (Admn.)  
Tel: 23746643

संजय चहब्रा / SANJAY CHHABRA  
अवर सचिव / Under Secretary  
राष्ट्रीय औषधि मूल्य निर्धारण प्राधिकरण  
National Pharmaceuticals Pricing Authority  
औषधि विभाग / Dept. of Pharmaceuticals  
रसायन एवं उर्वरक मंत्रालय  
Ministry of Chemicals & Fertilizers  
110, Delhi, New Delhi-110001



**Technical Bid**

Sl. No.	Particulars	To be filled by the tenderer
1.	Name of the Firm/Agency	
2.	Details of EMD	
	Amount	
	Draft No.	
	Date	
	Issuing Bank	
3.	Whether exemption from submitting EMD is claimed by the firm. If yes, please enclose copy of necessary certificate from Ministry of Micro, Small and Medium Enterprises.	
4.	Date of establishment of the agency/firm. Pl enclose necessary certificate.	
5.	Detailed office address of the Firm/Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person.	
6.	PAN, TIN and VAT Number (copy to be enclosed)	
7.	Delhi Sales Tax registration Number and Service Tax Registration Number (copy to be enclosed)	
8.	Whether the firm is registered with ESI, EPF. If yes, please enclose copies of necessary certificates.	
9.	Whether the firm is blacklisted by any Government Department or any criminal case is registered/ pending against the firm or its owner/ partner anywhere in India. If no, please enclose an undertaking in this regard.	
10.	Whether the firm is in existence for over 5 years in the trade with Annual Maintenance Contracts worth more than Rs. 20 lakh each year during the last 3 years ending 31.03.2016. If yes, please attach supporting document in this regard.	

*[Signature]*  
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11.	Whether the firm has executed satisfactorily minimum one Annual Maintenance Contract of more than 100 PCs or two AMCs of 50 PCs connected in computer networking under Windows environment in any office of Central/ State Govt. or Central/ State PSUs. If yes, please enclose a copy of the performance certificate.	
12.	Whether copies of satisfactory performance certificates for similar work orders executed by the firm from minimum three offices of Central / State Govt. or Central/ State PSUs (as mentioned in Annexure- I) have been enclosed.	
13.	Whether a copy of the terms and conditions (Annexure-I) of the tender document, duly signed, in token of acceptance of the same, is attached.	
14.	Whether the firm has submitted an undertaking that none of the near relatives of the owners/ partners of the firm are working in NPPA on a permanent/ temporary basis.	
15.	Whether agency profile is attached	
16.	List of other clients	

Signature of the authorized person of the firm/agency with date and stamp

*S. Anand*  
27/9/16

**FINANCIAL BID**

Tender for Comprehensive Annual Maintenance Contract (CAMC) of the following **COMPUTER, PRINTER, SERVERS, UPS & ROUTER & SWITCH PINS** in the office of NPPA. Please read the terms and conditions given in the Notice Inviting Tender carefully before submitting the quotation .

Sl. No.	Description	Quantity	Quotation (in Rs.)
1.	HCL PIV Computer	20	
2.	HCL i5 Computer	10	
3.	HCL i5 Computer	9	
4.	HCL i7 Computer	12	
5.	HCL PIV Computer	4	
6.	HCL Laserjet Printer (Model No. 1606 dn)	10	
7.	HCL Laserjet Printer (Model No. 2015)	9	
8.	HCL Laserjet Printer (Model No. 3390)	5	
9.	HCL Laserjet Printer (Model No. 1020)	4	
10.	HCL Laserjet Printer (Model No. 5200 dn)	2	
11.	HCL Laserjet Printer (Model No. 1108)	4	
12.	HCL Deskjet Printer (Model No. 4625)	1	
13.	HCL (Server)	3	
14.	UPS 3 KV	2	
15.	UPS 650 VA	20	
16.	Switch (14 Pin)	5	
17.	ROUTER	1	
18.	Taxes, if any		
19.	Any other charge, if any		
	<b>TOTAL</b>		

*[Handwritten Signature]*  
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Signature of the authorized person of the firm/ agency with date and stamp