



राष्ट्रीय होमियोपैथी संस्थान

**NATIONAL INSTITUTE OF HOMOEOPATHY**

,आयुश मंत्रालय, भारत सरकार के अन्तर्गत एक स्वायत्त संस्था

(An autonomous organization under the Ministry of AYUSH, Govt. of India)

ब्लॉक-जी, ई.सेक्टर-III, साल्ट लेक  
कोलकाता-700106

Block-GE, Sector-III,

Salt Lake, Kolkata- 700106

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Email: [admin@nih.nic.in](mailto:admin@nih.nic.in)

Website: [www.nih.nic.in](http://www.nih.nic.in)

**Date: 16/08/2017**

## **NOTICE**

### **Submission of Sealed Quotation for AMC/CMC of Computer, Laptop Peripherals and LAN/server**

Firms engaged in providing for maintenance of desktop computer, laptop peripheral with LAN Server in Government organization are invited to participate at this Institute by submitting the tender in a sealed cover latest by 04.09.2017 within 17:00hrs. for annual maintenance contract, **duly super-scribing the envelope with Quotation for, Quotation No. and date of opening.** Quotation will be opened on next working day. Quotation received after last date of submission will neither be entertained nor be returned. Further for the survey of the location, inspection of repairable items and for any other query, may visit this office on any working day (Monday to Friday) between 10:00 hrs. to 17:00 hrs.

- a) *For Detail Terms & condition may seen below.*
- b) *Payment will be made after satisfactory completion of work and final report of inspecting authority of this Institute by **cheque only in favour of name of the firm.***

Sd/-  
Director I/c

**F. No 11-001/NIH/LIB/MAINT/SERVER/LAN/2014**  
**National Institute of Homoeopathy**  
**An Autonomous Institution under M/o AYUSH**  
**(Government of India)**  
**Block-GE , Sector -III, Salt Lake, Kolkata: 700 106**

Dated: .08.17

**TENDER NOTICE**

**Subject: Limited Tender for Annual Maintenance Contract of Computer/  
Laptop/ Printer / LAN Server/etc.**

Sealed quotations are invited for the Comprehensive and Non-comprehensive Annual Maintenance Contract for computer/Laptop/printer/Server/ etc. installed in the National Institute of Homoeopathy, GE Block, Sector- III, Kolkata, 700106.

Items	Quantity for Non Comprehensive Maintenance		Quantity for Comprehensive Maintenance
Computers	Desktop	38	06
	Laptop	6	
Printers	28		-
LAN & Server	01	Window Based	-
One Technical Manpower			

The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) and non-comprehensive nature as per items listed above. The interested agencies will submit both the rates for comprehensive and also for non- comprehensive (As per Annexure B) on or before **04.09.17 by 5:00 PM.**

**Scope of Work :**

- a) Upkeep and maintenance of the hardware installed.
- b) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- c) Repair to be carried out at the location of the equipment.
- d) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- e) Support for users and troubleshooting of software and removal of virus and re-installation of software, if corrupted. (Anti Virus Software will be provided by office.)

f) Any other maintenance work to be undertaken related to the computer/peripherals.

2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-A) and Financial Bid (Annexure-B) for comprehensive and non-comprehensive separately.

3. The Technical and financial terms and conditions of AMC shall be as follows:

- (i) The firm/company should be in existence for over 3 years in the trade as on 31.3.2017.
- (ii) The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Kolkata. Necessary papers must accompany the technical bid. The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
- (iii) The firm/company also must have expertise and experience in LAN troubleshooting.
- (iv) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty. (for comprehensive rate contract)
- (v) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Competent Authority, National Institute of Homoeopathy are conveyed, the original specification/characteristics/features shall not be changed.
- (vi) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.

4. The other terms and conditions for awarding the AMC shall be as under:

- (i) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the NIH, based on the performance of the service provider.
- (ii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner will be carried out on quarterly basis.
- (iii) The engineers would be equipped with Mobile phone to ensure his availability. An amount of Rs.250/- per day charges will be deducted from

AMC payable if any of the engineers remains absent/leave without providing substitute. The Company must enclose a list of engineers employed by them with their qualifications.

- (iv) The service engineers would take up any reported fault within two hours. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
  - (v) The firm must carry out repairs within 24 hours, to the satisfaction of the user. A call sheet duly signed by user and should be submitted to the LAN system (I/c) after successfully attending the call.
  - (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in NIH and help in upgrading the Software's/Virus Detection mechanism.
  - (vii) All bidders should have to submit Earnest Money Deposit @ 10% of the total quoted amount in Demand Draft drawn in favour of **Director, NIH**, along with the tender document. Quotation will be not accepted without the EMD.
  - (viii) The successful tenderer shall submit a performance guarantee as determined by the Department while awarding the contract for the fulfillment of performance of the terms and condition of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.
  - (ix) The act of backing out would be automatically debar the firm from any further dealing with NIH, Kolkata and performance guarantee amount would also be forfeited.
  - (x) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
  - (xi) Along with quotation firm will submit certificate stating that all items to be under Comprehensive /Non- Comprehensive Maintenance Contract, have been inspected and able to provide CMC/AMC and repair as and when would be required.
5. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of computers, laptops/printers, server etc and related accessories" addressed to

Director, National Institute of Homoeopathy, Kolkata latest by **5.00 PM on 04.09.17.**

- 6.** Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. NIH reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
- 7.** The rates quoted should be inclusive of all taxes and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment and LAN taken together.
- 8.** The tender is not transferable.
- 9.** NIH reserves the right to accept or reject any or all tenders without assigning any reasons.
- 10.** The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be either on comprehensive basis or non-comprehensive basis (that will be decided by the authority after obtaining rates).

**(Prof (Dr.). Abhijit Chattopadhyay)**  
**Director I/c**

**TECHNICAL BID****ANNEXURE-A**

1	Name of firm		
2	Address of Firm		
3	Registration No.		
4	Name of the authorized signatory		
5	Specimen Signature of the Authrized signatory.		
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.		
8	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2014-15 on wards	Year	
		2014-15	
		2015-16	
		2016-17	
10	Whether proof/copies of work order on items at S.No. 8 enclosed (Yes/No)		
11	List of copies of documents enclosed.		

**FINANCIAL BID****ANNEXURE-B**

1	Name of firm	
2	Address firm	
3	Name of authorized Signatory	
4	Specimen Signature of the Authorized signatory	
5	Telephone Number of the authorized signatory and other Telephone Numbers of the firm	

**COMPUTERS, LAPTOPS/PRINTERS, SERVER**

<b>Sl. No.</b>	<b>ITEMS</b>	<b>Number of Units</b>		<b>Charges per unit (Non-comprehensive)</b>	<b>Total price</b>	<b>Charges per unit (Comprehensive)</b>	<b>Total Price</b>
<b>COMPUTERS</b>							
1	HP/HCL/DEL	Non- Com 38	Com 06				
2	Laptop	06					
<b>PRINTERS</b>							
3	LASER, Desk JET/Scan Jet etc	28					
<b>Server</b>							
4	Window Based	01					
<b>Manpower (Technical)</b>		01					