

No.F.3 (5- 156) FWPM/SHFWS/2005/S-I  
Office of the Mission Director  
National Health Mission.  
State Health & Family Welfare Society  
Palace Compound,  
Tripura, Agartala-799001

Dated:- Agartala, the 11/10/ 2018

NOTICE INVITING TENDER (NIT) FOR AMC OF COMPUTER, PRINTER, UPS, LCD  
PROJECTOR, SCANNER AND FAX MACHINE ETC.

Tender in sealed covers are hereby invited on behalf of the State Health & Family Welfare Society (SHFWS), Tripura under National Health Mission, Tripura from the resourceful, experienced, reliable Service providers/firm/agency **for Comprehensive Annual Maintenance Contract (CAMC)** for Desktop PCs, Printers, Scanner, Projector, Fax Machine etc. The details of the tender may be had from the O/o the Mission Director, National Health Mission, Palace Compound (2nd floor), Agartala, Tripura.or downloaded from the NHM, Tripura **website tripuranrhm.gov.in**. The last date of receipt of the tender is upto **4.00 P.M on 13/11/18.**

Mission Director, NHM  
Government of Tripura

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Tender in sealed covers are hereby invited on behalf of the State Health & Family Welfare Society(SHFWS) under National Health Mission, Tripura from the resourceful, experienced, reliable Service providers/firm/agency **for Comprehensive Annual Maintenance Contract** for Desktop PCs, Printers, Scanner, Projector, FAX Machine etc for minimum one year as per terms and conditions mentioned below.

The last date of receipt of the tender is upto 04.00 P.M on **13/11/18** .The tenders are likely to be opened on **16/11/2018 at 03:00 PM, if possible**. The details of the tender may be had from the O/o the Mission Director, National Health Mission, Palace Compound (2nd floor), Agartala, Tripura.

**Terms & Conditions**

1. The interested bidders shall submit the bids in 2 parts, namely **“Technical Bid”** and **“Financial Bid”**. The two bids should be put in two separate sealed envelopes, indicating on the cover as to which one is the technical bid and which one is the financial bid. The two envelopes shall, thereafter, be placed inside a large sealed cover and the same may be submitted. The “Technical Bid” shall contain all details regarding the tender offered by the bidder, compliance of terms and conditions, submission of documents etc. In other words, everything except the rate offered. The “Financial Bid” shall contain only the rate offered by the bidder. While processing the bids, the technical bids will be opened first and eligible bidders meeting requirement will be short listed. Thereafter, financial bids of only shortlisted bidders will be opened for consideration.
2. The scope of work will cover all machines of SH&FW Society, Palace Compound, Tripura as Comprehensive Annual Maintenance Contract (CAMC) will cover all type of damage of any part of the machine / system including damage due to over voltage, short circuiting etc. in a comprehensive manner. The CAMC will cover regular preventive as well as corrective services in respect of both hardware as well as software.
3. Periodical preventive maintenance will be made once in a month by the firm covering the operation system and application software / troubleshooting, including other third party software drivers for peripheral devices. The replacement of equipment/parts, if required, must be replaced with new equivalent or higher one.
3. The maintenance work shall normally be done during working hours, however, in case of emergency maintenance may be done beyond office hours. In such case, prior arrangement through proper communication should be worked out by the servicing agencies. The agency must be having Service Centres in Agartala.

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5) The service provider shall send his personnel and undertake required repair within a period not exceeding 24 hours of reporting, which may be done either by phone, by fax, e-mail or letter excluding Sundays and other holidays as notified by SH&FW Society, Tripura. Failure of which will be strictly be followed as per the Response Time given below:-

Response Time	Period	Penalty
	Above 24 Hours & below 48 Hours	Warning but no penalty
	Above 48 Hours & below 96 Hours	A penalty of 2% of the contract amount per system
	Above 96 Hours	A penalty of 5% of the contract amount per system

6) The firm shall have to deploy adequate number of qualified and certified competent technical for undertaking the repair with the specified time.

7) It shall be the liability of the service provider to carry out maintenance on site. Any machines required to be taken out of the campus should be done only with written permission. No transportation cost regarding any maintenance purpose will be borne by SH&FW Society, Tripura.

8) Mission Director, NHM, Tripura shall have the right to add and exclude machines in the CAMC, at the start of each quarter, under intimation to the service provider.

9) The AMC will remain valid for a period of 01 (one) year, which may be extended if the service rendered is satisfactory and is mutually acceptable.

10) A pre-bid meeting will be held on 12:00 Noon of 01/11/2018 at the chamber of Member Secretary, SH&FWS O/o the Mission Director (NHM), Palace Compound, Agartala.

11) Payment of said CAMC will be made on quarterly basis (25% of CAMC value) based on the satisfactory completion of the work based on submission of bill (in triplicate) along with documents giving details of Preventive Maintenance Reports / Service Call Reports,( along with call slips) duly signed by the authorized officials of State Health & F.W. Society, Tripura.

12) The intending firm shall have to deposit an Earnest Money Deposit (EMD) of Rs.15,000/-(Rupees fifteen thousand only) in the form of Demand Draft in the name of the State Health & Family Welfare Society, Tripura. In respect of successful bidder this amount shall be kept as the interest free security deposit and returned on completion of the contract. For the unsuccessful bidder this amount shall be refunded.

13) In the event of the service provider failing to comply with the terms and conditions, the security deposit will be forfeited in part or full and contract will be cancelled and any further action may be taken as deemed necessary as per law.

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14) The quotation may be dropped at the office of the undersigned by **4:00 P.M. of 13/11/18** or sent by registered post / speed post / courier service so as to reach us by the same date and time. Bidders are requested to provide detailed address with Pin Code and Mobile number for communication. **“Comprehensive Annual Maintenance Contract for Computers etc”** shall be indicated in bold letter on the top of the envelop. The tenders may be opened on 16/11/18 at 03:00 P.M, if possible. Interested party may remain present during opening of the tender. Tenders received after the scheduled time will be summarily rejected.

15) The date of opening of the quotations/tenders may, however, be changed if required at the discretion of the Authority with intimation to the tenderer.

16) The Mission Director, NHM, Tripura reserves the right to accept or reject any quotation including the lowest one without assigning any reason thereof.

17) The rate should be typed and quoted both in figure and word clearly in Indian currency. The unit cost of each rate should be mentioned separately and clearly in the financial bid (In the Format). No overwriting shall be entertained in any circumstances.

18) Income Tax/Service Tax/Other Tax shall be deducted from the bill as per guidelines of the Government, if applicable.

19) Details of the Computers and its peripherals and other machines:

Sl.	Name of the Items	Qty	Make/Specifications
01.	Desktop Computer with all accessories.	42	HCL – 5 nos /HP- 14 nos/Dell-04/ Acer-07 Chirag- 8 nos / Lenovo – 4 no
02.	Laptop	18	HCL- 01 nos / HP – 11 no/ Lenovo-04/ Acer – 01 no / Chirag – 01 nos
03.	Mono Laser Printer. (except toner cartridge)	29	HP Laser Jet
		03	Lexmark
		08	Canon LBP
04.	UPS 600 VA (except battery)	42	Microtek-05/ APC- 08/Iball-03/ HCL- 03/Acer-03/3PE- 04/Cyber power-02/Tuff- 01/ Luminious-03/ Numeric-03 nos/ Sukam- 02 /ITon- 02/HP-03
05.	Printer all in one	04	Canon-03 HP-01
05.	LCD Projector	02	Epson 1915 (01) HCL – LP 600 (01)
06.	HP Colour Laser printer (except toner cartridge)	01	HP CP 5225 DN
07.	Document Scanner	03	Canon-02 Epson-01
08.	FAX machine	01	Panasonic PX- FP 701

20) **The successful bidder will have to enter into an agreement for Comprehensive Annual Maintenance Contract** of Desktop PCs, Printers, Scanner, Projector, FAX Machine etc **with Mission Director, NHM, Tripura before start the work.**

20) **All the items will be considered together for acceptance, the interested bidder has to quote for all the items.**

21) The following self certificate/self attested documents should be submitted along with the technical bid of the Quotations. All the papers submitted with the tender are to be self certified/self attested.

- i) Up to date GST Registration Certificate and last return of GST.
- ii) PAN Card.
- iii) Fresh deposit at call (D/Call) / Demand Draft drawn from any scheduled Commercial Bank for an amount of Rs.15,000/- (Rupees Fifteen Thousand ) only in favour of **State Health & Family Welfare Society, Tripura** is to be deposited along with the tender as earnest money.
- iv) Copy of Valid Trade license with renewal certificate thereof.
- v) A copy of the constitution/ registration of the firm/ tenderer.
- vi) Performance report of the firm/contractor should have minimum three years of similar work experience in handling Government contracts of computer maintenance of the similar nature.
- vii) An undertaking for acceptance of terms & condition of the NIT as per Annexure- I.
- viii) The list documents submitted should be given in a separate sheet as per Annexure – II.
- ix) The rate should be quoted by the bidder as per Annexure-III.

22) If any, additional charges will not be borne by the State Health & F. W. Society, Tripura.

*N.B:- 1. The Service Provider/firm/Supplier/Contractor may physically verify the Hardware as mentioned above before the submission of the tender, if desired by the bidders after taking necessary permission from the Authority.*

*2. The bidders may verify / check all the equipment during 03.00 P.M to 05.00 P.M between 12 / 10/ 18 to 31/ 10/ 18 on all working days.*

Mission Director, NHM  
Government of Tripura

**Undertaking / DECLARATION to be submitted by the Tenderer on Letter Head.**

Quotation/Tender No.F.3 (5- 156) FWPM/SHFWS/2005/S-I Dated: 11/10/18

Sir,

I / We, Shri/Smt. ...., on behalf of M/s. .... having registered office at....., certify that all information provided is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time, our application is liable to be rejected.

I / We undertake to provide committed & efficient maintenance services for the period of contract and also ensure availability of spares for a minimum period of two years

I/We have gone through the terms and conditions mentioned in the quotations and undertake to unconditionally comply with the same.

I/We agree to the conditions of the tender under which the EARNEST MONEY DEPOSIT and SECURITY DEPOSIT shall be forfeited by authority.

I/We hereby undertake to pay the penalty as per the terms and conditions of the contract for delayed supply of the ordered items.

The tender inviting authority has the right to accept or reject any or all the tenders without assigning any reason.

I/We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.

Signature of the Proprietor

Date:

Place:

Name & Address of the firm.

Seal of the Company

**List of documents submitted should be given in a separate sheet**

Sl	<u>List of documents</u>	<u>Page no</u>
01	Up to date GST Registration Certificate and last return of GST.	
02	PAN Card.	
03	EMD in the shape of Demand Draft drawn from any scheduled Commercial Bank for an amount of Rs.15,000/- (Rupees Fifteen Thousand ) only in favour of <b>State Health &amp; Family Welfare Society, Tripura</b> is to be deposited along with the tender as earnest money.	
04	Copy of Valid Trade license with renewal certificate thereof.	
05	A copy of the constitution of the firm/ tenderer.	
06.	Performance Report of the firm for three years.	
07	Annexure-I	

\* Attach separate sheets if the space is found insufficient in respect of these items.

SIGNATURE of Proprietor :  
.....

NAME & DESIGNATION :  
.....

DATE :  
.....

NAME & ADDRESS OF THE FIRM:  
.....

**ANNEXURE III**

**FORMAT OF QUOTATION FOR EQUIPMENTS TO BE COVERED UNDER CAMC. (Submitted  
In Financial Bid)**

Sl.no	Name of the items	Quantity of Item (nos)	Comprehensive AMC RATE PER UNIT PER YEAR in Rs. (Basic rate)	Total cost (Rs)

The above rates/prices are exclusive of all taxes. All taxes will be charged extra as applicable as per Govt. norms. We confirm that the prices quoted above will be valid for a minimum period of one year from the date of agreement.

**Date:**

**Signature of the Proprietor**



