

**ICMR - NATIONAL INSTITUTE OF CANCER PREVENTION AND RESEARCH
PLOT NO. I-7 SECTOR-39 NOIDA – 201301**

NICPR/Store/AMC-Comp/2018-19

Dated: 21st Feb, 2018

REQUEST FOR PROPOSAL (RFP)

ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND PERIPHERALS

Dear Sir,

1. The Director National Institute of Cancer Prevention And Research, I-7, Sec-39, Noida-201301, invites Sealed Tenders for **(as per Schedule of Requirement enclosed at Annexure-I)**. The bidders may go through the Terms and Conditions carefully. In case any bidder fails to follow any or more of these conditions, the offer shall be summarily rejected. **The Terms & Conditions of the AMC are attached at Annexure-II.**
2. Tentative Nos. of Computers & Peripherals for the job purpose to be covered during 2018-19 are as follows **for the purpose of indication of work load factor only :-**

| No. of Computer & Peripherals for AMC | | | | |
|---------------------------------------|--------|----------|---------------------------------|-----------------------------|
| Desktop ACER & HP | Laptop | Scanners | Multifunction Laser Printers | UPS (0.5 KVA to 1.5 KVA) |
| 37 (approx.) | 05 | 03 | 30 | 48 |

3. The quantities indicated are probable and subject to change without any further notice/reason. Notwithstanding the estimate of probable numbers, The Director National Institute of Cancer Prevention And Research, reserves the right to reject any or all the tenders without assigning any reason.
4. The Bids (as per Annexure-1) should be made/sealed in an Envelope which should be clearly marked as **“Tender for “AMC-Computers” & “Date of Opening”**.
5. **Last Date of Submission** – Last date of Receipt of Sealed Tender Documents at NICPR, Noida is **16.03.2018** by **4.00P.M.** by Post or by Hand (at NICPR Reception). Tenders by E-mail/Fax will not be accepted. “Late Tenders”, for any reason whatsoever, will not be entertained/ taken into account, without assigning any reason thereof.

6. **Date & Time of Opening** – Technical Bids will be opened by the Purchase Committee on **20.03.2018** at **03.00P.M.**, at 2nd Floor, Board Room. The Tenderers or their authorize representative are requested to be present during opening of Bids. Price Bids of only those Tenderers whose Technical Bids are found suitable subsequently by the Technical Screening Committee of NICPR, Noida, will be opened later on. Date and Time of the same will be intimated to the applicable Tenderers in advance by E-mail/or Post, so as to enable them to be present at the Time of opening of their Price Bids.
7. Each tender must contain the Total value not only in figures **but also in words**. In case of any Clerical/Typing error, price quoted in **WORDS** will only be considered for assessing the L-1 Bidder and subsequent process, and no representation/claim, if any, in this regard will be entertained by the Director, NICPR.
8. **Calculation of L-1** For calculation of lowest Tenderer / Value (L-1), amount/rate (excluding taxes) quoted as per Annexure-1 (Schedule of Requirement) for **“One no. of job”** for each of 10 types of jobs indicated there-in, will be taken into account and total value worked out accordingly. Lowest rate/value so worked out in the aforesaid manner, will be taken/considered as L-1.
9. **Criteria For Evaluation of Technical Bids** Following need to be attached/confirmed/indicated in the Technical Bid, **alongwith a Compliance Statement for the same on** Vendor’s letter Head :-
 - (a) **Experience Certificate** – The Vendor/Tenderer needs to have had experience of having carried out similar repair/servicing/maintenance work/job during the past Three Years, with at least Three or more Institutes/Organizations/Offices etc., covering 25 or more Computers. Name & Address of such Institutes/Organizations etc with at least 12 job order References, need to be attached with his Tender, failing which, the Tender will be rejected.
 - (b) One experienced technicians/person, self sufficient to undertake required jobs at Site (NICPR, Noida), is to be dedicated to NICPR, Noida. Successful vendor/ awardee of AMC, will need to provide full details of such dedicated person to NICPR, Noida at the start of AMC.
 - (c) Written undertaking from the vendor that repair/servicing/AMC job involved, other than where procurement Order from NICPR, Noida is involved, will be completed by the vendor within one to two working days, after information of such job by NICPR, Noida. Non-Completion within this time frame may invite levy of L.D. by NICPR, Noida.
 - (d) EMD as per Annexure – II Para -6.
 - (e) Copies of Income Tax Clearance Certificates/ I.T Rs. /For A.Y: 2016-17 & 2017-18.

10. **Validity of AMC** The Annual Maintenance Contract so concluded, will be valid for a period of one year from the date of issue of acceptance of AMC letter by NICPR, Noida. The said contract may be further extended for additional two years (Total contract period Three years), One year at a time, on the same Terms & Conditions by mutual consent of both the parties.
11. **Annexure-II** is to be **Returned**, duly signed & stamped, with your offer, to indicate as having read, understood and agreed with the same.

Stores-In-Charge

- Encl:** (a) Schedule of Requirement at Annexure-I.
- (b) Terms and Conditions at Annexure-II.

AMC FOR COMPUTERS, PRINTERS ETC : 2018-19

SCHEDULE OF REQUIREMENT

(To be submitted by the Vendor on its own Letter Head)

| Sl. No. | <u>TENTATIVE NATURE OF JOB</u> (LABOUR / SERVICE CHARGES excluding spare parts, for) | <u>RATE</u> (EXCLUDING TAXES) |
|----------------|---|--|
| 1. | Repair/Replacement of Mother Board (Computer/Laptop) | |
| 2. | Repair/Replacement of Hard Disk (Computer/Laptop) | |
| 3. | Other Misc. repairs of Computer/Laptop | |
| 4. | Repair/Serviceing of Printers, Monitor, SMPS, RAM etc. | |
| 5. | Formatting & re-loading of Operating System | |
| 6. | Repair of UPS Cards | |
| 7. | Replacement charges of UPS Batteries | |
| 8. | Laying of internet-cable (Labour charges per Metre) | |
| 9. | Laying of Conduit pipes for above (Labour charges per Metre) | |
| 10. | Fitment of Internet Switches | |

Date :

Place :

Signature with Stamp
Vendor

Note :-

1. Rates/Charges are to be quoted for work **at Site, NICPR, Noida.**
2. Rates are to be exclusive of spare parts required, if any.
3. Job is to be undertaken within one to two working days, after telephonic intimation by NICPR, Noida (Store Section), excluding spares procurement Order time taken by NICPR, Noida
4. Quotation / Rates is/are to be valid for atleast 120 days from the date of Tender Opening.

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ICMR - NATIONAL INSTITUTE OF CANCER PREVENTION AND RESEARCH

TENDER NO.: ICPO/STORE/AMC-COMPUTERS/2018-19

**TERMS & CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT OF
COMPUTERS & PERIPHERALS**

1. The rates should quoted job wise for each type of job as per Annexure-I, valid for one year.
2. AMC is to be **non-Comprehensive (i.e. excluding Cost of Replacement Spares)**. It is for job work only on as required basis.
3. Safe Custody & Security of any Computer/Peripherals or its part, taken outside the premises of the NICPR for repair/jobs at workshop/Vendor's place, will be the sole responsibility of the Vendor who will replace the item/component, in its existing condition when taken outside the NICPR, in case of any Loss or Damage to the same, within Two working Days from the date of Loss/Damage/intimation from NICPR.
4. One qualified and experienced Technician should be assigned by the successful Tenderer for the entire Contract period as a "Single Point of Contact" by the NICPR. His Name, Address & Mobile No. are to be specifically indicated. Any change in this regard, is to be communicated to the Director, NICPR, Noida in writing, at least One week in advance.
5. The acceptance of the quotation will rest with the Director, NICPR, Noida who does not bind himself to accept the lowest quotation and reserves the right to reject, or partially accept any or all the quotations received without assigning any reasons.
6. **Earnest Money:** The Tenderers are to **submit Earnest Money** of Rs. 5,000/- only through Account Payee Bank Draft, valid for at least 90 Days, in favour of Director NICPR, Noida, payable at Noida. The earnest money of the unsuccessful bidders will be returned. However, the earnest money will be released to successful bidder without any interest after submission of Security Deposit (SD) for the contracting period.
7. Copies of Income tax and sales tax clearance certificate must be attached with the bid.
8. **Payment:** Payment will be made by crossed Cheque or by direct transfer to your Bank Account after submitting satisfactory Service Report and Invoice. For this purpose, Full Bank Account Details, including IFS Code & MICR No. will need to be provided by the successful Tenderer.
9. Income tax/GST may be deducted as applicable, at the time of making payment.
10. **Security Deposit:** The successful Tenderer will need to submit a Security Deposit (SD) for Rs. 10,000/- in the form of Bank Guarantee from a Nationalized Bank, valid till One month beyond the Contract Period, within Ten Days of intimation of acceptance of its Tender. The SD will be released after successful completion of the AMC for the specified period.

11. **Liquidated Damages (LD)** – LD @ 0.5% of the Total Purchase order Value, per week will be levied on the vendor for delay in completion of job as per Para 9(c) of Annexure-I, at Noida, subject to maximum LD of 2.5%, beyond which the Job Order may be cancelled in Toto without any financial liability on the Part of NICPR, Noida. The LD so levied will be recovered from the Final Bill/Proforma Invoice of the vendor. For calculation of the LD, any fraction of the week (i.e. less than Seven Days) will be considered as a week. However, Director, NICPR, Noida reserves the right to waive-off full or a part of the LD so levied, on application by the vendor giving full reasons for delay, and acceptance of such reasons for delay by the Director, NICPR, Noida.

12. **Jurisdiction**

Any dispute arising out of the contract shall be referred to Sole Arbitrator, appointed by Director NICPR, Noida/ICMR HQ, New Delhi and the award of the Arbitrator shall be final and binding on both the parties, or, for legal recourse the Courts at Noida/New Delhi will only have jurisdiction over it.

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