



**Govt. of Bihar**  
**Deptt. Of Health & Family Welfare**  
**State Health Society, Bihar**  
**Pariwar Kalyan Bhawan, Sheikhpura, Patna-14**



**Tender Bid for Comprehensive Annual Maintenance Contract for Computers and Printers**

Sealed bids are invited from the company authorised service centre/reputed registered company/firm for the Comprehensive Annual Maintenance Contract (CAMC) for around 80 PCs/Laptop with its peripherals including UPS and Printers of various make viz- Dell/HP/HCL/Lenovo etc., installed at State Health Society Bihar. Interested agencies should quote their rates typed (Hand written quotation not allowed) in the format. Bids received in any other format will not be considered. The offer should be duly super-scribed with "Bid for Comprehensive Annual Maintenance Contract (CAMC) for computers and printers".

Details of the tender can be obtained from our website ([www.statehealthsocietybihar.org](http://www.statehealthsocietybihar.org)).

**2. Two Bid System :-** It is two bid system only the technical bids would be opened on the time and date mentioned in the NIT. Financial bids of only those firm will be opened whose technical bids are found eligible/compliant after technical evaluation is done by the committee constituted for this purpose.

**3. Technical Details & Eligibility Criteria (Envelop 'A') :**

Tenders in one large envelope marked as "**Bid for CAMC for computers and printers**" containing two separate sealed envelopes.

- 1) Envelope 'A' marked with "Technical Bid for CAMC for Laptops, Computers and Printers"
  - 2) Envelope 'B' marked with "Financial Bid for CAMC for Laptops, Computers and Printers"
- i. The firm should be registered with the Sales/Trade tax/Service Tax department. Registration must be attached with their technical bid.
  - ii. Copies of PAN Number/TAN number/Sales Tax Number along with registration certificate must be attached.
  - iii. Annual turnover of the company/firm should be minimum Rs. **50 Lakhs (fifty lakhs)** in each of the last three consecutive Financial Year 2011-12, 2012-13 and 2013-14  
 Last three financial years Audited Annual Report showing details of their annual turnover should be submitted. **Auditor / C.A. Certificate of turn over will not be accepted.**
  - iv. Income tax return for three assessment year 2012-13, 2013-14 and 2014-15
  - v. The firm should have at least two years experience in maintenance of and Computers/UPS/Printers and Servers with Govt. Departments/organization and CPSU. A list of clients where computers, Printers, UPS and Services etc. are being maintained must be enclosed along with work award contract.
  - vi. Firm must provide customer satisfaction letter from at least two customers from Govt. Department while submitting the technical bids.
  - vii. Firm must have sufficient numbers of qualified and experienced engineers/technicians and a list of those engineers must be enclosed with technical bids. The engineers must have knowledge and experience of latest versions software along with their maintenance.
  - viii. Establishment of the firm must be more that 03 years old.
  - ix. The firm should have office in Patna.
  - x. The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.

- xi** The EMD must be enclosed along with technical bid only. Bidders will be required to deposit a demand draft of Rs. 20,000 (Twenty Thousand only) as EMD favouring Executive Director, State Health Society, Bihar.
- xii.** Bidder shall submit an affidavit sworn before First Class Magistrate/Notary stating that “the company has not been blacklisted by the Central Government/Government of Bihar and/or by SHSB, and further no complaint/vigilance inquiry against them in any Govt./Department/PSU.
- xiii** Basic Information of the Agency (Annexure I) duly signed by authorised signatory of the Bidder on each page.

#### **4. Scope of work**

- i.** The scope of work also includes maintenance of software procured by and installed in the computers and peripherals.
- ii.** The scope of work covers provision of staff in the State Health Society Bihar from 0930 to 1800 hrs on all working days and if required. Minimum one qualified service engineers/technicians in computer/electronics/telecommunication engineering with and experience of not less than 3 years in computer hardware as well as software maintenance will be at the disposal of the SHSB.
- iii.** The Bidder/firm shall also be responsible for deployment of necessary staff for cleaning of all hardware’s using suitable cleaning material and equipment. Each equipment has to be cleaned once in two months regularly. A register shall be maintained showing cleaning of each equipment.
- iv.** The engineers deployed shall be responsible for preventive maintenance with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of software’s. Quarterly report on this shall be produced to respective Officer of SHSB failing which appropriate penalty by way of fine would be imposed.
- v.** The Bidder/Firm shall maintain the equipments as per manufacture’s guidelines and shall use standard and genuine components for replacement.
- vi.** The Bidder/Firm must provide necessary support for maintaining VIRUS free computer environment in the Offices of SHSB.
- vii.** The necessary support of maintaining VIRUS computer environment in SHSB and help in upgrading the software’s Virus Detection mechanism would be provided by the firm/Bidder.
- viii.** The firm/Bidder must be specialized in LAN troubleshooting.
- ix.** Any reported fault would be taken up by the service engineers/technicians within one hour. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same. Also stand-by inventory of computer, Laser Printer and UPS should be kept in the SHSB as and when required basis.
- x.** A logbook shall be maintained in which the resident engineers shall record all the complaints made. All the complaints received shall be attended by them in following manner :-
  - a.** Minor faults immediately.
  - b.** Major faults within 4 hours by replacement method, with the available spares, if instructed by Officers of SHSB.
  - c.** Major faults within 48 hrs, except for the Laser Printers which are to be got serviced from authorized service centers of manufactures.
  - d.** The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.

**5. The scope of software maintenance covers:-**

- a. Maintained of all software already installs in the personal computers and peripheral and the software to be installed at later stage.
- b. Providing basic training on the use of PC to user, if required.

**6. General Terms & Conditions:**

1. Rate for CAMC should be quoted in the financial bid as per format.
2. Rate should be inclusive of all types of taxes with labour/parts transportation charges etc.
3. Each page of the quotation document must be signed with proper seal of the Bidder.
4. Financial Bids of only those tenderers, who qualify in the technical bid, will be opened.
5. 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 once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.
6. Every month agency will be required to provide certificate regarding successful running of all the systems duly certified by the personnel where it is installed.
7. Any defect in the system is to be rectified within 24 hours of complain lodged by Ic HK (except for some difficult technical problem- for which maximum time limit will be 72 hours). Govt. holiday will not be considered in calculation of response time.
8. If the problem is not rectified within the stipulated time frame, penalty @ Rs 100/- per day for each machine will be charged for the delay period, subject to a maximum limit of CAMC value of each system.
9. Payment of CAMC will be done in four quarter on post service basis on submission of bill. (TDS deduction as applicable).
10. EMD of the selected bidder will be with SHSB (interest free) and shall be returned when CAMC period is over. They will also have to sign an agreement accepting the terms and conditions after work order is issued.
11. If the Agency denies/withdraw/refuses to accept the work order if its selection of as successful bidder then the EMD deposited the Agency will be forfeited. In the same manner if refuses to carry out the work so allotted after signing of the agreement the performance security will be forfeited and the Agency would also be blacklisted.
12. Agreement can be terminated by any of the parties by giving two month notice period.
13. SHSB reserves the right to revoke the agreement without assigning any notice.

**7. Financial Bid (Envelope B) should contain:**

**Envelope- 'B' (Financial Bid): –**

**Financial bid shall be given strictly in the following format in two copies sealed in two separate envelopes marked as “First Copy” and “Second Copy”. The “Second Copy” will be opened and the “First Copy” shall be kept unopened in safe custody for future reference. In case any discrepancy arises, the “First Copy” will govern and shall be taken as final.**

The Prices quoted should be per piece in Indian rupees in figures and words:

SN	Particulars	Rates per piece (Inclusive of all the taxes)	
		(In Figure)	(In Words)
1.	<b>Comprehensive Annual Maintenance Contract (CAMC) for the PCs with its peripherals (CPU, Mouse, monitor, Keyboard, UPS)/ Laptop for 1 Year</b>		
2.	<b>Comprehensive Annual Maintenance Contract (CAMC) for the Printer (HP-P 1007/1108/1020 or equivalent) for 1 Year</b>		

**8. Period of Contract:** The contract would be for one year from the effective date of contract. The contract may be extended for further period on successful & satisfactory completion of work/performance report as per terms and conditions laid down in tender and contract agreement. Please note that Contract can be cancelled unilaterally by the SHSB in case services are not received as per quality and standard specified in the NIT and contract within the contracted period.

**9. Performance Security :**

Successful bidder will have to furnish a suitable Performance Security **of an amount equivalent to 10% of the CAMC value at the time of awarding the contract** for 60 days beyond the expiry of contract period. The proceeds of their Performance Security shall be payable to the SHSB as compensation for supplier's failure to fulfill its obligation under the contract or for making delay in the completion of obligations under the contract.

**10. Penalty and Liquidated Damages:**

- i.** If the firm does not attend to the complaint within 4 hour form the time of registration of complaints with the resident engineer deployed by the firm or on the telephone number (given by the firm for lodging complaints), a penalty @ 5% of the vales of AMC charges of the equipments would be imposed till it is not available for the use. If a sub assembly of the equipment fails, the penalty shall be applicable for the same scheduled item.
- ii.** Penalty shall be levied @ 5% of the value of AMC charges for that equipment for each day.
- iii.** 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 7<sup>th</sup> day falls on holiday then next morning day). In case of default, penalty shall be levied at the rate of 5% of the value of the AMC charges for the scheduled item.

**11. Refund of Earnest Money Deposit:**

The EMD submitted by unsuccessful bidders shall be returned to them without any interest whatsoever, within 30 to 60 days after the date of finalization of the contract with successful bidder. The EMD submitted by successful bidders shall also be returned to them after the deposition of the performance security amount according to conditions stipulated in the bid document.

**12. Refund of Performance Security:**

If the supplier duly performs and completes all obligations under the contract in satisfactory manner, in all respects, the performance security shall be returned to the supplier without any interest, within 30 to 60 days of the date of completion of all such obligations under the contract.

**13. Jurisdiction of any dispute:**

If any dispute or difference of any kind what so ever arises between the purchaser and supplier in connection with the contract or arises out of the contract, the parties shall first make every effort to resolve amicably such dispute or difference by way of mutual consultation and/or under "The Arbitration and **Conciliation Act 1996**" and for the said purpose, the Development Commissioner –cum- Chairman, SHSB shall be the sole arbitrator in the matter. If the parties fail to resolve their dispute or difference by such mutual consultation or under the Arbitration and Conciliation Act 1996, the case shall be subject to the jurisdiction of Patna (Bihar) only .

**14. Pre-bid meeting of interested bidders** is scheduled on **20.02.15 at 3:00 PM** in Conference Hall, State Health Society Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-14. Bidders seeking clarification on the bid document shall submit written query/queries three days prior to the Pre-bid meeting date. Pre-bid amendments, if any, will be floated on the SHSB website -<http://statehealthsocietybihar.org> under tender information section.

### **15. Deadline for Submission of Bids-**

The technical and financial bids, in separate sealed envelopes may be sent, to “**The Executive Director, State Health Society Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800 014**”. The bids must reach the office of the undersigned latest by **3:00 P.M. on or before 27.02.2015** through Registered/Speed Post. Bids received after deadline, would not be entertained and considered as a valid tender bid. **No bid will be accepted directly or by hand.** SHSB will not be responsible for postal delay. In the event of the specified deadline of submission of bid being declared a holiday, the bid shall be received on the next working day.

### **16. Opening of Bids –**

Technical bid shall be opened at **4 PM on last date of submission of tender (i.e. 27.02.2015)** in the presence of bidders or their authorized representatives who desire to be present. Participating authorized representatives must bring proper authority letter of the company and identity proof with them. Without authority letter from the company, the representative will not be allowed to participate in the meeting. After opening of the bids, all opened technical bids shall be evaluated by a committee on technical grounds. Financial bid of only those bidders will be opened, whose technical bids are found eligible by the Technical Core Committee. Financial Bid will be opened in the presence of bidders or their authorized representatives. The date of opening of financial bid will be informed to the Technically Qualified bidders.

**17. Display of qualified/disqualified bidder on SHSB website:** Bidders should visit SHSB website- <http://statehealthsocietybihar.org> regularly for information regarding status on qualification/disqualification of their bid and for other related information.

The decision of the State Health Society Bihar shall be final, and no enquiries, or application for review, shall be entertained. **The State Health Society Bihar reserves the right to amend any of the conditions, if required or cancel or reject all or any bid/tender without assigning any reason.**

For details, please contact Phone – 0612-2281545, 2290328

**Executive Director**