

भारत सरकार / Government of India  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय / Ministry of Health and Family Welfare  
स्वास्थ्य सेवा महानिदेशक / Director General of Health Services  
**अखिल भारतीय भौतिक चिकित्सा एवं पुनर्वास संस्थान**  
**ALL INDIA INSTITUTE OF PHYSICAL MEDICINE AND REHABILITATION**  
हाजी अली, एल.एल.उद्यान, के. के. मार्ग, महालक्ष्मी, मुंबई- 400 034.  
Haji Ali, L.L.Udyan, K.K.Marg, Mahalaxmi, Mumbai - 400 034.

संदर्भ सं./Ref.No.: Estt/Computer CMC/10

दिनांक /Dated : 19/05/ 2020

The Director, AIIPMR, Mumbai invites sealed quotations in two bids– Technical and Financial Bid separately from reputed and experienced Company /Contractors/Vendors/firms/enterprises for **Comprehensive Maintenance Contract** for Computer, Laptop and Printer/Scanner and Operating Systems etc., along with Hardware & Software Maintenance for a period of one year (01.07.2020 to 30.06.2021) or from the acceptance of Contract. The Bid for the same needs to be dropped in quotation Box available with Establishment Section at, Room No.201 of Block 'B' on or before 3.00 p.m. on **09/06/2020**.

**I. ELIGIBILITY CRITERIA FOR TECHNICAL BIDS:-**

- i) The Contractor should have Shop & Establishment certificate. In this regard a copy of Shop & Establishment certificate with purchase orders/work orders are to be enclosed with technical bid.
- ii) The Contractor must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961 & the contractor firm should be an Income Tax Assesse.(Enclose the copies of the acknowledgement of last 3 yrs I.T. Returns.)
- iii) The contractor should not have been disqualified/ terminated for not fulfilling terms and conditions by any Central Govt./State Govt./Semi Govt. Organizations for similar work and must give a self-declaration certificate for the same.
- iv) The Contractor/Vendors intending to submit the tender should be a reputed organization in the field of Hardware and Software maintenance and should possess experience of minimum Three years in such field. The bidder currently looking after

for minimum 3(Three) Years CMC in the Government department in Mumbai will be considered. (Work order of firms and Performance Certificate should be attached.).

- v) Local organization where the services are being provided currently by the contractor firm, should have also provided CMC of UNIX/ Linux based system, if so, proof should be attached.
- vi) The Contractor should have Quality Management Certificate, the same should be enclosed alongwith it.
- vii) The service provider should also be registered with GST Department and should submit copies of GST Registration Certificate .
- viii) Tender should accompany Bid Security/Earnest Money Deposit of Rs.20,000/- (Rupees Twenty thousand only) by demand draft drawn in favour of ***“Pay and Accounts Office, Ministry of Health & Family Welfare, Mumbai -08”***.

## ***II. TERMS AND CONDITIONS:***

1. The CMC is for the period of one year from the date of acceptance of Contract which may be extended for maximum period of (one+one year) i.e. Maximum 2 year, which may be extended on same terms & conditions, on mutual agreement, if services are found to be satisfactory, at the discretion of the competent authority of the Institute.
2. Refundable security Deposit in the form of Demand Draft payable to “Pay & Account Office, MHFW, Mumbai Central” @10% of contract value amount for the period of one year or till the contract gets over, whichever is later, needs to be deposited at this Institute, as soon as the contract is awarded.
3. The bidder should physically engage and station, at least One **(1) Hardware-Software Service Engineer** of skilled expertise in the office premises.

Engineer should preferably be a Diploma holder in Computer Engineering (Hardware &

software) & should have sufficient Experience and should be knowledgeable enough to troubleshoot any hardware, software related problems which may arise at this Institute computers, Peripherals etc.

**Engineer should have good knowledge of;**

- i. Microsoft Office, Windows Operating Systems and Linux/Unix /VM Ware Server, V.5 System for different port connections to each other.
  - ii. Management of Local Area Network and Internet mailing system.
  - iii. Software support for Windows 95/ 98/ 2000/ XP/ Vista/ Windows 2007/2010, Server 2008/2010, various Antivirus software Linux/ UNIX/ operating system and upgradation software, if required.
  - iv. The Engineer/Vendor is expected to give support for the Laptop/Desktop Computers etc for installation of the Anti-virus software procured by individual department.
  - v. The Engineer should remove the virus of CPU/ LAN Network system of the desktop computer /Laptop & Server etc as and whenever required.
  - vi. The Engineer/Vendor should provide all the assistance in up-gradation of hardware on actual cost basis during the period of C.M.C. as per the requirement of this office.
  - vii. The C.M.C. service engineer should also provide assistance to users in installing the various packages and in taking **proper backup copies of the same whenever recommended/ required.**
4. The Contractor/ Vendor/ Engineer should carry out preventive maintenance service every 2 months of the Laptop/ Desktop Computers /Printer, peripherals etc which would include (i) Scanning of the Hard Disk Drive for bad sectors and if it is outdated/expired, the same has to be updated/installed with new one (ii) checking and cleaning the Printer/Scanner/keyboard/ mouse for proper operation.

5. The C.M.C. shall include services and repairs or replacement of defective parts, the Hardware maintenance support including operating system support, corrective and preventive maintenance.
6. All liabilities arising out of any fault/ replacement of any parts etc, including cost of new/original spares for proper functioning of all systems and sub system will be borne by the bidder firm, if not mentioned separately otherwise.
7. Maintenance will include all Hardware parts of Laptops/ Desktop computers etc. where the parts/components have failed/been damaged or gone out of order due to any reason, replacement of those parts/ components including hard disk, wires, cables, chords, cards, Mother Board, circuit board, all hardware parts etc. should be provided by the company within 24hrs of attending to the call, and setting right all computer systems in smooth working condition.
8. Spare parts supplied/replaced, by the bidder in lieu of irreparable components, defective parts should be brand new/ original and of same reputed manufacturer with same specification for giving satisfactory performance. Used/ repaired spare parts will not be accepted. In case of replacement, **the defective spares covered under this contract shall remain the property of A.I. I.P.M.&R, Mumbai-34.** If any parts gives repeated problem i.e. two repairs in a maximum period of one month time then it must be **replaced immediately by the bidder with the original parts as applicable.**
9. Response time should not be more than 48 hours from the time of reporting of fault by the User. In case of failure on the part of bidder to put the system in working condition, within 48 hrs. a **penalty of Rs. 500/- per day/per unit** limited to 15 days penalty will be levied or else cost of the equipment of similar configuration (an amount equivalent to the initial cost price of the computer unit /Printer whichever is

faulty), whichever is more will be recovered from the quarterly payment of the C.M.C. to the bidder, the final decision in this respect will be taken by the competent authority of this Institute & hence can't be challenged thereafter.

(On receipt of the complaint, the same should be attended within 48 hrs, if not possible to repair within 48 hrs, stand by unit should be immediately provided, within 48 hrs, for which it should mandatorily be ensured that at least 3 Desktop unit/printer should be kept as stand by in the Institute.)

However, the penalty clause will not be applicable, if a stand-by system/ computer peripheral is provided by the contractor firm within 48 Hrs.

10. Whenever during the period of the maintenance contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office has the right to terminate the contract immediately without any compensation.
11. The Contractor shall not sub-contract/outsourcing the hardware maintenance jobs to any other agency. The deputed manpower/Engineer must be on their pay roll. In case of firms who do not have their registered office in Mumbai, they should have at least one operational office at Mumbai. The contact address and the strength of the office should also be indicated.
12. The C.M.C. Service Provider should promptly attend to all complaints / problems reported and the same should be rectified to the user's satisfaction by the deployed Resident Engineer before the end of next working day from the time of booking of the complaint.
13. In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to the maximum extent possible, without any cost.

14. If systems/ sub-systems are required to be taken out of office for repairing/ retrieval of data etc, a standby system/ sub-system of similar configuration and quality acceptable to this office should be provided, on returnable basis. Contractor will be responsible for transportation and delivery of the system/ sub-system. Such hardware under repair, should be repaired to the satisfaction of the user / computer Cell and returned within a period of maximum fifteen days.
15. No transport charges will be provided by this Institute for taking out any unit for repair work in their workshop. Contractor / Vendor will have to make their own arrangements for transportation and deliver the same from and to the Institute.
16. The Contractor/Vendor should provide on his own, the source of the manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No manpower will be provided by the Department.
17. The payment for last quarter would be made only on successfully handing over of the Desktop Computers, peripherals etc. in a condition and status not less than that in which they were taken over, to the next year's contractor. However, if the defects/shortcomings are noticed during next year's Handing over/Taking over and which have not been set right by the successful bidder of this tender notice then the same will be done by the Department through other means and the cost towards that would be deducted from the previous vendor's last quarter bill to be paid to them.
18. In case the service is not found satisfactory, this office reserve the right to terminate the contract on its own and inform the contractor firm accordingly.
19. Rate should be quoted, per unit wise, (as per Sr. No. 1 to 7) in the table provided below :-

| Sr. No.             | Particulars of Working Unit<br>(Approximately) | Annual Charges for<br><i>Comprehensive Maintenance<br/>Contract (in Rupees<br/>Inclusive of GST)</i> |       |
|---------------------|--|--|-------|
|                     |  | Per Unit Rate  | Total |
| 1)                  | Computers (Nos. – 60)                          |  |       |
| 2)                  | Laptops (Nos. – 08 )                           |  |       |
| 3)                  | B&W Printers (Nos. – 17)                       |  |       |
| 4)                  | Colour Printers (Nos. – 09)                    |  |       |
| 5)                  | Scanners (Nos. – 02)                           |  |       |
| 6)                  | Printer with Scanner (Nos. – 17)               |  |       |
| 7)                  | Fax with Printer (Nos. – 01)                   |  |       |
| Total of Sr. 1 to 7 |  |  |       |

20. Successful bidder shall be responsible for operation and maintenance including repairs / replacement and preventive maintenance of parts at the sites within the scope of work as mentioned above on the terms and conditions mentioned therein.
21. The details of Quotation are also available on Institute's website [www.aiipmr.gov.in](http://www.aiipmr.gov.in).
22. Any tender received without adhering to the terms and conditions and / or incorporating any terms contrary to the above terms & conditions shall be liable to be rejected summarily.

Sd/-

(Dr. V. J. Pusnake)  
Consultant (Orthopaedics)/Chairman