

GOVERNMENT OF INDIA
BCG VACCINE LABORATORY
GUINDY, CHENNAI-32

Tel : 044 2250 0172 (Stores) ;
044 22501740

No. D-21017/01/2019-20 (Stores)

dated 23.08.2019

As per list attached

Sir,

Sub. : Tender Notice for Annual Maintenance Contract for Desktop Computers, Printers, Server for a period of One Year

Please Forward your "**Sealed quotation**" superscribed on the envelope for supply of the materials to reach this office **on or before 17.09.2019**

Sl. No	DESCRIPTION
1.	Annual Maintenance Contract charges for Desktop Computers , Server, Printers, LAN / Wi -FI Network and related Software at BCGVL

IMPOTANT NOTE:

1. Quotation should be valid for 120 days.
2. Bids should be submitted as (1) **Technical** and (2) **Commercial**, which shall be sealed separately and enclosed in a single sealed envelope.
3. Advance 50 % Payment on signing of agreement and balance 50% payment on satisfactory performance of contract on completion of one year period.
4. Your quotation should not be pre-conditional. Pre-conditional quotations will summarily be rejected.
5. Customer list shall be enclosed.

Yours faithfully,


DIRECTOR

BCG Vaccine Laboratory invites sealed quotations, in two separately sealed bids, one technical and second commercial, for AMC of Desktop Computers, Printers, Server, LAN / Wi -FI Network and related Software at BCGVL. The period for the tender is for a period of one year.

TERMS AND CONDITIONS:

1. BCG Vaccine Laboratory, invites sealed bids under Two Bid System (Technical and Commercial Bid) from system integrators for managing and providing support for AMC of Desktop Computers, Printers, Server, LAN / Wi -FI Network and related Software at BCGVL.

2. Details of Bid: -

a.	Bid Reference	Tender No: D-21017/01/2019-20 (Stores)
b.	Date and time of receipt of Tender	17 th September, 2019, by 14: 00 hrs
c.	Date and time for Opening of technical Bid	17 th September, 2019, by 15: 00 hrs
d.	Date and time for Opening of Financial Bid	To be intimated to bidders, who qualify in Technical Bid.
e.	Type of Tender	Two Bid System

3. Bidding Procedure

- a) Bids are invited in two Bid systems, (1) **Technical** and (2) **Commercial**, which shall be sealed separately and enclosed in a single sealed envelope.
- b) Sealed Tenders shall be received not later than **14:00 hrs** on 17th September, 2019.
No Bids will be accepted after the last date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) Technical Bids **must** contain complete technical details as desired by this tender. First, Technical Bids of all the tender will be opened on pre scheduled date, time & venue.
- d) Commercial Bid of only successful Technical Bids will be opened on pre scheduled date, time & venue, which will be intimated after opening of the Technical Bid.
- e) All bids must be delivered to BCG Vaccine Laboratory, No. 110, 33 Feet Road, Mount Road, Guindy, Chennai - 600 032
- f) All relevant rules and regulations of Government of India will be final and applicable & binding on all bidders.

Note: Tenderers are advised to visit BCGVL, Guindy, Chennai during all workings days between 11.00 AM to 04.00 PM to assess the items, before submitting their bid.

4. Eligibility/Qualification Criteria:

- a) The bidder shall have minimum 3 years of experience preferably in maintenance of computers, servers, networking Equipments, Software and peripherals & system integration managing and providing support to any Government Department / Government organization with documentary proof.
- b) The bidder shall have to provide services required at Chennai.
- c) All bidders must enclose GST registration certificate along with the tender documents.
- d) The firm should have an experience in similar work contract (in a single order) of Rs. 3 Lakh (Min) in last three years preferably in Central / State Government/PSUs. Copy of the work order may be enclosed for reference.
- e) The bidders must have a minimum annual turnover more than Rs. 10 Lakhs in any one year during last two years. Copy of the balance sheet of last two years may be enclosed for reference.
- f) The bid may be rejected on not meeting any one criteria mentioned above.

5. Purchaser's right to accept or reject any or all bids:

- a) BCGVL reserves the right to modify or change any of the terms & conditions applicable to the offer at any time without prior notice.
- b) The acceptance of tender will rest with BCGVL who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders received without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- e) The BCGVL does not bind itself to accept the lowest or any tender and reserve to himself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.
- f) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

6. Prices:

The selection of the lowest bidder will be on the basis of the total AMC charges inclusive of all taxes & duties etc. No comparison will be made on individual item/activity basis.

7. Scope of Work

- a) Maintenance & Service of Server & Desktops installed in BCGVL.
- b) Maintenance & repair of all printers.
- c) Maintenance & service of system software and other Software packages/ material and customization of system as and when required.
- d) Integration of the complete system and testing of the complete system as and when required.

- e) The successful bidder has to depute service personnel on call basis within 04 hours of complaint registration to resolve the hardware / software problems on all working days. Engineers must have expertise in server level maintenance and expertise specifically repairing Desktops & Printer.
- f) The engineer will be attending the complaint and should continue in office till the problem is solved. No hit & trial method will be allowed while attending the server complaint. All servers will have to work in 24X7 hrs mode.
- g) The engineers also required to coordinate with facility management team for all technical work and liable to work on all holiday and Saturday/Sunday (if services are required). This office will not pay any additional amount for working in holidays.
- h) Installation of Antivirus in all desktops and laptops of users and updation (as and when required) and Antivirus license will be provided by this office.

8. Terms of Payment:

50% Advance Payment shall be made on entering into agreement and balance 50% payment on successful completion of the contract to the successful bidder by BCGVL against this work order, at the end of every year.

Successful Bidder has to submit 10% of the Contract value as Performance Security.

On the Letter Head of the Bidder

FORMAT FOR SUBMITTING THE TECHNICAL BID

Tenderers should fill their technical offer by providing all information as follows:
(If not applicable- Please mention as 'N/A') :

1. Name of the Firm
2. Nature of the Firm
(State whether Limited Company, partnership Firm, Co-op. Society or Sole Proprietor,
Photocopies of documents Confirming constitution of the firm to be enclosed)
3. Year of Establishment
4. Registration Number
5. Registered Postal Address
6. Telephone No. (s)
7. E-mail ID
8. Address of Branches, if any
9. Name of Directors/ partners / Proprietor (as the case may be) with address &
Telephone No.(s).
10. PAN No.
11. Indian Income Tax Return Acknowledgement for the previous year (Attach Photocopy)
12. GST Registration No.
13. Name of Bankers & Branch with full address
14. Type of Account & A/C No.
15. Name (s) of Authorized Representatives (s)
Note: Power of Attorney signed by the Director(s)
16. Partners / Proprietor in favour of the authorized Person signing the tender
documents must be enclosed.
17. Were you associated with BCGVL in any other contract in the past?
18. Are you currently having any contract with BCGVL?

19. Please confirm that you have qualified/ trained / experienced staff on your payroll to handle this job
20. Confirmed that Demand Draft / Bank Guarantee will be provided For the Security deposit / performance security.

Note: The Bidder to fill up the above and enclose supporting documents along with Technical Bid.

Signature of the Bidder with seal

**On the Letter Head of the Bidder
FORMAT FOR SUBMITTING THE FINANCIAL BID**

Annual Maintenance Contract for Desktop Computers, Printers, Server, LAN / Wi -FI Network and related Software at BCGVL., Guindy, Chennai, for a period of 01 year

Sl. No.	Description	Cost Rs.
1.	Annual Maintenance Contract charges for Desktop Computers - 41 Nos. ; Server- 1 No.; Printers- 38 Nos, LAN / Wi -FI Network and related Software at BCGVL.	
	GST	
	TOTAL	

Note :

- (i) List of Computers, Printers as per Annexure.
- (ii) The rate shall be quoted as a package for AMC of all the Computers, Server & Printers for arriving at L-1 Rates.
- (iii) It may be noted that if the services of the successful bidder is found satisfactory during the period, the contract may be extended for a further period of 02 years, on yearly basis at the same rate, terms and conditions.

CHECK LIST

Sl. No.	Particulars	Yes / No
1.	Whether quotation submitted for 01 year	
2.	Whether Technical / Commercial Bids sealed separately, duly indicating Technical or Commercial and put into single cover / superscribed with Tender No. and date.	
3.	List of Customers with Documentary evidence enclosed	
4.	Documentary proof for Experience with Govt. Department.	
5.	GST Registration Certificate enclosed	
6.	Proof for Annual Turnover enclosed (Balance Sheet for last 02 years, i.e. 2017-18 & 2018-19)	
7.	Technical Bid / Financial Bid in Letter Head, duly signed/ stamped.	
8.	Self declaration regarding the firm has not been debarred / blacklisted by Department of Commerce or Ministry / Department concerned or any other Government organization (in Letter Head) enclosed.	
9.	List of Documents have been indexed with page nos. enclosed.	

ANNEXURE

Server

S.No.	Make	Operating system	Quantity
1	HP	Windows Server 2012	1

Desktop computers

S. No.	Make	Model	Quantity
1.	ACER	Windows 10	1
2	ACER	Windows 7	4
3	HCL	Windows 7	10
4	Frontech	Windows XP	1
5	Chirag	Windows 7	2
6	DELL	Windows 7	1
7	HP	Windows 10	1
8	HP	Windows 7	16
9	HP	Windows 8.1	1
10	Lenovo	Windows 7	2
11	V4	Windows 7	2
		TOTAL	41

Printers

S.No.	Make	Model	Quantity
1	Canon	MF 4350 d	4
3	HP	Deskjet ink advantage	1
4	HP	Laser jet 1160	1
5	HP	Laser jet CP 1025 (Color)	4
6	HP	Laser jet CP 1525n (Color)	1
7	HP	Laserjet P 1505 n	1
9	HP	Laser jet Pro 400 (Color)	3
10	HP	Laser jet P 1606 dn	9
11	HP	Laser jet Pro (MFPM 226 dn)	3
12	HP	Laser jet Pro MFP M227 sdn	1
13	HP	Laserjet - 78A	1
14	HP	Laserjet - M 104W	1
15	HP	Laserjet - CM 1415	1
16	HP	Laserjet - P 1108	1
17	HP	Laserjet P 1007	1
19	RICOH	SP 200 N DDSI	4
20	Samsung	ML 1666	1
		TOTAL	38