



icmr
INDIAN COUNCIL OF
MEDICAL RESEARCH

VCRC
VECTOR CONTROL
RESEARCH CENTRE

ICMR-VECTOR CONTROL RESEARCH CENTRE,
Indian Council of Medical Research
Department of Health Research,
(Ministry of Health & Family Welfare, Govt.of.India)
Indira Nagar, Puducherry-605 006.
Telephone: 0413-2272199, E-mail:vcrc.purchase@gmail.com

**GEM BID NOTICE FOR ANNUAL MAINTENANCE OF COMPUTERS, PRINTERS, SCANNERS, LAN AND NETWORK
MAINTENANCE & MONITORING**

ABOUT THE INSTITUTE:-

ICMR-Vector Control Research Centre (VCRC), established at Pondicherry (now Puducherry) in July 1975, is one of the permanent institutes of Indian Council of Medical Research, Department of Health Research, Government of India. ICMR-VCRC has been engaged in basic and applied research with the primary objective of finding newer methods and developing strategies of vector control for the control of vector borne diseases. The World Health Organization (WHO) has designated the ICMR-VCRC as a collaborating Centre for Research and Training in Lymphatic Filariasis and Integrated Vector Management on 15th May 1985. The Ministry of Health and Family Welfare, Government of India in 2000, recognized this Centre as one of the Institutes of Excellence in India for Courses in Health Training.

BID DOCUMENT

Online GEM bids are invited for comprehensive Maintenance of Computers, Printers, Scanners, LAN and Network Maintenance & monitoring at ICMR-Vector Control Research Centre, Puducherry.

Sl.No	Activity Description	Schedule
1	Bid No.	As per the Bid generated on GeM Portal
2	Issue of Bid Document / Submission of Bid	As per the Bid generated on GeM portal and published in our website http://vcrc.org.in
3	Time and last date for submission of Tender / Bid	As per the Bid Specification uploaded on GeM Portal
4	Time and Date of opening of technical bid	As per the Bid Specification uploaded on GeM Portal
5	Time and Date of opening of financial bid	The financial bid will be opened after evaluation of technical bid, which will be intimated through GeM
6	Validity of tender offer	90 days
7	Duration of contract	12 months

SCOPE OF WORK

1. Annual Maintenance of the following to be undertaken at ICMR-VCRC, Puducherry:
 - I. Desktop computer & Laptop (various makes) 110 Nos.
 - II. Printers 45 Nos
 - III. Scanners 3 Nos.
 - IV. LAN and Network maintenance & monitoring
 - V. Software Installation & monitoring
2. Complaints/Calls should be attended within 4 Hours for servers and others in 24 Hours.
3. If the call is not completed within 48 Hours a stand-by should be provided.
4. The firm should be system integrator managing and providing support for Computer Hardware, Software and Peripherals of existing IT Hardware.
5. The service personnel posted for the service at ICMR-VCRC should report to the system Manager before 9.30 am on all working days and be available to resolve the issues between 9.30 am to 5.30 pm.in the office premises and should attend to the works registered in the Complaint Book. On holidays, the service personnel should visit on specific works/calls.
6. The Preventive maintenance for the computer should be done bi-monthly and should be recorded for each of the system under AMC.
7. AMC should cover all the spares in the systems & Monitors including Floppy Drive, Hard Disk, Keyboard, Mouse, and Optical Drives including Plastic items in Systems & Monitors.
8. AMC should cover all the Spares in the Printers including Dot Matrix Printer Head, Laser Fuser Assemblies, Fuser Unit, Teflon Sheets and all Plastic items.
9. AMC should cover all the Spares in Scanners including lamp, transparency units and all plastic items.
10. Replacement of Faulty items has to be of same model, brand and capacity. Otherwise, if the items are not available with manufacturer or agency may be replaced with other equivalent make.
11. AMC should cover all the software issues like OS problem, updates & etc.,
12. AMC should cover cleaning of Virus from the computers with latest Antivirus software.
13. New computers purchased (if preloaded) should be installed by the AMC person.
14. Qualified Microsoft Certified system Engineer (MCSE) or a Microsoft Certified Professional (with knowledge on installation and administration of windows operating system) should only attend to the problems pertaining to installation management, troubleshooting of Microsoft Product/technology reported in the compliant register.

15. Certified and qualified Engineer with working knowledge on the following categories should only attend to rectify the problem(s)
- Installation and Maintenance of switched (DLINK/CISCO).
 - Knowledge on the installation and trouble shooting of Linux (Red Hat and Mandrake) and Windows (any version), Solaris and winproxy, a proxy server.
 - Knowledge on TCP/IP Networking environment.
 - Knowledge on installation/trouble shooting of softwares.
 - Knowledge on installation/maintenance of hardware (Computer systems, monitors, printers etc
16. The parts taken for service should be returned within a week in case it cannot be repaired. Those can be repaired to be returned within 2 weeks from the date it was taken for service.

DIRECTOR

GENERAL TERMS & CONDITIONS

1. Bids are invited from only Puducherry, Tamil Nadu (preferably Chennai) based Agencies for "Maintenance of IT Equipment, LAN & Networks" of ICMR -Vector Control Research Centre, Puducherry.
2. Availability of office of service provider must be located in the state of the consignee (Puducherry).
3. The firm should preferably have 3 years experience in maintenance of similar setup in Government Department/Organizations.
4. Preference will be given to those firms who are registered/approved by any competent Government Department/Organization.
5. The intending bidders may inspect the items if needed, before participation. Contact No. 0413-2272199.
6. Actual Commencement of the AMC starts only after inspecting all the IT Equipment at the site. This inspection has to be done by the Vendor & Acquaint themselves with all the local conditions, means of access to undertake maintenance etc., once they have awarded the contract, no claims will be accepted on this account of inspection period.
7. The Contract shall for a period of one year. The rates quoted by the bidder shall remain unchanged during the period of contract. ICMR-VCRC, however, reserves the right to terminate the contract by serving one-month notice in writing. The contract may also be terminated on either side by giving one-month notice in writing.
8. All the configuration may be inspected and sticker may be pasted at the time of AMC.
9. No Advance Payment shall be made. Payment will be made on monthly basis after completing service satisfactorily for each month.
10. At the time of signing the contract, the proprietor should provide the name of the service engineers (with copy of their MCSE/MCP certificate) who would be attending to the calls registered at the centre. Only those engineers should attend to the complaints at the centre.
11. In case there is any change in the Service Engineers attending to the problem, it has to be reported to the System Manager/Section Officer(Stores) one week prior to the change.
12. Parts of the computer / Printer outside ICMR/VCRC for servicing should be done as per the norms of the institute (i.e. issue of gate pass, entry of serial numbers of the parts taken etc..). Removal or installation of the parts should be done only after information to the LAN Manager.
13. Any decision taken by the Director, ICMR-VCRC at any point of time in connection with this process shall be final and conclusive and no claim or dispute from any quarter in this regard shall be entertained.
14. No extra payment will be made on account of transportation, handling, loading, unloading, labour charges etc.

15. ICMR-VCRC reserves the right to cancel the process of bid / contract at any point of time without assigning any further reason.
16. All the bidders are requested to read and understand the terms and conditions of the contract as detailed in the foregoing paragraphs before sending their quotations, as no change or violation of the aforesaid terms & conditions are permissible once the quotation is accepted by this Institute.
17. The tenderer should enclose a signed copy of the terms and condition stipulated for award of the contract conveying his acceptance of the same.
18. The Director, ICMR-Vector Control Research Centre has the right to terminate the contract with the Agency/Firm at any point of time, with prior notice of one month if the services provided are not found satisfactory or if complaints are not attended in time bound manner. Refusal or inability by the successful bidder to undertake the said work at the contracted rate may result in termination of the contract.
19. The agency should not been blacklisted by any organization. An undertaking in this regard duly ink signed & dated after the date of tender publication must be furnished by the bidder, as per the below mentioned format.

"I/We hereby confirm and declare that, M/s.----- is not blacklisted De-registered/Debarred by any Government department/Public sector undertaking/Private Sector/or any other agency for which we have executed/undertaken the works/services."

DIRECTOR

DOCUMENTS TO BE UPLOADED

Agencies/ companies/ firms which fulfil the above eligibility conditions may upload the technical/ financial bid along with the scanned copy of the following documents failing which the bids will be rejected:-

1. Copy of Audited Accounts Statement of annual turnover for last three financial years (2019-20, 2020-21 and 2021-22)
2. Registration / Incorporation Certificate of firm.
3. Copies of satisfactory work completion report / certificate in support of eligibility conditions Report/ Certificate is required for determining the work experience of the bidder.
4. Copy of PAN.
5. Declaration as per format mentioned under sl. no. 19 of the General Terms & conditions.
6. Scanned Bid document containing all the terms and conditions of the bid duly signed and stamped by the bidder.
7. Copy of GST No.

EVALUATION OF TECHNICAL AND FINANCIAL BID

1. The Bidders are required to upload Technical bid as per Bid specification uploaded on GEM Portal.
2. Each and every page of attached document should be signed and stamped by the bidder or its authorized representative of Bidders.
3. Lowest financial bid will be evaluated based on overall lowest rate quoted by the bidder as per GEM guidelines.
4. The bid shall be valid for 90 days from the date of opening.
5. Bids which are incomplete or conditional in any form shall be rejected outrightly.
6. The Director, ICMR-VCRC reserves the right to reject all or any bid in whole, or in part, without assigning any reason thereof.

DIRECTOR