



## MISSION DIRECTOR NATIONAL HEALTH MISSION, J&K

**Jammu Office:** Regional Institute of Health & Family Welfare, Nagrota, Jammu.

Fax: 0191-2674114; Telephone: 2674244. Pin: 181221

**Kashmir Office:** J&K Housing Board Complex, Chanapora, Srinagar. Pin: 190015

Fax: 0194-2430359; Telephone: 2431167; e-mail: [mdnhmjk@gmail.com](mailto:mdnhmjk@gmail.com)

**NHM Help Line for Jammu Division: 18001800104; Kashmir Division: 18001800102**

### Notice inviting Quotations

For and on behalf of the Governor of Jammu & Kashmir State, sealed quotations are invited from the firms dealing in Computer & peripheral items for Annual Maintenance Contract (AMC) of Computers/ Printers/ Laptop/ UPS/ Wi-fi/ Photocopier/ Scanner/ Fax Machine installed in the office of State Health Society, National Health Mission, J&K – Nagrota, Jammu for the year 2016-17. Detailed notice is available on the website [www.jknrh.com](http://www.jknrh.com). Interested bidders shall have to submit their duly signed quotation, in sealed cover, in the office of Mission Director, NHM, Regional Institute of Health and Family Welfare, Near Sainik School, Nagrota, Jammu – 181221 **by 16<sup>th</sup> November, 2016 upto 2.00 PM**. Quotations shall be opened on the same day at **4.00 PM** in the presence of the bidders who want to remain present for the same.

Sd/-  
Mission Director  
NHM, J&K

No: SHS/NHM/J&K/12825-30

Dated: 05.11.2016



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### **Notice inviting Quotations for Annual Maintenance Contract (AMC) of Computers/ Printers/ Laptop/ UPS/ Wi-fi System/ Photocopier/ Scanner/ Fax Machine**

For and on behalf of the Governor of Jammu & Kashmir State, sealed quotations are invited from the firms dealing in Computer & peripheral items for Annual Maintenance Contract (AMC) of Computers/ Printers/ Laptop/ UPS/ Wi-fi/ Photocopier/ Scanner/ Fax Machine installed in the office of State Health Society, National Health Mission, J&K – Nagrota, Jammu for the year 2016-17

**Scope of work:** General scope of work broadly shall mean and include:

1. To provide for upkeep and maintenance of computer and other peripheral items installed in the office of the State Health Society, National Health Mission, Nagrota, Jammu.
2. Repair work, if required, to be carried out at the location of the equipments.
3. To make stand-by arrangements in case the equipment is required to be taken to workshop for repairs.
4. To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipments.
5. Co-ordinate with OEMs for troubleshooting of the computer/ peripheral items under warranty.
6. Any other maintenance work to be undertaken related to the computers/ peripheral items
7. AMC charges shall not include cost of consumables and supply items required such as ribbons, media like magnetic tapes, cartridges, printer bands, computers stationary, etc. In case of laser printers, AMC shall not cover fuser assemblies, fuser units and teflon sheets. In addition, cost of toners of laser printers will not be included in the AMC.
8. The firm will be responsible for taking up backup of data programmes and application available on the computer whenever necessary before attending the fault and will also be responsible for restoring the data, programme and applications after removing the fault to the satisfaction of the user under its acknowledgement

9. Successful bidder should have to take-up the reported fault within one day. As far as possible, the repairs would be carried out on site itself
10. If the firm fails to carry out repairs within 48 Hrs to the satisfaction of the user, a penalty of Rs.200/- per day will be charged for delay, to be counted from the day of reporting till such computer/ peripheral items gets repaired.
11. Successful bidder shall provide necessary support for maintaining virus free computer environment in the State Health Society and help in upgrading the software's/ virus detection mechanism.
12. Immediately on award of AMC contract, successful bidder will give a report regarding all the computer & peripheral items installed in SHS and taken over by the successful bidder. It shall be the responsibility of successful bidder to make all the computer and peripheral items work satisfactorily through-out the contract period to hand-over the systems to SHS, in working condition, after expiry of the contract. In case, any damage of the systems of the State Health Society is found, compensation which would be determined by the Competent Authority will have to be paid by the bidder to the SHS.
13. In case of replacement of any part of the computer/ peripheral items, whenever required, same shall be procured by State Health Society after observing codal formalities and seeking opinion of the successful bidder.
14. Successful bidder shall maintain the equipment as per manufactures guidelines and shall use standard OEM components for replacement.
15. Successful bidder has to prepare log books for each of the machine.
16. Successful bidder has to carry out preventive maintenance like virus scanning, virus removal on monthly basis. In addition, cleaning of monitors, printers, keyboards, etc. from outside with liquid cleaner and inside will be part of AMC and shall be carried out on quarterly basis. A preventive maintenance report from the use would be submitted to General Section failing which a penalty of Rs. 500/- per machine would be imposed.
17. Detailed list of items is given as annexure 'A'. In addition, AMC in respect of new equipments, purchased from time to time and whose warranty/ guarantee period expires during the tenure of present AMC contract, will also have to be provided on the approved rates and similar terms & conditions. However, State Health Society reserves the right to add/ remove any item/ equipment from AMC during the contract period.
18. AMC contract shall initially remain in force for period of one year from the date of contract. The rates quoted will remain in force for the full period of contract. The AMC contract may be extended, if so desired by the State Health Society based upon the performance of successful bidder.

**General Terms and Conditions:** General Terms & Conditions of the tender are as follows:

1. Bidder must have expertise in on-site maintenance and repair of following:
  - a) Hardware items like computers, laptops, printers, scanners, photocopies, fax machines, other peripheral items, etc.;
  - b) Software components including OS (Windows) updation, System formatting with data back-up, installation of requisite drivers, office supportive applications like MS Office, PDF, etc.
2. Interested firms have to furnish their protocols.
3. Interested bidders shall have to submit their duly signed quotation, in sealed cover, in the office of Mission Director, NHM, Regional Institute of Health and Family Welfare, Near Sainik School, Nagrota, Jammu – 181221 **by 16<sup>th</sup> November, 2016 upto 2.00 PM**. Quotations shall be opened on the same day at **4.00 PM** in the presence of the bidders who want to remain present for the same.
4. Bidders shall have to submit self-attested copies of their PAN, TIN, Services Tax Registration Number etc.
5. Bidders have to deposit earnest money deposit (EMD) amounting to Rs.5,000/- (Rupees Five Thousand only) in shape of CDR/ FDR of any Nationalised Bank duly pledge to the Financial Advisor & Chief Accounts Officer, NHM, J&K failing which quotations shall be rejected out-rightly.
6. Rates quoted should be NET (exclusive taxes) and no discount or free service/ offers quoted will be considered.
7. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified format will not be accepted.
8. Conditional quotations will not be accepted.
9. Quotations received after due date & time will not be accepted. Quotations by Telex/ Fax/ e-mail/ Courier will not be accepted. Quotations shall have to be submitted in the office of SHS in person only.
10. No advance payment shall be made in any case. Quarterly payments shall be made for which bills, alongwith performance report, have to be submitted in the office of the SHS by 10<sup>th</sup> of next month after the end of the relevant quarter.
11. In case successful bidder back-out of the contract without explicit consent of SHS, bidder will be liable to recovery at higher rates which may have to be incurred by SHS on maintenance of computers/ peripheral items for the balance period of contract through alternative means. The said act of backing out would automatically debar the firm from any further dealing with SHS and the EMD amount would also be forfeited.

19. In case of any dispute/ difference or doubts, orders of the Mission Director, NHM, J&K shall be final and binding upon all the concerned.
20. All other issues that may come up during the course of contract shall be decided by the Mission Director, NHM, J&K and his decision shall be final.
21. SHS reserves the right to accept or reject any or all quotations without assigning any reasons.
22. Bidders who had already submitted their quotations vide this office Notice No.: SHS/NHM/J&K/11393-97 dated: 15.10.2016 and subsequently cancelled vide No.: SHS/NHM/J&K/12646-49 dated: 03.11.2016, if desirous of participating in the process, shall have to submit their quotations afresh.
23. Any clarification regarding items or any other issue related to the above-notice can be had from the office of the Mission Director, NHM, Regional Institute of Health and Family Welfare, Near Sainik School, Nagrota, Jammu – 181221 on any week day between 10.00 AM to 5.00 PM.

No: SHS/NHM/J&K/12825-30

Dated: 05.11.2016

**Sd/-**  
**Mission Director**  
**NHM, J&K**

**BoQ for Submission of Rates for AMC of Computer and Peripheral Items at State Health Society, National Health Mission, Nagrota, Jammu (Jammu and Kashmir)**  
(to be submitted on the letter-head of the bidder)

<b>S. No.</b>	<b>Computer/ Peripheral Items</b>	<b>No. of Units</b>	<b>Unit Rate for AMC (In Rs.)</b>	<b>Total AMC Amount (in Rs.)</b>
1	Desktop Computer (various Brands)	32		
2	Laptop	26		
3	Printer (as per following)			
3.1	HP Laserjet - 1007/1108	5		
3.2	HP Laserjet - 1020/1022	4		
3.3	HP Laserjet - M1005	1		
3.4	HP Laserjet - 2025	1		
3.5	HP Laserjet - 3005	1		
3.6	HP Laserjet - 9040	1		
3.7	Canon	3		
3.8	Canon - 7018C (Colour)	1		
3.9	Samsung	3		
3.10	Brother	1		
3.11	Konika Minolta - 215	2		
3.12	Konika Minolta - 1580	1		
4	Photocopier Machine	2		
5	Fax Machine (All in One)	2		
6	Scanner	1		
7	UPS	32		
8	Wi-fi System	2		
<b>Total Amount</b>				
<b>Total (in Words) = Rupees</b>				
<b>Total (in Words) = Rupees</b>				

Note: Above-mentioned No. of Units is Indicative & may Increase/ Decrease

**Signatur of Bidder in Acceptance  
(with Stamp)**