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| **TATA MEMORIAL HOSPITAL** |
| **[MAINTENANCE & VERIFICATION CELL]** |
| **DR. E. BORGES MARG. PAREL, MUMBAI - 400 012** |
|  | **Sub.: Comprehensive Annual Maintenance Service Contract for Computers, printers and**  **Peripherals** |
| **Tender Notice No.: TMH/M&VC-A/IT/2024-25/CAMC/02 Date: 09/10/2024** |
| **Following documents are mandatory in Technical Bid with same chronological order as under.** |
| **SR. NO.** | **NAME OF THE CONTRACTOR** | **M/s. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **DESCRIPTION** | **Documents attached :YES / NO** |
| **1** | **NIT, General Terms & Condition, Scope of work of tender should be duly sign and stamp by the agency on every page.** |   |
| **2** | **Earnest Money Deposit (EMD) of Rs. 1,60,000/-**  |   |
| **3** | **Turnover for last three years and turnover from CAMC contract services should be shown separately.** |   |
| **4** | **Annual Income Tax return filed with Income Tax Dept. for last 3 years.** |   |
| **5** | **List of Engineer / Technical Staff with qualification.** |   |
| **6** | **The Agency should have full fledged office / service centre in Mumbai and address of the service centre should be certified on the agency letter head.** |   |
| **7** | **Copies of the similar works carried out during last 5 years (i.e. work orders with SOQ). The performance certificate of previous work & copies of current contracts are to be submitted.** |  |
| **8** | **Copies of GST NO., PAN Card and NEFT/ RTGS Bank Details with Cancelled cheque to be submitted.** |   |
| **9** | **Registration of Company (ROC), Incorporation of Company (IOC) and Registration certificate under Maharashtra shop & Establishment ACT.** |   |
| **10** | **Contact person name, Designation, Email, Telephone, Mobile No., Fax No.** |   |
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|  | **M/s. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****(Contractor's Sign & Stamp)** |

**TATA MEMORIAL HOSPITAL**

**DR. E. BORGES MARG.**

**PAREL, MUMBAI - 400 012**

**Tender Notice No.: TMH/M&VC-A/IT/2024-25/CAMC/02 Date: 09/10/2024**

Sealed Tenders in two bid (i.e. Technical Bid Part ‘A’ and Financial Bid Part ‘B’) are invited by the Director, Tata Memorial Centre, Dr. Ernest Borges Marg, Parel, Mumbai- 400 012, for the following work from the contractors having adequate experience and capabilities to execute such magnitude of similar works for the period of **2 years** i.e. from **01/11/2024 to 31/10/2026**

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| --- | --- | --- | --- |
| Sr. No. | Name of work | E.M.D. to be submitted while quoting | Tender form Cost |
| 1 | Comprehensive Annual Maintenance Service Contract for Computers, Printers, Peripherals (Dot Matrix, Laserjet, Deskjet, Officejet & Colour Laserjet) for the period of two years. | **Rs. 1,60,000./-** | **Rs. 500/- (Cash )** |

* Date of sale of tender documents : from **10/10/2024 to 30/10/2024**

 excluding Saturdays, Sundays & Holidays.

* Date of submission of Tender : 30/10/2024 on or before up to 02:30 PM
* Tender to be submitted to : Maintenance & Verification Cell

* Date of Tender Opening

 **(Technical Bid) Part ‘A’**  : **on 30/10/2024** **at 03:30 PM**

* Validity of Bid : 120 Days

Tender documents containing all the details can be obtained from the office of Maintenance & Verification Cell, 1st Floor, Main Bldg., Tata Memorial Hospital, Parel- 400 012 on all working days from Monday to Friday between 10.00 a.m. to 03.00 p.m. except Saturday, Sunday & Holidays on the payment of Rs.500/- (Rupees Five Hundred Only) by Cash (non refundable) at our Cash Counter at 1st floor, Homi Bhabha Block Bldg. Also tender document downloaded from website has to pay Rs. 500/- (Rupees Five Hundred Only) in cash. Cash Receipt need to be produced to Maintenance & Verification Cell for obtaining tender documents. Whereas, for download of tender document, cash receipt of Rs. 500/- is to be shown at the time of submitting tender. In case the last date of sale and / or the date of receipt and opening of tender is declared as Holiday, the respective dates shall be treated as postponed to the next working day, correspondingly.

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**TATA MEMORIAL HOSPITAL**

**DR. E. BORGES MARG.**

**PAREL, MUMBAI - 400 012**

Notice Inviting Tender (NIT)

Subject: Comprehensive Annual Maintenance Contract for Computers, Printers and Peripheral Devices.

1. Introduction:

Tata Memorial Hospital (TMH) is inviting tenders from reputed agencies to provide Comprehensive Annual Maintenance Contract (CAMC) services for computers, printers peripherals (Dot Matrix, Laser Jet, Deskjet, Office jet & Colour Laser jet). The scope of work includes maintenance, troubleshooting, repair, and replacement (with standby/permanent devices) for a period of two years.

1. Scope of Work:
	* + - 1. Facility Management for hardware viz. desktop computers, printers and peripheral devices should be comprehensive with24/7 on-site resident support.
				2. Vendor shall quote fixed annual CAMC for all peripheral devices (PC’s and printers within TMH premises).
				3. The current count of PCs (including desktops and All-in-one PCs) and printers is provided in schedule of quantity(SOQ) document attached. There could be a variation in this count during the duration of the contract, depending on addition or deletion of devices.
				4. Any variation in the equipment, during the tenure of the contract the IT Department may choose to add a few devices (PCs, Printers etc...) to the CAMC or remove few devices from CAMC, as per requirement. The CAMC payment to vendor shall be made on a pro rata basis from the date the devices were added/ removed.
				5. The initial inventory count will be recorded at the time of contract. The quoted price will be valid for the initial inventory count for per PC and printers.

The selected agency shall be responsible for the following:

* 1. Maintenance and Troubleshooting:
		+ - 1. Maintain and troubleshoot for all PCs and Printers under the contract and apart from this L1 or first level support to other peripheral devices such as barcode readers, smart card readers, barcode printers, Token Printers, PCs and Printers under warranty period irrespective of the brand and specifications.
				2. The L1 or first support for mentioned peripheral items includes basic troubleshooting and inability to resolve the issue will not be consider as non-fulfilment of tender norms.
				3. Basic networking support including LAN port troubleshooting, Network Connectivity of both LAN and Wi-Fi and diagnosing network problems, LAN Cable Crimping, Configuring IP Address, etc.
	2. On-Site Support:
		+ - 1. Vendor shall provide on-site support 24/7 (including Holidays) with sufficient technical, qualified, experienced, and suitable manpower.
				2. All Engineers will be divided into three shifts in right proportion as per the workload in consultation with I.T department.
				3. Maintain a supervisor as a single point of contact for all calls, responsible for overseeing the team. Minimum one supervisor per shift for at least two shifts in day.
				4. Vendor shall depute minimum 20 technical engineers and minimum 1call co-ordinator that should be essential for fulfilling the requirement of the contract and SLA as defined.
				5. Manage calls received via phone, WhatsApp, ticketing system, email, or mobile, maintaining a detailed electronic log of all calls.
	3. Reporting:
		+ - 1. Maintain daily electronic logs of calls, including details such as type of issue, hardware involved, issue summary, proposed resolution, proposed TAT, actual TAT, addressing engineer name, escalation engineer name, and current status.
				2. Submit daily and monthly report to designated TMH personnel,for verification and confirmation.
	4. Maintenance of standby Inventory
		+ - 1. Maintain an inventory of routinely required items subject to wear and tear (e.g., spare monitors, PCs, keyboards, mouse, hard disks, printer trays etc…).
				2. The inventory should be of reasonably of good quality, so that timely replacement can be provided.
				3. Share with TMH, a real-time inventory log and asset IDs of the agency’s assets.
				4. The agency shall be responsible to ensure the safety and security of its assets.
	5. Replacement and Repair:
		+ - 1. After receiving a call and initial inspection, if it is realized that any issue is expected to take longer time to resolve thereby hampering the activities of the user, the agency shall instantly arrange for an equivalent standby machine until the issue gets resolved. Such replacements provided, shall be documented and shared with TMH.
				2. Maintain a faster replacement policy for critical cases upon request from TMH authorized representatives.
				3. The vendor should reinstate or replace the malfunctioning non-functioning part or whole of the product with new and genuine working part or whole of the product of a matching configuration of the same brand. In case of non-availability of a part from the same brand, the available part with higher-level specification or whole of the product of the same brand should be considered. Any deviation shall be notified to TMH and the decision of permitting such decision shall solely lie with authorised personnel from TMH.
				4. In case, any hardware issue is not solvable on-site and a unit needs to be shifted to an external repair center, the transportation and any other logistic or related charges for shifting of faulty units to external repair center shall be borne by the agency and not by TMH.
	6. Termination:
		+ - 1. TMH reserves the right to terminate the contract for non-compliance with any terms, poor performance, and misconduct by the staff, breach of confidentiality, or any other reason deemed valid by TMH.
				2. If vendor wants to discontinue the service, he should inform prior 180 days.
				3. In case of the tenderer backing out in midstream without any explicit consent of TMH, the expenses / costs incurred by TMH for maintenance of machines for the balance period of this contract by alternative arrangements shall be liable to be recovered from the tenderer. The above act of backing out would automatically debar the tenderer from any further dealing with TMH and the security deposit amount would also be forfeited.
1. Expertise Required:

On-Site Team:

1. The resident engineers should have a minimum qualification being a graduate in Electronics/ IT/ Computer related field OR graduate in any other field with 1-year Certification in computer hardware management or Diploma in Electronics / computers / IT from a recognized university.
2. The resident Engineers should have minimum 1 year of hands-on work experience in installing/troubleshooting maintaining PC’s & printers in Medium/Large network environment and should be conversant with Desktop OS (Windows XP / 7/ 8/10).
3. The designated supervisors shall be minimum graduates with minimum 2 years’ experience in managing CMC contracts at a reasonably large organization/s.
4. The agency shall provide relevant documents to TMH before deputing the staff. Police Verification Report of all staff is mandatory before deputation at TMH.
5. Each deputed agency staff will need to register a Biometric attendance. The Biometric attendance report can be shared with the agency by TMH on request.
6. Ensure that on-site staffs are well-behaved and well-groomed.
7. Terms and Conditions:
	1. General:
		* + 1. The agency must have an office in Mumbai, Mumbai Suburban, Navi-Mumbai, Raigad or Thane regions.
				2. The agency must have at least 3 years of market standing in this business.
				3. The agency must have an annual turnover of at least ₹1 Crore. Financial statements showing annual turnover shall be provided
				4. The successful bidder shall not claim any increase in rates due to rise in cost of raw materials, operational cost etc., and all-inclusive charges accepted shall be firm throughout the period of the contract.
				5. The successful bidder shall abide by the general directives, and conditions of the Contract and contract Health Regulations or any other directives issued by the Management/State/Central Government any other statutory body at any time during the execution of contract. All the liabilities arising out of the any provision of labour acts in force and enacted from time to time shall be successful bidder’s responsibility.
				6. The successful bidder shall be required to obtain a license from the Commissioner of Labour under the Successful bidder Labour (Regulation & Abolition) Act 1970 and the Maharashtra Contract Labour 1917 immediately and to observe and abide strictly by the rules and regulations frame there under, in case the said Act is applicable.
				7. The Bidder shall submit anUndertaking to execute the agreement if awarded.
				8. The bidder should be registered as a company in India as per Company Act 1956 & 2013/ Partnership Bidder registered under LLP Act, 2008. Copy of the certificate of incorporation issued by The Registrar of Companies/ Partnership Deed etc. should be included in the technical bid.
				9. The Bidder should not have been blacklisted at the time of submission of the bid by any regulator / statutory body/ any government department/ BFSI/ PSU in India.Undertaking to be provided.
				10. The bidder should not be involved in any litigation which threatens solvency of company.Certificate is to be provided by the chartered accountant /statutory auditor.
				11. Bidder should have all necessary licenses, permissions, no objections, Approvals as required under the law for carrying out its business. It should have an office in Mumbai/Mumbai Suburban/ Navi Mumbai/Thane. GST and other applicable taxes registration certificates/PAN etc.GST Certificate and Pan Card Copy to be submitted
				12. Bidder should have at least 3 years of experience in providing CAMC services for computers, printers & peripherals. Supporting documents for the same shall be submitted. Bidder should also execute satisfactory CMC services for at least three locations where the bidder has handled more than 750 I.T equipment (Computer, printers etc.) For fulfilling the experience criteria purchase Order copy for the services that had been executed shall be enclosed.
				13. Engineers should be permanent employees of vendor and not from any franchisee of the vendor. List of engineers to be included in the technical bid with an escalation matrix.
	2. Service Level Agreements (SLAs)
8. Response Time:
9. It is expected that the agency engineers respond to any call within 30 minutes.
10. Resolution Time:
11. Calls from Critical Areas (Patient service areas or any other area as notified by TMH): These calls must be resolved within 6 hours.
12. Calls from Other Areas: These calls must be resolved within 24 hours.
13. Any deviation from above response and resolution time shall be notified to TMH post-facto or in advance as suitable. Acceptability of reasons for deviation shall be at the discretion of TMH.
14. Monitoring:

Regular performance reviews with TMH to ensure adherence to SLAs.

Daily logs and monthly reports shall be submitted to track performance metrics.

* 1. Penalty Clauses:
		+ - 1. Non-Compliance with SLAs:
1. If it is observed by TMH, that there is an unreasonable non-compliance to the SLA’s defined above a penalty of Rs. 500/- per day for delay in response and Rs. 1000/- per day for delay in resolution will be impose.
2. The resident Engineer deployed by the vendor shall mark his/her attendance in the biometric system under intimation of IT,Dept. and in case the Engineer avails leave or remains absent, the vendor shall arrange for a suitable substitute failing which an amount of Rs.500/- per Engineer per day will be deducted byTMH as penalty from the bills submitted by the vendor.
3. Penalty, if any shall be deducted from any of the payment due to the tenderer.
4. Under no circumstances, TMH is responsible and should be held liable to pay and release the salaries of Resident Engineers deployed by the tenderer. It shall be the duty of the tenderer to release and make payments of the monthly salary, reimbursements, etc. to the Resident Engineers on or before 10th day of the following month. In case of any failure on the part of the Resident Engineers to discharge their duties and functions as per the contract on the ground that the tenderer failed to release and pay their monthly salary, such default shall be brought to the attention of the Competent Authority for appropriate orders and directions
	* + - 1. Misconduct by Staff:

Immediate replacement of the staff member. TMH may choose to impose a penalty of ₹5000 for any such incident or choose to terminate the contract depending on the gravity of the incident.

* + - * 1. Poor Performance:

Repeated non-compliance can lead to contract termination after three warnings.

* 1. Non-Disclosure Agreement (NDA):

The agency shall sign an NDA to ensure the confidentiality of TMH’s data and sensitive information.

* + - * 1. Confidentiality:

The agency must ensure that all staff members handling TMH’s data are aware of and adhere to the confidentiality requirements.

* + - * 1. Data Protection:

Implement measures to protect TMH’s data from unauthorized access, breaches, and leaks.

* + - * 1. Breach of NDA:

Any breach of the NDA will result in immediate termination of the contract and legal action as deemed necessary by TMH.

* 1. Payment Terms:

Payments will be made on a quarterly basis(after completion of three months’ period), linked to satisfactory reporting and performance.

* + - * 1. Payment Cycle:

Payments will be processed every after completion of three months’ period s upon submission and approval of performance reports.

* + - * 1. Deductions:

Deductions may be applied for non-compliance with SLAs, penalties for delays, or other terms of the contract.

* 1. Other Conditions:
		+ - 1. TMH shall provide a seating space of 100 sq.ft. for the agency to house its staff and appliances/ spares/ instruments/ equipment.
				2. Storage space for inventory shall also be within the allotted space.
1. Submission Requirements:

Interested agencies are requested to submit their proposals including the following:

1. Company profile and market standing.
2. Details of similar contracts handled in the past 3 years.
3. Financial statements showing annual turnover.
4. Proposed approach for meeting the scope of work and SLAs.
5. Compliance with terms and conditions outlined above.

**(FINANCIAL BID (PART ‘B’)**

**TATA MEMORIAL HOSPITAL**

**DR. E. BORGES MARG.**

**PAREL, MUMBAI - 400 012**

**Tender Notice No.: TMH/M&VC-A/IT/2024-25/CAMC/02 Date: 09/10/2024**

 **Name of work**: Comprehensive Annual Maintenance Service Contract for Computers,

 Printers & Peripherals of various departments for the period of Two Years

 i.e. from **01/11/2024 to 31/10/2026**

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**SCHEDULE OF QUANTITIES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Type of Printer** | **Approx Qty.** | **Basic** **Rate (Rs.) Per Qty (Exclusive of GST)** | **Total Basic Rate per Annum ( Exclusive of GST)** | **GST** | **Total** |
| 1) | **Laserjet**  | **321** |  |  |  |  |
| 2) | **Deskjet**  | **245** |  |  |  |  |
| 3) | **Officejet**  | **11** |  |  |  |  |
| 4) | **Colour Laserjet** | **2** |  |  |  |  |
| 5) | **Dot Matrix** | **3** |  |  |  |  |
| 6) | **Computers** | **1188** |  |  |  |  |
|  |  |   **TOTAL Basic Rate per annum:****(Exclusive of GST)** |  |  |  |

 **The Total Basic rate per annum will be considered for L1 calculations.**

 **CONTRACTOR/S SIGNATURE & SEAL**

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