



icmr
INDIAN COUNCIL OF
MEDICAL RESEARCH

NIIH
NATIONAL INSTITUTE OF
IMMUNOHAEMATOLOGY

आई सी एम आर - राष्ट्रीय प्रतिरक्षा रूधिर विज्ञान संस्थान
स्वास्थ्य अनुसंधान विभाग, स्वास्थ्य और परिवार
कल्याण मंत्रालय, भारत सरकार

ICMR-National Institute of Immunohaematology
Department of Health Research, Ministry of Health
and Family Welfare, Government of India.

NOTICE INVITING TENDER

The Director, ICMR- National Institute of Immunohaematology, Mumbai (ICMR-NIIH) invites sealed tenders in **Double Bid Sytem (Technical Bid and Financial/Price Bid)** from the reputed and experienced agencies/firms/companies for Comprehensive Annual Maintenance Service Contract for **Computer, Computer-UPS, Laptops and Printers** installed in this Institute as per details for a period of one (1) year from the date of award of contract under the following terms and conditions.

CRITICAL DETAILS

1	Tender No.	NIIH/STORES/07/2022-2023
2	Tender document fee	NIL
3	Duration of Contract	One year from the date of award of the contract.
4	Bid submission start date and time	29 September, 2022 (Thursday) at 4.30 P.M.
5	Bid submission end date and time	12 October, 2022 (Wednesday) at 11.00 A.M.
6	Date of Opening of Technical Bids	14 October, 2022 (Friday) at 03.00 P.M.
7	Date of opening of financial bids for technically qualified bidders	To be notified later
8	Registration charges Amount	Rs.2,000/- (Rupees Two Thousand Only)
9	Delivery/Service Location	ICMR-National Institute of Immunohaematology, 13th Floor, NMS Building, KEM Hospital Campus, Parel, Mumbai- 400012
10	Total Number of pages of Tender Document	11
11	Website Address for downloading tender documents	https://www.niih.org.in/ CPP epublish portal
12	Address and Venue for the submission of Tender document	Tendor Box kept at Room No. 1310, Section Officer (Stores), ICMR-National Institute of Immunohaematology, 13th Floor, NMS Building, KEM Hospital Campus, Parel, Mumbai- 400012
13	Mode of submission of Tender document	By Speed Post/Registered Post/Courier/Hand delivery

Notes:-

1. The Director, ICMR-NIIH reserves the right to accept/reject any or all the Tenders without assigning any reason.
2. The Director, ICMR-NIIH reserves the right to cancel the tender without assigning any reason at any stage of the tender process.
3. Notifications related to addendum/deletion/corrigendum/cancellation of the entire tender process and award of contract will only be published on the institutional website (<https://www.niih.org.in>). No further notification will be published in the newspapers or any other web portal.
4. The Director, ICMR-NIIH, reserves the right to withdraw/cancel the tender if it is found in violation of terms and conditions of this document or any information given in the tender documents which prima facie appears to be false/wrong.
5. Bidders are requested to follow the instructions carefully as per the tender documents.

Director

निविदा आमंत्रण सूचना

निदेशक, आईसीएमआर- नेशनल इंस्टीट्यूट ऑफ इम्यूनोहेमेटोलॉजी, मुंबई (आईसीएमआर-एनआईआईएच) निम्नलिखित निबंधनों एवं शर्तों के अधीन संविदा देने की तारीख से एक (1) वर्ष की अवधि के लिए इस संस्थान में संस्थापित कम्प्यूटरों, कम्प्यूटर-यूपीएस और प्रिंटरों की व्यापक वार्षिक अनुरक्षण सेवा संविदा के लिए प्रतिष्ठित एवं अनुभवी एजेन्सियों फार्म कंपनियों से दोहरी बोली पध्दति (तकनीकी बोली एवं वित्तीय कीमत बोली) में मोहरबंद आमंत्रित करते हैं:-

महत्वपूर्ण विवरण

1.	निविदा मं.	एनआईआईएच/स्टोर्स/07/2022-2023
2.	निविदा दस्तावेज शुल्क	निरंक
3.	संविदा की अवधि	संविदा देने की तारीख से एक वर्ष
4.	बोली प्रस्तुति पारंभ की तारीख एवं समय	29 सितंबर, 2022 (गुरुवार) शाम 4.30 बजे।
5.	बोली प्रस्तुति समाप्ति की तारीख एवं समय	12 अक्टूबर, 2022 (बुधवार) पूर्वाह्न 11.00 बजे।
6.	तकनीकी बोली खोलने की तारीख	14 अक्टूबर, 2022 (शुक्रवार) दोपहर 02.30 बजे।
7.	तकनीकी रूप से अहताप्राप्त बोली लगाने वालों के लिए वित्तीय बोलियां खोलने की तारीख	वाद में सूचित की जाएगी
8.	ई.एम. डी. राशि	रु. 2,000/- (रुपये दो हजार मात्र)
9.	पदाय /सेवा का स्थान	आईसीएमआर-नेशनल इंस्टीट्यूट ऑफ इम्यूनोहेमेटोलॉजी, 13वीं मंजिल, एनएमएस बिल्डिंग, केईएम हॉस्पिटल कैम्पस, परेल, मुंबई-400012
10.	निवदा दस्तावेज के पृष्ठों की कुल संख्या	11
11.	निवदा दस्तावेज डाउनलोड करने के लिए वेबसाइट पता	https://www.niih.org.in/ CPP epublish
12.	निवदा दस्तावेज प्रस्तुत करने के लिए पता व स्थान	कमरा नंबर 1310, सेक्शन ऑफिसर (स्टोर्स), आईसीएमआर-नेशनल इंस्टीट्यूट ऑफ इम्यूनोहेमेटोलॉजी, 13वीं मंजिल, एनएमएस बिल्डिंग, केईएम हॉस्पिटल कैम्पस, परेल, मुंबई- 400012 में रखा गया टेंडर बॉक्स
13.	निवदा किस प्रकार प्रस्तुत करें	स्पीड पोस्ट/ पंजीकृत डाक/ कूरियर/ हाथों-हाथ देकर

- निदेशक, आईसीएमआर- नेशनल इंस्टीट्यूट ऑफ इम्यूनोहेमेटोलॉजी के बिना कोई कारण बताए कोई भी अथवा सभी निवदाए स्वीकार/रद्द करने का अधिकार सुरक्षित है।
- निदेशक, आईसीएमआर- नेशनल इंस्टीट्यूट ऑफ इम्यूनोहेमेटोलॉजी को किसी भी अवस्था में बिना कोई कारण बताए निवदा को निरस्त करने का अधिकार सुरक्षित है।
- संपूर्ण निविदा प्रक्रिया में अनुशेष/लोप/शुद्धिपत्र/निरस्तकरण ओर संविदा देने से संबंधित सूचनाएं केवल संस्थागत वेबसाइट (<https://www.niih.org.in>) में ही प्रकाशित की जाएंगी। आगे कोई और सूचना समाचार-पत्रों अथवा किसी अन्य वेब पोर्टल पर प्रकाशित नहीं की जाएगी।
- यदि इस दस्तावेज के निबंधनों एवं शर्तों का उल्लंघन पाया जाता है या निविदा दस्तावेज में दी गई कोई जानकारी प्रथम दृष्टया मिथ्या/गलत होना पाई जाती है तो निदेशक, आईसीएमआर- नेशनल इंस्टीट्यूट ऑफ इम्यूनोहेमेटोलॉजी को यह निविदा वापस लेने/निरस्त करने का अधिकार सुरक्षित है।
- बोली लगाने वालों से अनुरोध है कि कृपया निविदा दस्तावेज के अनुसार अनुदेशों का सावधानीपूर्वक पालन करें।

निर्देशक

ICMR-National Institute of Immunohaematology
13th Floor, New Multistoreyed Building, K.E.M Hospital Campus, Parel- Mumbai 400 012,
Phone: 2413 8518 /19 **Email:** directorniih@gmail.com

No. NIIH/STORES/07/2022-2023

September 29, 2022

Subject: Tender for comprehensive maintenance of the Computers, Computers-UPS, Laptops and Printers for the Financial Year 2022-2023 extendable upto 31st March 2024 .

Due Date: 12TH October, 2022; 11.00 A.M.

Sealed tenders are invited for supply of comprehensive maintenance of the Computers, Computers-UPS, Laptops and Printers from Authorized Distributors for the year 2022-2023 extendable/renewable on annual basis for a further period of one year, if required. The interested suppliers may get themselves registered by payment of non-refundable registration fees of `2,000/-

payable by bank draft in favour of “**Director, ICMR-NIIH**” payable at **Mumbai**. The suppliers, who have already registered against our Tender for the year 2020-21 to 2021-22 for comprehensive maintenance of the Computers, Computers-UPS, Laptops and Printers have to pay only **Rs. 1,000.00**. Such suppliers may enclose a copy of their registration fees paid along with the tender. Complete Tender document can be downloaded from Institute website: [https://niih.org.in /Central](https://niih.org.in/Central) Public procurement portal (CPPP): www.eprocure.gov.in.

The tenders for annual rates for items required completed in all respects, enclosing registration fee (wherever applicable) should be sent so as to reach the undersigned latest by **11:00 AM on 12th October, 2022**. The tender envelope should be super-scribed with “**Tender No. NIIH/STORES/07/2022-2023 dated 29th September 2022**”. The offers will be opened in front of committee members at **3.00 PM on 14th October 2022 in the Seminar / Conference Hall of the Institute** by a Committee duly nominated for this purpose.

The Director, NIIH reserves the right, to decide on registration and to accept or reject any of the offers without assigning any reasons. The Institute is not bound to place any order to suppliers for any quality/quantity material and it is at the sole discretion of the Director.

Sd/-

September 29, 2022

DIRECTOR

Application / Tender Form for Registration as a Supplier with

**To,
The Director**

**ICMR National Institute for Immunohaematology
13th Floor, New Multistoreyed
Building, K.E.M Hospital Campus,
Parel- Mumbai 400 012.**

Sir/Madam,

Ref.: Your Tender Notice No.
dated

1. Identity of Organization : _____
(Name of the firm/company registration _____ number etc.)

-

2. Communication Details:

(A) Full Address : _____

(B) Telephone / Mobile No. : _____
(C) Fax No. : _____
(D) Email ID. : _____
(E) Sales Tax Registration Number : _____
(F) Income Tax Number (P.A.N.) : _____
(G) Name of the Authorized Person : _____
(H) The Contact Telephone / Mobile : _____
Number : _____

3. Name of the Category for Registration : _____
Applied : _____
: _____
: _____
4. Authority for Execution of Supply : _____
(Enclose letter of authorization in case of
supplier is an agent representative or whether
manufacturing company/sole selling agent
etc.)
5. price of Supply : _____
(Enclose price List in case of supply is
made by agent on behalf of manufacturing
organization)
6. Discount : _____
(Percentage of discount [up to two decimals]
on price list which will be offered by the
bidder on all supplies of the category and
brand mentioned)
7. Taxes and Transport Charges : _____
8. Has your firm been blacklisted by any : _____
Government Department or any other : _____
agency _____
9. Please state whether : _____
[New Supplier – (Yes / No) : _____
Old Supplier – (Yes / No) : _____
Earnest Money Deposit , if deposited : _____
Security Deposit, if deposited] : _____

Any other information:

I/We hereby certify that the information furnished above is true and correct. The terms and conditions are acceptable to me/us. In case of downward price movements during the period of contract, I/we promise to pass on the advantage to ICMR-NIIH.

Authorised Signature and Seal of the Bidding Firm with Date

To,

**The Director
ICMR-National Institute for Immunohaematology
13th Floor, New Multistoreyed Building, K.E.M Hospital
Campus, Parel- Mumbai 400 012.**

- For consideration & registration.

MAINTENANCE CONTRACT AGREEMENT
(Specimen to be executed in Rs.100/- non-judicial stamp paper)

This Maintenance Agreement is made at Parel, Mumbai on _____ (Date and place of agreement) for the period of one year from _____ to _____ between the ICMR-NIIH, Mumbai. Whereas ICMR-NIIH, Mumbai has the Computers, Computers-UPS, Laptops, and Printers shown in the enclosed and whereas M/s _____ has agreed to perform the said maintenance services of the Computers, Computers-UPS, Laptops and Printers as mentioned in this agreement.

Now, therefore, it is hereby mutually agreed as follows:

1. The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligation of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
2. The total maintenance charges for one year are Rupees _____ the comprehensive maintenance charges shall be payable to the on quarterly basis. For this purpose, the you will have to submit bill along-with service and call reports and payment shall be made by it within 30 days from the receipt of the bill. Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the CAMSC rates during the entire period of CAMSC no difference shall be paid or claimed as a result of the above. However, Taxes (TDS) will be deducted from the CAMSC Bill as per Income Tax rules.
3. No advance payment will be made in any circumstances. The payment will be made on quarterly basis on submission of satisfactory performance from the users.
4. During the currency of the agreement, the first party is at liberty to add to or delete from, this schedule any numbers of desktops, laptops, printers and UPS etc. if so warranted. In case of addition of work, services will be performed, the same will be done on already agreed and settled-rates for the main contract of maintenance.
5. The Firm, shall truly and faithfully carry on the said job for the comprehensive maintenance of the Computers, Computers-UPS, Laptops and Printers as mentioned to the full extent and satisfaction of the first party for the whole year, i.e., from the date of signing of this contract agreement. However, contract can be extended for further one year on mutual basis.
6. Maintenance services shall be available on all working days of the office except on Saturdays, Sundays and National Holidays; however, if required, it will be provided on Saturdays, Sundays and National Holidays as per work contingencies. The services should be available from 9.00 A.M. to 5.30 PM.
7. The Firm has to depute their one engineer, who will report to Store Section for any particular complaint (if any) He will remain in the office for 8 hours except Saturday and Sunday or call should be attended within two hours. Engineer will also provide a general servicing of all the above mentioned items quarterly basis.

8. Break down calls shall be attended within 6 hours (excluding Saturday/Sunday/Holiday) of registering the complaint in register which will be available in Stores Section. The required repair work shall also be completed by the vendor at the earliest.
9. The firm will have to repair the equipment within 24 hours of its complaint. If not, the ICMR-NIIH will get repairs carried out from outside and the expenditure so incurred on such repairs will be deducted from the AMC payment, due to the firm.
10. During repair of the machine during the CAMSC period and preventive maintenance at ICMR-NIIH premises the safety of the mechanic/services engineer will be responsibility of the firm.
11. During execution of repairs at the ICMR-NIIH, any damage to the client's property by the mechanic/services engineer of the contractor will be repaired and made good by the contractor at their own risk and cost.
12. The Annual Maintenance Contract shall be comprehensive in nature and shall therefore, include essential servicing and repair/fixing/replacement of all the electrical/electronic and/or mechanical components and parts of the computer systems and accessories. Therefore, the firm shall bear cost of all spare parts of related items (excluding, consumables like toner, UPS batteries, printer ribbon and toner cartridges). The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all the parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. shall be liable to be made by ICMR-NIIH, Mumbai. Replacement of defective parts should be made with spares/parts of the same specification and, in case these are not available, the higher specification will have to be installed. In no case will any defective parts be replaced with old spares.
13. During repair of the machine during the CAMSC period and preventive maintenance at ICMR-NIIH premises the safety of the mechanic/services engineer will be responsibility of the firm.
14. During execution of repairs at the ICMR-NIIH, any damage to the client's property by the mechanic/services engineer of the contractor will be repaired and made good by the contractor at their own risk and cost.
15. The comprehensive maintenance shall be carried out primarily at the premises of the ICMR-NIIH, Mumbai during office hours. In case, the Firm party feels that the equipment cannot be repaired on-site, they will carry the defective equipment with the consent of officials after giving due receipt of the equipment and deliver back the repaired equipment at their own cost and risk to get it repaired promptly.
16. The bidder shall deposit equal to 10% of the Annual Contract Value as Performance security in the form of Demand Draft Bank Guarantee, Demand Draft or FDR which should be pledged in favour of the Director, ICMR-NIIH, Mumbai. This amount shall be refunded without any interest to the bidder by the first party upon termination or expiry of this agreement after adjusting such dues.

17. In the event of non-satisfactory performance of maintenance services by the bidder, first party shall have the right and discretion to terminate this agreement by giving one-month notice and to forfeit the proportionate amount from the performance security deposited by the bidder.
18. In case of breach of any conditions of the contract and for all type of losses caused on the part of Contractor, the Director, ICMR-NIIH, Mumbai shall make deductions, as deemed fit, from the bills preferred by the Contractor or that may become due to the contractor under this or any other contract or from the security deposit.
19. On completion/termination of the contract, the firm will have to provide all the computers, laptops, printers etc. in good/working conditions.
20. In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of this agreement, such disputes or differences shall be resolved amicably by mutual consultations.
21. In case of any dispute arising between the contract holder and the ICMR-NIIH or any constituent being party of the contract the sole authority for settlement of such disputes, will rest with the Arbitrator, appointed by the Director, ICMR-NIIH, Mumbai.
22. In case the maintenance is not found satisfactory the Director, ICMR-NIIH, Mumbai Reserves right to cancel the award at any time, without assigning any reason.

For and on behalf of
ICMR-National Institute of Immunohaematology,
13th Floor, KEM Hospital Parel, Mumbai-400012.

For and on behalf of the contractor _____

WITNESSES

1. Name: _____
Address & Contact _____

Sign.: _____ Date: _____

2. Name: _____
Address & Contact _____

Sign.: _____ Date: _____

Annexure II
APPLICATION - FINANCIAL BID

Tender Reference No..... For service maintenance/repair of various rating of Computer, Computer UPS, Laptops and Printers installed in the ICMR-NIRTH premises

1 Name of the Agency/Firm/Company

2. Rates for CAMSC charges

Sr. No	Description of the item	Quantity	Charges per unit (RS.) In words & figures	Taxes (if any) In words & figures	Total amount with taxes (RS.) In words & figures
01	Desktop computers	99			
02	Laptop	4			
03	HP Laser Jet Printer	28			
04	HP Color Jet printer	27			
05	Computer UPS	9			
Total (in figure)					
Amount (in words):					

Date:

Signature of authorized person

Place:

Name:

Seal:

Annexure-D

(To be typed on 100 rupees Stamp Paper)Performance Bank Guarantee

Bank Guarantee No.: Amount of Guarantee: Rs. Valid Up to :Guarantee Cover from : to
The Director, ICMR-National Institute of Immunohaematology, Mumbai (Indian Council of
Medical Research) N.M. Building, K.E.M Hospital, Parel, Mumbai - 400012

This deed of guarantee executed by (Name of Bank)
Constituted under the (Bank Act) having its Corporate Centre at
..... and amongst other places a
Branch,..... (hereinafter referred to as“the Bank”)
in favour of ICMR-National Institute of Immunohaematology, Mumbai (hereinafter referred to as
“the Beneficiary”) for an amount not exceeding Rs. (Rupees
.....)at the request of (Name of Firm)
.....(hereinafter referred to
as “the Contractors”).

This Guarantee is issued subject to the condition that the liability of the Bank under this Guarantee
is limited to a maximum of Rs.
(Rupees.....)and the
Guarantee shall remain in full force upto.....and cannot be invoked otherwise
than by a written demand or claim under this Guarantee served on the bank on or
before.....

Whereas you have entered in to a contract reference No. P.O. No.
.....Dated.....With (Name of Firm)
.....for the supply of
..... which is hereinafter referred to as “the said contract” and whereas
(Name of Firm) has undertaken to produce Bank
Guarantee for the 10% of the contract price amounting to
Rs..... (Rupees.....)
to secure its obligations ICMR-National Institute of Immunohaematology, Mumbai for the
warranty of the equipment supplied.

We, (Name of Bank) Hereby expressly
irrevocably and unreservedly undertake and guarantee as Principal obliges on behalf of (Name of
Firm)..... that in the
event ICMR-National Institute of Immunohaematology, Mumbai declares to us through you that
(Name of Firm)..... has not fulfilled the warranty/other
obligations according to the contractual warranty obligations under the said contract to pay you on
demand without any reference to M/s.....an
amount of Rs.
.....(Rupees.....)
Notwithstanding any right/disputes raised by (Name of

Firm).....or any said or proceedings pending in any competent Indian Court or before any arbitration tribunal, your written demand shall be conclusive evidence to us that such payment is payable under the terms of the said contract and shall be binding in all respect on us.

We shall not be discharged or released from the aforesaid undertaking and guarantee by any arrangements, variations made between you and (Name of Firm)indulgence to (Name of Firm).....by you with or without our consent and knowledge or by alterations in the obligations of (Name of Firm)..... by any forbearance whether as to payment time performance or otherwise.

We further agree and undertake not to revoke this guarantee before the same is discharged in writing by you.

This guarantee shall remain valid until

Notwithstanding anything contained herein.

Our liability under this guarantee is restricted to Rs. (Rupees.....)

This Bank Guarantee shall be valid up to

We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if your serve upon us a written claim or demand and received by us or before.....i.e.the date of expiry of this bank guarantee.

The Bank Guarantee should be returned to us after the expiry date for cancellation purpose, even if the original guarantee is not returned, our liability on this guarantee ceased to exist.

Dated at at this Day ofDated: Place:

(Signature of authorized Officer of the Bank)

Witness (Name, Address & Signature)1.

2.