

		 <b>Government of Maharashtra</b> Commissionerate of Health Services, Mumbai	
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DHS/Proc/ AMC- PC, Printer Scanner/		/2025	
Date : / /2025.			

To,

**Sub :- Invitation of quotations for "Appointment of Agency for Annual maintenance Contract of AMC for PC, Printer, Scanner, Laptop,I-Pad, LCD –projector, LCD, Screen/TV, Wifi Device, Networking etc"at Arogya Bhavan & Mantralaya- Mumbai.**

Dear Sir / Madam,

We are inviting to submit your most competitive rates for "Appointment of Agency for Annual Maintenance Contract of AMC for PC, Printer, Scanner, Laptop,I-Pad, LCD projector, LCD Screen/ TV, Wifi Device, Networking etc. " of Hon. Minister's office, Mantralaya, & CHS / NHM, Arogya Bhavan - Mumbai.

**Schedule of Requirements**

Sr.No	Description	Qty.	Rate	Amount	Destination
1	Computer	340Nos.			Mantralay & Arogya Bhavan Mumbai
2	Printer	123Nos.			
3	Scanner	18 Nos.			
4	LAN Switches (48 ports)	2 Nos.			
5	LAN Switches (24 ports)	16 Nos.			
6	Laptop	9 Nos.			
7	Tablet	1 No.			
8	LCD /TV	20 Nos.			
9	Wi-Fi devices	10 Nos.			
10	Networking(Crimping/ Slicing, LAN, Cabling, LAN/WAN trouble shooting)	330 Nos.	As and when required only		
			<b>Total</b>		
			<b>GST</b>		
			<b>Grand Total</b>		

**Responsibilities of service provider:-**

Preventive maintenance for PC, Printer, Scanner, Laptop, I-Pad, LCD projector, LCD Screen/ TV, Wifi Device, Networking etc is required as follows.

- Number of visits - service provider has visit for each machine once in a month for Maintenance purpose.
- Service provider should do total maintenance work of PC, Printer, Scanner,Laptop, I-Pad, LCD projector, LCD Screen/TV, Wifi Device, Networking etc and keep machines in working condition.
- The quotation called for the annual maintenance contract to provide maintenance service for PC, Printer, Scanner, Laptop, I-Pad, LCD projector, LCD Screen/ TV, Wifi Device, Networking etc in the office of Hon. Minister's office, Mantralaya & CHS / NHM, Arogya Bhavan - Mumbai. The location details of PC, Printer, Scanner, Laptop,I-Pad, LCD projector, LCD Screen/ TV,



**Wifi Device, Networking etc** is mentioned in enquiry.

- Service provider has to submit the visit report/Service report in detail.
- Maintenance services shall consist of preventive & corrective maintenance of computers system hardware, two expert Engineers (Hardware & Software) of the contractor firm will visit Arogya Bhavan, Mumbai office on daily basis.
- The Service Provider should keep two technical personnel posted full time at the office of Arogya Bhavan, Mumbai during the contract period. One of these should be B.E. (IT/Computer) and the other should be certificate in hardware and Networking.
- Engineers will be reporting to officer in-charge of IT Department for daily work done.
- Dedicated no. for 24x7 service support: should be provided.

**Other Terms & Conditions:-**

- 1) In case of discrepancy between unit price and total price, the unit price shall prevail.
- 2) Quantity may be increase or decrease; hence price should be quoted for one unit only of each item.
- 3) Rates quoted by the agency shall be fixed for the duration of the contract period.

**4) Penalty :**

- (i) Response time of a call should be within 24 hours and in case of any failure to respond within the stipulated time, a penalty (as per details given below) shall be imposed, which will be deducted from the quarterly payment of the AMC.

**Table of Reference for Penalty**

Sr.No.	Types of computer/Equipment	Suggested downtime Penalty
1	All computers (General use)	Rs.100/- per day
2	All other Printers	Rs.100/- per day
3	If equivalent standby is given immediately	No penalty

- (ii) Similarly Liquidity damages at the rate of 0.5% per week for the delay / disobey or any mistake occurred intentionally in subject up to a maximum deduction of 10% computed on the value, & once the maximum is reached, the Purchaser may consider for termination of the Contract.
  - (iii) An amount of Rs.200/- will be deducted for AMC quarterly payable if any service engineer remain absent/leave without providing substitute.
  - (iv) The firm will prepare separate log books for each of the machines to be taken under AMC and preventive maintenance with virus detection and special cleaning of monitor, printer keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive maintenance report form the user would be submitted to the IT department, failing which an amount of Rs.100/- penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report form the user.
- 5) No payment shall be made in advance nor do any loan from any bank of financial institution shall be recommended on the basis of the award of work.
  - 6) Payment will be made on receipt of bills accompanied the service report duly signed by the user.
  - 7) All payment shall be made by PFMS or through e-payment system only.
  - 8) The State Health Society, Maharashtra shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in para no.1.
  - 9) Payment of the A.M.C. will be made on quarterly basis after completion of the every quarter.

**Terms and conditions:**

**1) Bid Price :**

- a) All duties, taxes and other levies payable by the contractor under the contract shall be included in the total price.
- b) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to the adjustment on any account.



Each bidder shall submit only one quotation. Bidder has to write following matter on sealed envelope. Quotation for Annual Maintenance Contract for **PC, Printer, Scanner, Laptop, I-Pad, LCD projector, LCD Screen/ TV, Wifi Device, Networking etc** at Arogya Bhavan, Mumbai.

**2) Validity of Quotation:**

Quotation shall remain valid for a period of not less than 60 days after the deadline date specified for submission.

**3) Evaluation of Quotations**

The procurement cell, DHS shall evaluate and compare the quotations determined to be substantially responsive i.e.

- a) Are properly signed.
- b) Copy of PAN Card Registration
- c) GST Registration certificate whichever applicable.
- d) Copy of Registration of the firm/agency (Shop Act License).
- e) Copies of the educational qualifications of technical person should be submitted along with the quotation.
- f) Confirm to the terms and conditions.

**4) Award of Contract:-**

The procurement cell, DHS will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.

- a) Not with standing the above, the procurement cell, DHS reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- b) The bidder whose quotation is accepted will be notified about the award of contract by the procurement cell, DHS prior to expiration of the quotation validity period.

The terms of the accepted offer shall be incorporated in the purchase order.

**5) Period of Contract:**

The period of contract shall be one year from the date of signing of the contract agreement.

**6) Place for Services:**

The service provider has to render the services during contract period as per requirements Mantralaya & Arogya Bhavan, Mumbai.

**7) Subletting of Work:**

The firm shall not assign or sublet the work or any part of it to any other person or agency.

**8) Payment**

Payment will be made on quarterly basis after completion of satisfactory work submission of invoice along with the service report certified by authorized officer.

The State Health Society shall have every right to deduct the pending dues on account of loss, compensation, or any remedial action in monetary terms from the said payment. The supplier shall not agitate the said issue in future.

**9) Liquidity Damages :**

Liquidity damages at the rate of 0.5% per week for the delay in work subject to maximum of 10% computed on the value of delayed.

**10) You are requested to provide your offer latest by 2.00 pm hours on dt. 15/5/25**

**11) Quotations will be open in the presence of the committee at 3.30 PM on 15/5/25**

In the office of the Arogya Bhavan, 6<sup>th</sup> floor, St. George Hospital Compound, P. D'mello Road, Mumbai-400 001.

We look forward to receiving your quotations for your interest in this project.

  
**Joint Director of Health Services  
(Procurement Cell) Mumbai**