

Government of India
Ministry of Health & Family Welfare
(National AIDS Control Organization)

Sealed proposals are invited for providing Annual Maintenance Services (Non-Comprehensive) for Computer Systems (CPU, VDU / TFT, Printers, UPSs, Server & Laptops) installed in NACO. The interested firms may deposit their proposals in the Tender Box placed at the reception of National AIDS Control Organization, 9th Floor, Chandralok Building, 36 – Janpath, New Delhi – 110001. The proposals should necessarily include the following:

1. A brief profile of the firm;
2. A list of offices (only Government), where the company is presently providing such services.
3. Financial proposal
4. Terms and conditions for offering the services to NACO.

The firms are also required to deposit Earnest money of Rs. 5000/- alongwith the Tender in the form of Demand Draft / Pay Order of a scheduled bank issued in favour of “Accounts Officer, Ministry of Health & Family Welfare” payable at New Delhi.

The other terms and conditions for providing services in NACO shall be as follows:

1. The firm will be responsible for management and administration of the server, which may be a proxy OR a mail server.
2. The firm will have to post one (1) on-sight Engineer in NACO during office hours i.e. from 9 AM to 6 PM.
3. The service engineer of the firm will have to manage and maintain the e-mail accounts of Officers/staff of NACO and will also provide support to staff in internet applications.
4. The firm will also be responsible for proper networking operations i.e. LAN in the office.
5. The maintenance of LAN would also include network cables, switches, hubs etc.
6. The service engineer of the firm will also have to install / configure / maintain all the software's installed in NACO.
7. The firm will also ensure total production of compute systems installed in NACO from viruses.
8. The service engineer of the firm will have to take regular backup of all critical data in the server.
9. The firm will also be responsible to support and monitor / WAN / Internet connectivity depending upon the ISP used.
10. The total number of desktops are 140. The number of printers are 95. The UPSs are 130 in number. There is 1 server and 10 Laptops available in the office.

The last Date & Time of the receipt of sealed proposals is **4.5.2009 till 1.30 P.M.** The proposals shall be opened on same day at 3.00 P.M where the authorized representatives of the firms may also participate. The award of contract shall, however, be decided later and shall be subject to detailed examination of the proposals received.

(Subhash Chandra)
Under Secretary (Admin), NACO
