



पत्रांक: MD/PAT/44/Quotation/2021 / 1592-96

दिनांक : 09.11.2021

कोटेशन आमंत्रण सूचना

Sealed quotations are invited by the Director, Monitoring Directorate, CWC, Patna on behalf of the President of India from experienced and reputed contractors /Agencies/ firms "To carry out **Annual Maintenance Contract of computers & Peripherals and telephone Intercom connection on Non comprehensive basis**" in this office for **a period of 1 year i.e. from 01.12.2021 to 30.11.2022** as per the following terms and conditions. The probable quantity of computers and related equipments are given in the schedule:

Sl. no	Description of Items	Qty. in Nos.	Unit rate / year	Amount	Amount In words
1	Personal Computer (Desk top)	5			
2	Epson L380 Inkjet Printers	1			
3	Hp Laser Jet 1022/1005	2			
4.	UPS Double Battery system	3			
4.	Telephone Intercom connection machine of MATRIX make with 5 nos. telephone Sets.	1			

Terms and Conditions:-

1. Scope of work:-

- The scope of work constitutes the **repair and maintenance of computers and peripherals and Telephone Intercom connection M/c** at the office of Director, Monitoring Directorate, Central Water Commission, Patna. Under the scope of work, it is not the intent to specify all the details completely, but to give a general idea about the nature of work covered under the contract. Any activity that is not specified here but necessary for efficient maintenance of computers and peripherals shall be deemed to be included in the scope of work of this contract.
- The contractor shall diagnose and repair/replace the faulty component /module /device and network equipments etc. The cost of the components to be replaced will be provided by the department as and when the need arise. The tools, including diagnostic equipment required for the purpose shall be provided by the contractor. No charges will be paid extra on this account.
- Preventive maintenance of all machines /hardware/software etc shall be carried out once in a quarter.
- Contractor/firm should have to submit the checklist and programme for periodic and routine maintenance along with the quotation

2. Emergency calls:

The contractor will be bound to attend complaints on the basis of emergency calls same day and maintain a record for the same and furnish remarks for emergency call from this office; no extra payment shall be made for the same.

3. Timings:

Normally the maintenance services shall be required during working hours (09.30AM- 06.00 PM) and five days a week depending upon the working hours of the respective office and service Engineer should visit in such a way that job can be completed within office hours. However, contractor shall provide service beyond normal working hours and on CWC's closed /listed holidays, including Sundays without any additional cost in the following cases:

- Whenever such services are required as decided by Competent Authority of CWC.
- In case, any critical job has been started during the working hours and it has to be completed on the same day, even if it continues beyond the working hours of CWC.

4. Exclusion from contract:

Unless specifically mentioned, the maintenance charges shall not cover the supply of following consumables listed below:

- Printer heads, Printer ribbons, drum and Toner/ Cartridges of Laser Printer, Ink Cartridges for Ink/Desk Jet Printers, Plastic parts (other than electrical and mechanical components) for all the Peripherals.
- Batteries for UPS and other equipments.

Contractor shall supply all items other than those mentioned above. However the contractor as part of AMC shall provide all installations and services even for the excluded items.

General Terms and Conditions:-

- The quotations duly signed should reach the Director, Monitoring Directorate, CWC, Amarnath Road, Veer Chand Patel Marg, Patna-800001 on or before **22.11.2021 by 15:00 Hrs.** and shall be opened on the same day at **16.30 hrs.** The sealed cover should be super scribed with words "**Annual Maintenance Contract of computers & Peripherals and telephone Intercom connection on Non comprehensive basis.**"

अमर नाथ रोड, अदालत गंज, पटना -800001

Amarnath Road, Adalatganj, Patna-800001

e-mail: dirmonpatna-cwc@nic.in



6. All the equipments listed for AMC should be thoroughly inspected during office hours from Monday to Friday at the office premises of Director, Monitoring Directorate, CWC, Patna by the vendor before quoting the rates.
7. Rates quoted should be inclusive of all applicable taxes.
8. The rates should be valid for a period of **90 days** from the date of opening of NIQ.
9. The agency shall engage only well qualified service Engineer/Personnel for AMC services.
10. Rates/Prices for each item shall be furnished in the format as given above in the price schedule. Any correction, overwriting shall be countersigned.
11. The contractors must quote the rates keeping in mind all the terms & conditions mentioned in the notice and can inspect the computers and peripherals before submitting the quotation.
12. Canvassing, soliciting, fraud practices, suppression of facts, stating wrong facts and fraudulent practice by the contractor may lead to rejection of the quotation at any stage of the work and may lead to its blacklisting for all future CWC works /purchase.
13. Sub-contracting of the work is not permissible under the contract.
14. The contractor shall be responsible for the general care of the system and equipment made available to them.
15. The contractor shall be responsible for any loss or damage to the system caused by the contractor or its representative in the course of work. The department shall have the right to make good the losses by adjusting the same from the payment due to the contractor.
16. The maintenance has to be carried out at site. In case any computer/peripheral is taken out for repair the same should be completed within a week's time and alternate arrangement should be made at the own cost of contractor.
17. Payment shall be made on quarterly basis within 20 days after submission and verification of bill from all offices through RTGS on submission of bill in duplicate in favour of Director, Monitoring Directorate, CWC, Patna. The agency will have to submit bank mandate indicating bank account details in which payment is to be made electronically.
18. The competent authority on behalf of President of India reserve the right of accepting the whole or any part of the work and the firm shall be bound to perform the same at the rate quoted.
19. The quantity and period of the work may be increased / decreased by the competent authority.
20. The competent authority shall have the right of rejecting all or any of the quotations will not be bound to accept the lowest or any other quotation.
21. In case it is noticed by the department that the work carried out by the contractor is not up to the mark, 3 days written notice will be given to the agency warning to improve the efficiency. In the event of finding, there is no improvement and the work is not being carried out as per the terms and conditions, the contract shall be terminated by giving 24 hrs. notice.
22. The department reserve the right to terminate the services of the contractor without stating any reason at any time.

09/11/2021
(संजीव कुमार सुमन)
निदेशक

प्रतिलिपि :

1. मुख्य अभियंता, निचली गंगा बेसिन संगठन, केन्द्रीय जल आयोग, पटना
2. अधीक्षण अभियंता (स.) मुख्य अभियंता का कार्यालय, निचली गंगा बेसिन संगठन, केन्द्रीय जल आयोग, पटना के सूचना पट्ट हेतु।
3. उप निदेशक, सॉफ्टवेयर प्रबंधन निदेशालय, केन्द्रीय जल आयोग, नई दिल्ली -110066 अनुरोध है कि इसे CWC के tender Portal पर अपलोड करे।
4. अधिशासी अभियंता, निचली गंगा मण्डल-1, केन्द्रीय जल आयोग, पटना के सूचना पट्ट हेतु।
5. अधिशासी अभियंता, निचली गंगा मण्डल-2, केन्द्रीय जल आयोग, पटना के सूचना पट्ट हेतु।