



संख्या:No. SWRD/HQS/259(1)/2020/ 1124-27

दिनांक:- 23.04.2021

NOTICE INVITING QUOTATION

The Executive Engineer, SWRD, Central Water Commission, Kochi, on behalf of president of India invites quotations in sealed cover from authorized dealers or manufactures for "Annual Maintenance Contract of Computers and Peripherals at BED/ SWRD/ SWRSD-II, CWC, Kochi" with the following specifications. The quotations will be received up to 15.00 hrs on 30.04.2021 and will be opened on the same day at 15.15 hrs. In presence of quotationers or their authorized representatives who may desire to be present at the time of opening the quotations.

SI No	Description of item/ work	Unit	Quantity required	Remarks
	As per annexure 1 enclosed			

Terms and Conditions

1. The late bids i.e. the bids received after the specified date and time for receipt of bids shall not be considered.
2. Rates shall be quoted "Per Unit" basis and shall include all charge related to transportation of material to site, i.e F.O.R at Kochi.
3. GST/Taxes, if any, shall be quoted separately failing which the quoted rates would be taken as inclusive of taxes and no subsequent request for addition of taxes would be entertained by this office.
4. If there is a discrepancy between unit cost and total cost then unit cost will prevail. If there is a difference between words and figures the amount in words will prevail.
5. Discounts, if any, should be indicated in the quotation.
6. Offers may be submitted on firm price basis.
7. Rates should be valid for at least 90 days from the date of opening of quotation.
8. The work shall be as per specification & terms and conditions as mentioned.
9. Maintenance service should be of corrective maintenance apart from the periodical preventive maintenance of once in a month.
10. In periodical preventive maintenance once in a month, the following works should be attended compulsorily:
 - a. Cleaning and removing the dust in the Key board, Printer, System (Monitor & CPU) by using handy type vacuum cleaner.
 - b. Checking all the cables.
 - c. Checking floppy drive, CD ROM drive, mouse etc. by using suitable cleaning kit.

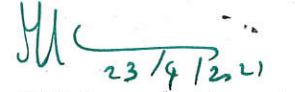
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- d. Checking the Earth.
- e. Checking the Hard disk and entire system. If bad sector is found more than 10% in the Hard disk, the hard disk is to be replaced by the firm, without disturbing the existing programme or files in the system.
11. In addition to the Hardware, if any problem occurs in operating system or driver software, it should be rectified or software should be reloaded.
12. The Organisation is having rights to upgrade any Hardware of the above system and the firm should be ready to undertake AMC of such Hardware also without any additional charges.
13. Once in a month virus scanning is to be done/ updated by the firm and if any virus is found in the system, it should be rectified.
14. The AMC consists of replacement of defective/ worn out parts in the Computers and Peripherals including such as ribbons, Cables, plastic parts, printer head, fuser assembly, adapter of printers, scanners switches, CD Panels, Knob etc. except consumable such as toner, cartridges and batteries.
15. No advance payment will be made for AMC. If required the payment will be made on quarterly basis by e-payment to your concerned bank account, for which Mandate form from the bank shall be provided along with the bill.
16. Quotationer shall be fully responsible on the entire stores contracted for arrival in good condition at F.O.R destination.
17. The contract shall be started as per the specification from the date of issue of work order from this office.
18. The materials/work not conforming to the specifications stipulated above or defective material and substandard works are liable to be rejected and any loss or damage occurred during transit or rejection of works will have to be borne by the firm itself.
19. If necessary, the agency may visit this office/ contact over phone and get clarification in any issue regarding this quotation to have clear information.
20. It should be clearly understood that in the event of the work not being completed as per the time schedule laid down in the tender, penalty may be imposed as specified in the terms and conditions hereto.
21. The bidders should have service center located at Kochi.
22. The Service call/ Complaint call made over the Telephone should be attended within two hours and the defect should be rectified within 24 hours.
23. A penalty to be imposed if the resolution /maintenance involving part replacement is delayed above 48 hrs or as per described resolution time in the bid.
24. If the service providers are not able to complete or turn up for the calls, then users can avail the services from any other suitable authorized service center or SPA/ competent technician and the amount so spent can be deducted from the bill of service provider / from his due amount.

Sl. No	Service Level Agreement	Base line performance	Lower performance	Penalties for breach	
				1 instance	2 instance
1	Delay in carrying out AMC as per schedule	On time	Within 2 days (48 hours) of scheduled date	1% of billed amount	2% of billed amount
2	Failure to deliver AMC services	Zero	NA	3% of contract value	Termination of contract

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25. In case the firm is not in a position to rectify the fault at sight and if they want to take the system or any accessories to their place, standby is to be provided before doing the same.
26. The bidder shall indicate its own direct telephone (Office as well as residence) and also his mobile phone so that he may be contacted in emergency situation. Fax number / E-mail may also be indicated, if available.
27. Any corrections cuttings in the quotation document shall be initialized by the bidder.
28. The CWC reserves the right either to accept or reject all or any of the bids without assigning any reasons. The decision of the purchaser would be final and binding.


(M.S.Saravana Kumar)

अधिशसि अभियन्ता/Executive Engineer

Copy to:-

1. The Superintending Engineer, C&SRC, CWC, Bangalore for kind information.
2. Accounts Branch, SWRD, Kochi
3. CWC Website tenders/Epprocure.gov.in/CPPP/.
4. Notice Board, SWRD, Kochi

Name of Work : Annual Maintenance Contract of Computers and Peripherals at BED/ SWRD/ SWRSD-II, CWC, Kochi					
Sl. No.	Description of Work	Qty	Unit	Rate(Rs.)	Total (Rs.)
	Annual Maintenance Contract with Spares				
	SWRD/SWRSD-II, CWC, Kochi				
A	Personal computers - 101 Keys/ MS mouse with monitor 15"/17"/19" Samsung Colour monitor/ Dell Colour Monitor/ HCL Infinity 2000L/ noc/ Acer/ Wipro/ Zenith/ Compaq/ Lenovo Monitor				
1	Acer Intel Core 2 Duo Processor	2	No		
2	Foxin Intel core 2 Duo Processor	3	No		
3	Wipro Intel i3 processor	2	No		
4	Samsung Intel Core 2 Duo	1	No		
5	Acer Intel Core i3	2	No		
6	Wipro Intel Core i3	2	No		
7	Lenovo all in one Think Centre Intel core i3	2	No		
B	PRINTERS				
1	HP Laserjet P1108	1	No		
2	HP Laserjet CP1025 colour	1	No		
3	Canon LBP 2900B	1	No		
4	HP Deskjet in advantage 2520	1	No		
5	Samsung ML 1676	1	No		
6	Samsung SCX 3401	3	No		
7	EPSON L 6190 Deskjet color	1	No		
8	EPSON L 655 Deskjet color	1	No		
	BED, CWC, Kochi				
A	Personal computers - 101 Keys/ MS mouse with monitor 15"/17"/19" HP/Dell/ Acer Monitors				
1	Compaq Presario Intel core3	1	No		
2	Acer Intel pentium	1	No		
3	Acer aspire Intel core 2 duo	1	No		
4	Intel i3	1	No		
B	PRINTERS				
1	Samsung SCX 3401	1	No		
2	HP Laserjet 3015	1	No		
3	HP Laserjet P 1007	1	No		
4	HP Deskjet 1000	1	No		
5	Canon MF 4720W	1	No		
6	HP Laserjet pro MFP 277 DW Colour	1	No		
	Sub Total				
	GST @18%				
	Grand Total				
	Say				
(Rupees only)					

Date:

Signature of contractor with seal