



सिलवासा नगरपालिका परिषद  
SILVASSA MUNICIPAL COUNCIL  
दादरा एवंनगर हवेली, /DADRA & NAGAR HAVELI,  
सिलवासा /SILVASSA



No.SMC/CO/GNL/2017/92

Date: 10/01/2018

**SHORT TERM QUOTATION**

**Subject:- Quotation for the AMC (Comprehensive) of Computers and its peripherals installed in SMC.**

The Chief Officer, Silvassa Municipal Council invites seal quotations for allotment of Annual Maintenance Contract (AMC) for it's Desktop Computers, Printers, UPS, Server, Scanners, LAN ports etc. installed at Silvassa Municipal Council from various agencies/authorized dealer so as to reach the undersigned on or before 19/01/2018 upto 15.00 hours by RPAD/Couriers or to be deposited in tender box kept in the office of the undersigned. The quotation will be opened on the same day at 16.00 hours if possible.

Sr. No.	Description of item	Qty	Rate	Unit	Amount
1	Annual Maintenance Contract (Comprehensive) for all types IT peripheral installed at SMC.				
a	Desktop	29		No.	
b	Laptop	15		No.	
c	Server	2		No.	
d	Printer	26		No.	
e	UPS	31		No.	
f	Network router with LAN points (24 Ports each)	2		No.	
g	Internet router	2		No.	

**GENERAL CONDITIONS:-**

1. The envelop should be superscripted by word "**Quotation for the AMC (Comprehensive) of Computers and its peripherals installed in SMC**".
2. Quotation received after due date and time will not be taken into consideration.
3. Right to accept or reject any or all quotations is reserved with the undersigned.
4. Rate should be inclusive of all taxes, transportation, packing forwarding and other Govt. liabilities.
5. The bidder shall have relevant experience preferably in managing and providing support for computer hardware, software, laptops and peripherals similar to the existing IT hardware in this office.
6. The bidders who are registered/approved by any government department/ organization will be given preference.
7. The firm should have experience to execute the similar work in Government/PSU or any org/dept. The firm may enclose sufficient documents regarding execution of government work order, etc.
8. The firm will be selected under **Quality and Cost Based Selection (QCBS)**. Firm should have experience of at least two year in AMC with 70% technical qualification and 30% of financial.

**TECHNICAL CRITERIA:-**

1. Submit valid registration certificate.
2. Submit PAN/TAN card of agency, GST Registration, certificate of genuine dealership of IT products and work experience of atleast 2 years.
3. Annual turnover should be atleast 50 Lakhs per year.
4. Qualification Information of service engineer or key personal.
5. Turnover of atleast 40 lakhs per year.

TERMS & CONDITIONS:-

1. The Selected agency will be responsible for repair/replace/maintenance work of all the computers and its above mentioned IT peripherals installed in SMC. The complete responsibility for smooth functioning of all the computers, printers and all above mentioned IT peripherals under this contract shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of contract.
2. The contractor would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of machine on quarterly basis.
3. To the extent possible, all repair and maintenance and replacement work would be carried out in this office premises only. If it is not possible to conduct the repair work within office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
4. No transportation charges/cartage for removal of any component to the workshop for repairs/replacement and back to office for installation shall be separately payable to the contractor over and above amount payable to the contractor under the contract.
5. A dedicated person service engineer will be provided by the contractor in the office hours on all the working days and even on holiday or beyond office hours, if need arises, to attend to the day to day maintenance issues and his contact details be provided to this office. In addition the deputed engineer should be able to load or reload and attend to other minor problems related to software such as windows, MS office, Antivirus and also internet connectivity.
6. SMC may, in its own discretion, add more computers to the AMC or withdraw some or all the equipment from AMC.
7. The rate once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
8. Whenever during the period of the contract the contractor does not rectify the fault/defect brought to his notice within a reasonable period of time, the contractor shall get the faults defects rectified by engaging suitable professionals from the open market at the contractor's risk and cost.
9. In case the contractor's service are found to be consistently unsatisfactory, the contract shall be terminated and the work shall be got done from the open market at the contractor's cost.
10. At the time of expiry of the contract the contractor would be required to hand over the department's property in perfect working condition.
11. The contractor shall be responsible for the loss of any SMC property owing to negligence on his or his representative's part while maintaining the machines.
12. No advance payment will be made in any case. The payment will be released on quarterly basis after making statutory deductions like TDC, Work contract tax etc. and at the end of each calendar quarter.
13. The bill shall be raised by the contractor on quarterly basis and at the end of the contract, during the second week of the last quarter.

Sd/-  
Chief Officer  
Silvassa Municipal Council  
Silvassa

Signature of Agency/Contractor

Copy to all Suppliers/agencies/authorized dealer.  
Copy to President, SMC, Silvassa for information please.