

INLAND WATERWAYS AUTHORITY OF INDIA
5TH FLOOR, PARMESHWARI BUILDING,
CHATRIBARI, A.T. ROAD
GUWAHATI

No.IWAI/GHY/HY/8(3) AMC/2009-2010

Date: 03.08.2009

NOTICE INVITING QUOTATION

Inland Waterways Authority of India invites sealed rates quotations from bonafied HP authorize service provider for Annual Maintenance Contract for Computers/Laptops/Printers and peripherals installed at IWAI office/Vessel in Guwahati. The general scope of work includes:

The maintenance of hardware and software, and is applicable to the software maintenance includes loading/reformatting of software/discs with software like Windows 2000, XP, Microsoft Office software, Internet Explorer, Netscape, Outlook Express, Data retrieval and installation/removal of any other software purchased by this office from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software packages mentioned above.

The list of computers, printers, laptops etc. is attached in Annexure. However new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments.

The interested parties may send their sealed quotations super scribed with 'Quotation for AMC Computer and Peripherals' and addressed to Director, Inland Waterways Authority of India, 5th Floor, Parmeshwari Building, Chatribari, A.T. Road, Guwahati by 5.30 P.M. on 17.08.2009.

Late submission of quotations will not be accepted. Quotation by "Fax/e-mail" will not be accepted. Quotations may be submitted by Registered Post, by Hand in Person or by Courier. However, any delay on this account shall not be accepted as a reason for exception. Quotation received after due date will not be accepted. The undersigned reserves the right to

reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

Terms and Conditions of AMC shall be as follows:

1. The price may be quoted on comprehensive basis for the computers, laptops, printers etc. in both words and figures.
2. The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
3. The bidders must have to submit the proof of PAN No. and current income tax return certificate.
4. The price may be quoted as per annexure enclosed including labour, taxes, transportation of materials etc. No other charges shall be entertained.
5. The Authority will notify the successful bidder in writing that the bid has been accepted.
6. The firm should be in existence for over 3 years in the trade with the maintenance business.
7. The firm must have previous experience in maintaining hardware and network systems in Govt. organization/PSUs/Organization of repute.
8. The firm must have expertise in preventive on site maintenance and repair of stand alone computers, laserjet/deskjet printer & its peripherals and other hardware parts and accessories.
9. The firm must be registered with the Sale Tax Department for Works Contract Tax and Service Tax.
10. Warranty of the replaced parts shall remain valid for minimum twelve (12) months for work from the final acceptance.
11. The Contractor shall be entirely responsible for all taxes and other such levies imposed. The bidder shall quote prices inclusive of all taxes/ duties/ service charges only.
12. Normally no advance payment would be made but in the case, advance payment would be made after receiving of 100% Bank Guarantee of any Nationalised Bank by the firm. Otherwise quarterly payment after satisfactory completion of each quarter would be made.

13. Response time to the complaint will be 24 to 48 hours.
14. Preventive maintenance of machine like cleaning, through checking should be done every month.
15. In case repair work delayed, Authority has full right to get done the repair work from outside agency and the bill amount will be adjusted in the AMC amount.
16. In case where repair is not feasible in our office and down time exceed 48 hrs. standby computer/printer etc. will be provided.
17. IWAI shall not be responsible for the damages, which may occur during transportation of computers/printers etc. while shifting for repair.
18. The awardee has to provide services in Inland Waterways Authority of India, Guwahati and the vessels standby at Pandu Port (Guwahati).
19. The firm will maintain a log book/sheet for the machines to be taken under the AMC and Preventive maintenance with special cleaning of the Monitor, Printer, Key Board, Mouse etc. from outside the liquid cleaner and inside will be carried out on quarterly basis.
20. A firm black-listed by any Govt. office will not be eligible to participate in this Quotation.
21. IWAI reserves the right to accept or cancel any quotations without assigning any reason or any prior notice.

(M.K. SAHA)
Director

ANNUXERE

BOQ FOR DESKTOP/LAPTOPS AND PRERIPHERIALS FOR AMC

Sl.No.	Description	Unit	Qty.	Rate (Rs.)	Amount (Rs.)
A.	DESKTOP (COMPAQ / HP)				
1	Desktop with CRT Monitor	Nos.	7		
2	Desktop with TFT Monitor	Nos.	3		
B.	MONITOR				
1	HP/COMPAQ	Nos.	2		
C.	LAPTOP (COMPAQ / HP)				
1	i) Compaq Presario 2163 ii) Compaq Presario 2591AI iii) Compaq Presario 2591AI	Nos.	3		
2	HP Note Book 500	No.	1		
D.	PRINTER				
1	HP Deskjet 1180C	Nos.	2		
2	HP Deskjet 1280	Nos.	2		
	TOTAL				

DIRECTOR