



WESTBENGALHOUSINGBOARD

(Estd .under W.B. Act XXXII of 1972)

‘ABASAN’, 105, S. N. Banerjee Road, Kolkata-700014,

Phone: (033) 2265-1965, 2264-1967 / 3966 / 8968 / 4974/0950. Fax : (033) 2264-1480/0979,

Web site : www.wbhousingboard.in Email : wbhousingboard@gmail.com

Memo .No:- 171/DD(EP)-III/HB

Dated:- 25.08.2023

NOTICE INVITING QUOTATION (e-NIQ)

NIQ No:-WBHB/DD(EP)III/NieQ- 07/2023-24

Name of Work	Earnest Money	Cost of Tender documents (Non-refundable)	Period of Completion	Engineer- in-charge of the work	Eligibility of Bidder
Annual Maintenance Contract (AMC) for providing Service support to Desk Top Computer, Laptop, Printer, Scanner along with LAN connection at office of the West Bengal Housing Board, ABASAN Building at 105, S. N. Banerjee Road, Kolkata-700014.	Rs. 5000.00 mode of ONLINE (Netbanking / NEFT / RTGS) in favour of 'West Bengal Housing Board'	Rs.750.00 (per set) to be deposited by the successful Bidder during formal agreement after issuance of LOA. Cost of Tender document is not Required during Participation in NIQ.	1(One) Year	Dy Director(EP)III WBHB	Bonafide & resourceful outsiders fulfilling requisite eligibility criteria as stated in the NIQ

Scope of work:-

i) Comprehensive Hardware maintenance which includes routine corrective, preventive maintenance and repair/replacement of all the parts/items of Computers, Laptops, Printers, Scanners, Routers, U.P.S, LANs etc. The health checkup of the UPS has to be done by the vendor (if reported).

After replacement of defective spares parts, which will be paid separately as per items provided in the BOQ must be returned to the department.

ii) The maintenance of software installed. The software maintenance includes operational zing, loading/reformatting of software/discs with software like Windows 7, Windows 10 etc, Linux, Microsoft Office, software, Browsers like Internet Explorer, Chrome, Mozilla etc. and Mailing Software like Outlook Express. Anti-virus software. Data retrieval and installation

1) In the event of e-filing, intending bidder may download the tender documents from the website: <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate & Earnest Money has be deposited by the bidder electronically:

- i) online through his net banking enabled bank account, maintained at any bank or:
- ii) offline through any bank by generating NEFT/ RTGS challan from the e-tendering portal.

i) Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI bank payment gateway.) Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank

(ii. RTGS/NEFT in case of offline payment through bank account in any bank.)

Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from e Procurement site. Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD. Bidders eligible for exemption of EMD as per Govt. rule may avail the same and necessary documents regarding the exemption of EMD must be uploaded in the EMD folder of Statuary bid documents.

The rate of the Tender of contract is to be submitted duly digitally signed in the website within stipulated date and time. The hard copy of the documents given online should be submitted. The lowest bidder should produce in original to the office of undersigned for verification.

1. Both **Technical bid and Financial Bid** are to be submitted in technical (Statutory & Non-Statutory folder) and financial folder concurrently duly digitally signed in the website <http://wbtenders.gov.in> as per Tender time schedule stated in Sl.No.9

The documents submitted by the bidders should be properly indexed & digitally signed.

3.The FINANCIAL OFFER of the prospective Bidder will be considered only if the TECHNICAL Document (both statutory and non-statutory) of the Bidder found qualified by the, Bid

Evaluation Committee W.B.H.B /DY. Director (EP)-III. The decision of the Bid

Evaluation Committee W.B.H.B /DY. Director (EP)-III will be final and absolute in this respect.

The both list of Responsive and Non-Responsive Bidders will be displayed in the website and also

In the Notice Board of the Deputy Director (EP)-III, W.B.H.B. on the scheduled date and time.

4. For any queries and clarification, interested Firms may visit the sites and may Contact the Authorised person of Office of Deputy Director (Engg. Planning) at the Address mentioned below.

5. Address for Communication:

Deputy Director (Engg.Planning) - III,
WEST BENGAL HOUSING BOARD
'ABASAN', 105, S. N. Banerjee Road, Kolkata-700014,
Website: www.wbhousingboard.in
Email: wbbengineering@gmail.com

WBHB reserves the right to accept/reject any or all proposals without assigning any reason thereof.

6. EligibilityCriteriaForParticipationInThe Quotation.

i) Intending Bidders should produce credentials of a similar nature of services for at least one work under Govt. Sector, Semi Govt. Sector, Corporations, Govt. Companies, Boards, Autonomous/Statutory Bodies, Reputed Bank, Local Bodies, etc. and having a magnitude of Rs.1.00 lac during last 5(five) years prior to the date of issue of this Quotation notice. OR

ii) Intending Bidders should produce credentials of 2 (two) similar nature of work, each of the minimum value of Rs.0.75 lac during last 5 (five) years prior to the date of issue of this Quotation notice. OR

iii) The intending bidder should produce credential of one single running work of similar nature which has been completed to the extent of **80% (Eighty percent)** or more and value of which is not less than the desired value at (i) above.

In case of running works, only those quotationers who will submit the certificate of satisfactory running works from the concerned Executive Engineer, or equivalent competent authority will be eligible for the Quotation, In the required certificate it should be clearly stated that the work is in progress satisfactorily and also that no penal action has been initiated against the executed agency .i.e. the quotationer.

iv) Credential/completion certificate should contain a) Name of work (b) Name and address of Client (c) Amount put to tender, (d) Date of commencement of work, (e) Date of completion of work (f) Reason for abnormal delay, if any (g) Final bill amount. Credential certificate issued by the Executive Engineer or equivalent competent authority of a state/ central Govt, state / Central Govt, undertaking, statutory, autonomous bodies constituted under the statute of the Central / state Govt. On the executed value of work will only be taken as credential. 3) Payment Certificate will not be treated as credential. Details of such work experience are to be furnished.

v) The proposals for this contract will be considered only from those bidders (Proprietorship firms, partnership firms, companies, corporations, consortium etc.), who Meet requisite eligibility criteria subject to complying with the provisions.

vi) Bidder must not have been blacklisted or deregistered by any central / state Government department or public sector undertaking. Also no work of the bidder must have Been rescinded by client after award of contract during last 5 years. The bidder should submit undertaking to this effect in proforma as given in Vol. I, Section 3C.

vii) Bidder should submit a written power of attorney if required (duly Registered/Notarised) authorizing the signatory of the bid to commit the bidder.

viii) Copies of Income Tax Acknowledgement Receipt for the latest Assessment year/ P.T.(Deposit Challan)/Pan Card are to be accompanied with the Technical documents. **(Non Statutory Documents)**

ix) The agency should possess **G.S.T Registration number** and copies of necessary to this effect is to be submitted along with technical documents [Non statutory Documents].

x) The prospective bidder would also have documents in support of valid **Provident fund enrolment No (if applicable), ESI registration and GST registration** issued by appropriate authority [Non statutory Documents].

xi) The Partnership Firm shall furnish the registered/notarized partnership deed and the company shall furnish the **Article of Association and Memorandum**. [Non Statutory Documents].

xv) A prospective bidder shall be allowed to participate in a single job either in the capacity of individual or as a partner of a firm. If found have applied severally in a single job, all his applications will be rejected for that job.

7. **No Mobilisation Advance and Secured Advance** will be allowed.

8. Bids shall remain valid for a period not less than **120(One hundred twenty) days from the date of financial bid opening**. If the bidder withdraws the bid during the period of bid validity the earnest money as deposited will be forfeited forthwith without assigning any reason thereof.

9. **Important Information: Date & Time schedule**

Sl. NO.	Particulars	Date & Time
1.	Date of uploading of N.I.Q. and Bid Documents(online) (Publishing Date)	28.08.2023 at 11.00 hrs.
2.	Date & time of start of downloading Bid Documents(Online)	28.08.2023 at 11.00hrs.
3	Date and Time of Pre-Bid meeting in the Board room of WBHB	01.09.2023 at 15-00 hrs
4.	Date & time of start of Bid submission (On line)	07.09.2023 at 11.00hrs
5.	Date & time of closing of Bid Submission	13.09.2023 at 11.00hrs
6.	Date & time of Bid opening for Technical Proposals (Online)	15.09.2023 at 11-00hrs
7.	Date of uploading list of technically qualified bidders (online)	To be notified after Evaluation of Technical Bid.
8.	Date & time of Bid opening for Financial Proposal (Online)	To be notified during Uploading of Technical Evaluation Sheet of Bidders

10 **Earnest Money :** The amount of Earnest Money **Rs. 5,000.00** is to be submitted in the mode of ONLINE (Net banking / NEFT / RTGS) in favour of '**WEST BENGAL HOUSING BOARD**' against the work. This clause is applicable for all categories of applicants. **Successful bidder should comply 2% of EMD on total cost of Annual Service Contract, before issuance of work order** Earnest money so deposited by the successful bidder shall on issuance of work order be automatically converted into part security money and a balance amount of each running account bill shall have to be deducted to make it a total 10 % of security deposit of the work.

11. The Bidder, at his own responsibility and risk is encouraged to visit and examine the site of works and its Surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice inviting e-Quotation, before submitting offer with full satisfaction, the cost of visiting the site shall be at his own expense.

12. The Quotation Inviting Authority reserves the right to reject any application for participating in bidding process and to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have incurred by any Quotationer at the stage of Bidding.

13. Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned in 'Instructions to Bidders' (ITB) and various conditions in "Conditions of Contract", "Special Terms & Conditions" & other bidding documents before Quotating the bids.

14. No Conditional/ Incomplete Quotation will be accepted under any circumstances.

In case of ascertaining the authority of the intending bidders at any stage of Quotation process or execution of work, necessary registered irrevocable power of attorney in original is to be produced for verification as and when asked for by the Quotation Inviting & Accepting Authority / Engineer -in- Charge.

15. During the scrutiny, if it comes to the notice to Quotation inviting authority that the credential or any other paper found incorrect/ manufactured/ fabricated, that bidder would not be allowed to participate in the Quotation and that application will be out rightly rejected without any prejudice.
The Quotation Inviting Authority reserves the right to cancel the N.I.Q. due to unavoidable circumstances without assigning any reason, whatsoever, to the bidders and no claim in this respect will be entertained.
16. During the process of scrutiny of Quotation document, the Quotation inviting authority or his authorized representative may verify the credential and other related documents as submitted by the Bidders with the original, if necessary. After verification, if it is found that the documents submitted by the Bidders is either manufactured or false, the bid submitted by the Bidder will be summarily rejected and the Earnest Money deposited by the bidder will be forfeited by the Quotation Inviting Authority without assigning any reason thereof.
17. The set of Quotation/Bidding Documents comprises the documents listed below:
- i) Notice Inviting Quotation with all addenda & corrigendum, if any.
 - ii) Instruction to Bidders
- **General**
 - **Preparation of Bids**
 - **Submission of Bids**
 - **Bid Opening and Evaluation**
 - **Award of Contract**
18. The documents forming the Contract shall be interpreted in the following order of priority:
- i) Agreement,
 - ii) Letter of Acceptance,
 - iii) Notice to proceed with the work (i.e Work Order),
 - iv) Contractor's Bid,
 - v) Contract Data,
 - vi) NIQ along with addenda corrigendum (if any)
 - vii) Instruction to Bidders (Section-1),
 - viii) Bill of Quantities (BOQ),
19. **Qualification criteria.**
The Quotation inviting & Accepting Authority through a 'Quotation Evaluation Committee' will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria regarding:
- a) Financial Capacity.**
 - b) Experience/Credential.**
- The eligibility of a bidder will be ascertained on the basis of the digitally signed documents in support of the minimum criteria as mentioned in a, b, above and the declaration executed through prescribed affidavit in non-judicial stamp paper of appropriate value duly notarized.. If any document submitted by a bidder is found either manufactured or false, in such cases the eligibility of the bidder/ Quotationer will be out rightly rejected at any stage without any prejudice with forfeiture of earnest money forthwith or will be debarred from participation in any Quotation within the jurisdiction of WBHB for a period of 1 (one) year or more as deemed fit by the Quotation Inviting authority.

20. “Where an individual person holds a digital certificate in his own name duly issued to him against the company or the firm of which he happens to be director or partner, such individual person shall, while uploading any Quotation for and on behalf of such company or firm, invariably upload a copy of registered power of attorney showing clear authorization in his favour by the rest of the Directors of such company or the partners of such firm, uploading such Quotation. The power of attorney shall have to be registered in accordance with the provisions of the Registration Act, 1998”

21. Refund of EMD: The Earnest Money of all the unsuccessful Tenderers, deposited online, shall be refunded in accordance with the Memorandum of the **Finance Department vide No. 3975-F(Y) dated 28th July, 2016. (Refer - in Bidders Guideline / Instruction to Bidders)**

22. Check List for Submission of NIQ

- **NIQ Document.**
- **Eligibility Criteria.**
- **EMD in the mode Online (Net banking/NEFT/RTGS).**
- **Stated Completion Certificate**
- **Type of Firm.**
- **Audited Balance sheet (Last three Financial years). Along with 3CD form in case of tax Audited.**
- **Acknowledgement Receipt of Income tax return for latest Assessment Year.**
- **Pan card Xerox copy.**
- **Latest P.Tax Challan.**
- **GST registration details.**
- **E.P.F and E.S.I documents.**
- **A written power of attorney (duly registered/Notarised authorizing the signatory of the bid.**

**Deputy Director (EP)-III
West Bengal Housing Board**

Memo .No:- 171/1(13)/DD(EP)-III/HB

Dated :- 25.08.2023

Copy forwarded for kind information to:-

1. Housing Commissioner, WBHB
2. JHC & Secy., WBHB
3. Director (Engg.),WBHB
4. FA-Cum-CAO, WBHB
5. CA-Cum-AP, WBHB
6. JD(E.P), WBHB
- 7-10 JD (EW)I / II / III / (EEW) WBHB
11. AHC-I, WBHB with the request to publish the Notice in BOARD's Web site
12. A. Basak, A.D. (EP), WBHB.
13. Notice Board.

**Deputy Director (EP)-III
West Bengal Housing Board.**

WEST BENGAL HOUSING BOARD

SECTION - 1

INSTRUCTION TO BIDDERS

General guidance for e-tendering

Instruction/Guidelines for tenders for electronic submission of the tenders online have been annexed for assisting the contractors to participate in e-Tendering.

1. **Registration of bidder**

Any bidder willing to take part in the process of e-Tendering will have to be enrolled and registered with the Government system through log In on to <https://etender.wb.nic.in> (or on the web portal of West Bengal Housing Board). The contractor is to click on the link for e-Tendering site as given on the web portal.

2. **Digital Signature Certificate (DSC)**

Each bidder is required to obtain a class-II or class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the website stated in clause-1 above. DSC is given as a USB e-Token.

3. **Collection of Tender Documents**

The Bidder can search & download NIT and bid documents electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of tender documents.

4. **Participation in work**

A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job, all his applications will be rejected for that job.

5. **Submission of Bids**

Bids are to be submitted through online to the website stated in Cl. 1 in two folders at a time for each work, one in Technical Proposal & the other in Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

A. Technical proposal(Tech file)

The Technical proposal should contain scanned copies of the following further two covers (folders).

A-1. Statutory Cover Containing

- i. Prequalification Application as per format given in **Sec-2, Form – I**(Qualification Information).
- ii. Earnest money against the work in favour of **West Bengal Housing Board**

- iii. Printed Tender Form of WBHB, NIT with all agenda & corrigendum and Instruction to Bidders (Section-1) to be uploaded duly Digitally Signed. (Rate is to be quoted only in the B.O.Q. under Financial Bid. In case of quoting of any rate in Printed Tender Form, the tender will be summarily rejected).

A-2. Non statutory Cover Containing

- i. Professional Tax(PT) deposit receipt challan, PAN Card, IT Return / Saral for the latest Assessment year , GSTN, Trade Licence.
- ii. Provident Fund Enrolment No.(if applicable).
- iii. Registration Certificate under Company Act. (if any).
- iv. Registered Deed/Notarized deed of partnership Firm/ Article of Association and Memorandum.
- v. Registered/Notarized Power of Attorney (For Partnership Firm/ Private Limited Company,)

Note: - Failure of submission of any of the above mentioned documents (as stated in A1 and A2) will render the tender liable to be summarily rejected for both statutory and non statutory cover.

B. Bid Evaluation committee /Authority to Evaluate the Bid ie T.I.A

- i. **Opening and evaluation of tender:** If any tenderer is exempted from payment of EMD, copy of relevant order needs to be furnished.
- ii. Technical proposals will be opened jointly by The Deputy Director(EP)-III and any other Engineer Officer(s) of WBHB (holding DSC) electronically from the web site using their Digital Signature Certificate.
- iii. Intending tenderers may remain present, if they so desire.
- iv. Cover (folder) statutory documents (vide Cl. No. 5. A-1) should be opened first and if found in order, cover (Folder) for non- statutory documents (vide Cl. No. – 5.A-2) will be opened. If there is any deficiency in the statutory documents, the tender will summarily be rejected.
- v. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded and handed over to the Bid Evaluation Committee/Authority to Evaluate the Bid i.e. T.I.A.
- vi. Bid opening summary of the Technical Bid is then uploaded to send email to all the participating Bidders.
- vii. Pursuant to scrutiny and decision of the Bid Evaluation Committee/Authority to Evaluate the Bid ie T.I.A, the summary list of Qualified & Non-qualified Bidders for the work (mentioning the serial number) will be uploaded in the web portals.
- viii. While evaluation, the committee/Authority to Evaluate the Bid i.e. T.I.A may summon the tenderers and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

C. Financial proposal

- i. The financial proposal should contain the following documents in one cover (folder) i.e. Bill of quantities (BOQ), the contractor is to quote the rate online through computer in the space marked for quoting rate in the BOQ.
- ii. Only downloaded copies of the above documents are to be uploaded virus scanned and Digitally Signed by the contractor.

6. Penalty for suppression / distortion of facts

Submission of false document by tenderer is strictly prohibited and in case of such act by the tenderer the same may be referred to the appropriate authority for prosecution as per relevant IT Act with forfeiture of earnest money forthwith.

7. REJECTION OF BID

The Employer (tender accepting authority) reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the ground for Employer's (tender accepting authority) action.

8) Opening of Financial Bid

a) Financial proposals will be opened by the Deputy Director(EP)-II I along with other authorised Engineer Officer(s) of WBHB electronically as per schedule date, time place.

b) After opening of Financial Bid if situation demands, the Deputy Director (EP)-III, WBHB may call off-line open Bid among the Bidders to lower down the offer rate further.

9) Award of Contract

The Tenderer whose Bid has been accepted will be notified by the Tender Inviting and Accepting Authority through acceptance letter/ Letter of Acceptance. The Letter of Acceptance will constitute the formation of the Contract. The Agreement in Printed Tender Form will incorporate all necessary documents e.g. LOA, N.I.Q. with all addenda-corrigendum, Instruction to Bidders(Section-1), different filled-up forms (Section –2), Contractor's Bid & B.O.Q. and the same will be executed between the Tender Accepting Authority and the successful Tenderer.

11) Throughout these bidding documents, the terms 'bid' and 'tender' and their derivatives (bidder/tender, bid/tender, bidding/tendering, etc.) are synonymous.

12) **Refund of EMD:** The Earnest Money of every technically disqualified Tenderer as well as that of every technically qualified tenderer other than L.1 (i.e. 1st lowest tenderer) and L2 (i.e. 2nd lowest tenderer) tenderers shall be refunded to him within 3 (three) days after the comparative statement has been prepared and approved.

The Earnest Money of L2 Bidder shall be refunded to him within 3 (three) days after L1 Bidder has accepted the LOI (i.e. Letter of intent)

The Earnest Money of L1 Bidder shall, after he has accepted the LOI i.e. Letter of Intent), be credited to the account of WBHB as 2% security deposit of the work.

**Deputy Director (EP)-III
West Bengal Housing Board**

WEST BENGAL HOUSING BOARD

SECTION – 2

QUALIFICATION INFORMATION

FORM - I

PRE-QUALIFICATION APPLICATION

To
The Deputy Director (EP)-III
West Bengal Housing Board.

Ref:- Tender for (Name of work)

.....

.....
..... [N.I.T. No _____]

Dear Sir,

Having examined the Statutory, Non statutory and NIT documents, I /we hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me / us on behalf of In the capacity..... duly authorized to submit the same.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of firms for Application and for completion of the contract documents is attached herewith.

We are interested in bidding for the works given in Enclosure to this letter.

We understand that:

- (a) Tender Inviting & Accepting Authority can amend the scope & value of the contract bid under this project.
- (b) Tender Inviting & Accepting Authority reserves the right to reject any application without assigning any reason;

Encl:- e-Filling:

1. Statutory documents.
2. Non statutory documents.

**Signature of applicant including title
and capacity in which application is made.**

Date:-

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SECTION 3B.
FORM OF AGREEMENT

This CONTRACT (hereinafter called the “Contract”) is made the _____day of the month of _____, 2023 between, on the one hand, The Deputy Director (E.P)III, West Bengal Housing Board, ‘ABASAN’, 105, S. N. Banerjee Road, Kolkata - 700014 (hereinafter called the “Client”) and, on the other hand, _____(hereinafter called the “Agency”)

WHEREAS

- (A) the Client has requested the Agency to provide “Annual Service Contract” as defined in the General Conditions attached to this Contract (hereinafter called the “Services”);
- (B) the Agency, having represented to the Client that they have the required personnel have agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

- 1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - a) The Agreement
 - b) Letter of Acceptance
 - c) Addenda to the NIT Document, if any
 - d) Form of Bid duly filled up
 - e) Instructions to Bidder
 - f) The General Conditions of Contract
 - g) Financial Offer with Payment Schedule
 - h) Locations of the Project
 - i) Notice Inviting Quotation
 - j) Other Documents as agreed upon
- 2. The mutual rights and obligations of the Client and the Agency shall be as set forth in the Contract in particular:
 - (a) the Agency shall carry out the Services in accordance with the provisions of the Contract, and
 - (b) the Client shall make payments to the Agency in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

**FOR AND ON BEHALF OF
[CLIENT]**

**By _____
Authorized Representative**

FOR AND ON BEHALF OF AGENCY

**By _____
Authorized Representative**

VOL. I
SECTION 3C.

UNDERTAKING FOR NOT BLACKLISTED

We do hereby undertake that we have not been blacklisted or deregistered by any central/state government department or public sector undertaking and also that none of our work was rescinded by the client after award of contract during last 5 years.

.....
STAMP & SIGNATURE OF AUTHORIZED SIGNATORY

DECLARATION BY THE TENDERER/ QUOTATIONER

I/We have inspected the site/office of work/ supply and have made myself/ we fully acquainted with local condition in and around the site/office of work/ supply. I/ We have carefully gone through the Notice Inviting Tender/ Quotation and other tender documents mentioned herein along with the drawing attached. I/We have also carefully gone through the ‘Schedule of Probable Items and Quantities’.

My/Our tender/quotation is offered taking due consideration of all factors regarding the local site conditions stated in this Detailed Notice Inviting Tender/ Quotation to complete the proposed supply of materials as per drawings referred to above in all respects.

I/We promise to abide by all the stipulations of the contract documents and carry out and complete the work to the satisfactions of the department.

I/We also agree to procure tools and plants, at my/ our cost required for the work.

SIGNATURE OF TENDERER

POSTAL ADDRESS OF THE TENDERER

Email Id :

Phone No.(s) :

ANNUAL MAINTENANCE CONTRACT

TERMS AND CONDITION

1. Maintenance service shall consist of preventive and corrective maintenance of Computer.
2. This Annual Maintenance Contract is valid and operative for an initial period of twelve months from the date of signing of this contract and extension/ renew of time to time after satisfactorily service.
3. This Annual Maintenance Contract is for on-site maintenance at the original installed site, which includes support of the customer for the faults arising out of normal Computer Hardware problem. It covers replacement of defective spares parts, which will be paid separately as per items provided in the BOQ must be returned to the department. Agency will attend to the Breakdown / Corrective Maintenance Calls as & when called for during normal office hours **within Twenty four hours**.
4. Check-up of all system once in a month is compulsory.
5. Preventive Maintenance/inspection/Checking will have to be done regularly during office hours for each machine. A Service Inspection should be done preferably in each week for any computer so that any normal defects can be brought to the notice of the Agency.
6. Emergency Break down calls should be attended within 6 (Six) working hours of call logging.
7. Maintenance charges shall be payable quarterly (at the end of each quarter)
8. This Maintenance Contract is made for one year.
9. After call log / by phone or SMS, action would take **within 24 hours of receipt such call as and when required**.
10. The contract may be terminated by one month notice from either side due to unsatisfactory performances / non fulfillment of any terms & conditions.
11. Register to be maintain regarding attendance and maintenance work done/spare part/ Replacement etc. duly counter signed by the officer- in-charge of the machine.
12. Quoted Rate should be including all taxes and other charges complete. No extra claim will be entertained.