

Govt. of India  
Ministry of Finance  
Department of Revenue  
Office of the General Manager  
Govt. Opium & Alkaloid Works  
Ghazipur (U.P) 233001  
Phone : 0548- 2220237,Fax=0548-2220601

F.No.8/8/10/PS/2012

Dated the 4<sup>th</sup> April, 2019

### **TENDER NOTICE**

Sealed quotations are invited for AMC of Computer / Hardware from reputed firms. The AMC will be governed by following terms & conditions:

#### **TERMS & CONDITIONS FOR AMC OF COMPUTER / HARDWARE GENERAL CONDITIONS**

1. The AMC will be valid for one year from date of sign of the contract.
2. The contractor will arrange for maintenance of all computers and peripherals like monitor / CPU / Keyboard / Mouse and other accessories added there to. The contractor will also be required to set right errors in software / programs, removal of viruses and load all drives etc. whenever required. All other incidental and ancillary support shall also be provided. The contract will on comprehensive basis, inclusive of spares and replacement of minor spare parts at no extra payment. At present total 40 computers system are to be covered under contract. Major spare parts shall be paid on actual basis. All spare parts more than Rs. 1000/- shall be considered as major items.
3. System maintenance charge shall not include the cost of consumables and supply items such as ribbons printer head, media like magnetic tapes, cartridge, floppy diskettes, computer stationery and cartridges.
4. The contractor shall undertake on-call corrective and remedial maintenance service to set right a malfunction of the system which includes replacement of unserviceable parts. These parts will be replaced by new parts of same brand or equivalent brand. Virus support is compulsory. Whether a defective item or components to be replaced or repaired shall be at the discretion of successful tenderer though to the satisfaction of user of the machine.
5. Scheduled preventive maintenance would be at least a fortnight. Preventive maintenance means servicing of the equipment irrespective of whether the equipment has suffered a break down or not.

These includes, inter alia,

- (i) Scanning the hard disk for bad sector or anything,
  - (ii) Checking and cleaning of mouse & keyboard for proper operation,
  - (iii) Servicing and cleaning of machines and printers.
  - (iv) Cleaning of floppy drive / CD drive and checking head alignment.
  - (v)
6. This contract extends only to problem arising out of normal functioning of equipment and the contract doesn't cover breakdown or services or spares cost arising out of damage due to fire, theft, riots, accidents, earthquake, storms and other natural calamities.
  7. The damage to the equipment due to electrical fluctuation, short-circuit and any other type of electrical accidents are beyond scope of AMC.
  8. Any new hardware will be brought under AMC through written intimation or addendum. The new hardware will be inspected by the tenderer and maintenance taken up after acceptance of the same.

9. **SERVICE ASSURANCE**

- (a) For all equipment: For down time calculations, the day on which call is close will not be taken as part of downtime.
- (b) In case intermittent failures and respective problems due to improper diagnosis or repairs, the system will be treated as continuously down.
- (c) Replacement / Repair time: Most of the time complaints will be attended on site and repairs will be carried on the spot, in case of major failure and if it needs to be taken to repair center, alternative replacement will be provided by the contractor.

10. **PENALTY**

Penalty for not attending the calls after the time limit indicated in service assurances will be Rs.250/- (two hundred fifty) per working day per individual system.

11. **PAYMENTS**

The payment will be released quarterly. The contractor will submit quarterly bill along with down time statement within one week of the completion of a quarter. The payment will be released within 3 weeks from the date of receipt of bill and correctness of down time statement as per our record. TDS as applicable will be deducted from the quarterly payment. The payment will be made only through RTGS.

12. The contractor shall provide along with bid, certificate to the effect that they have successfully carried out Annual Maintenance of Computers systems in Government / Reputed organization having 25 or more computers for not less than two years. The tenderer shall also require to submit EMD of Rs. 10,000/- in form of DD / FDR in the favour of The Asstt. Chief Account Officer, Govt. Opium and Alkaloid Works, Ghazipur.
13. Tender should be produced in the enclosed proforma.
14. The successful tenderer shall have to enter into a contract with the administration of this organization in this regard.
15. The contract may be terminate by this office at any time giving one month notice in writing.
16. Dispute if any is subject to Ghazipur (UP) jurisdiction.

The sealed tender will be accepted till 4.00 P.M on 25.04.2019. However, the tenderers are free to submit tender during normal office hours on any working day before the date of closing. Tenders received after specified date and time will not be entertained. The tenders will opened at 4.30PM on the same date i.e. 25. 04.2019.

The General Manager, Govt. Opium and Alkaloid Works, Ghazipur reserves the right to reject any or all the tenders without assigning any reason there of and without any prior notice to the tenderer (s) and the decision of the General Manager will be final.

ADMINISTRATIVE OFFICER

**कोटेशन प्रोफार्मा**

सेवा में,

महाप्रबंधक  
शासकीय अफीम एवं क्षारोद कारखाना  
गााजीपुर

महोदय,

निम्नलिखित कार्य हेतु आपके कार्यालय द्वारा जारी कोटेशन पत्र फा0 सं0 8/8/14/कय/2019. दिनांक के संदर्भ में मेरा दर निम्नवत है।

**(अ) दर तथा आइटम वार विवरण**

क्र. सं०	विषय:- AMC of Computer / Peripherals	मात्रा / संख्या	दर / यूनिट	कर, यदि कोई
(1)		इकाई के साथ (3)	(4)	देय हो (5)
	Annual Maintenance Contract of 40 Nos. of Computer / Peripherals Alongwith accessories (Printer etc.)  Note: Term & condition as per tender notice	43 Nos.		

महा योग शब्दों में ( रू.....  
.....मात्र.)

**(ब) नियम व शर्तें**

- मैं उपरोक्त कार्य को, कार्य आदेश में दी गई समय सीमा के अंदर पूर्ण करूंगा। देरी से ( निर्धारित या बढी हुई समय सीमा के बाद ) कार्य करने पर कार्य आदेश में दिये गए नियमो व शर्तो के अनुसार मुझे जुर्माना देय होगा।
- (i)
- (ii) अग्रिम जमानत राशि रू0 10,000/- (रूपया दस हजार मात्र) सी0 डी0 आर सं0 ..... दिनांक बाद इस संबंध में पत्र प्रस्तुत करने के एक सप्ताह के अंदर वापस किया जाए। (लागू होने पर) मेरे द्वारा दिये गये दर की वैधता निविदा खोले जाने के तिथि/दिन से 90 ( नब्बे ) दिनों की होगी ।
- (iii) मेरे द्वारा कार्य मे अयुक्तियुक्त (**Unreasonable**) देरी होने से कार्य आदेश, कार्य पूर्ण करने से पूर्व किसी भी समय निरस्त किया जा सकता है।
- (iv) मेरे द्वारा अन्य कोई शर्तें नहीं दी जा रही है।

( क )

भवदीय

स्थान  
दिनांक :-

( हस्ताक्षर )  
( फर्म की सील )  
( फर्म का पूरा नाम व पता ) जी.एस.टी. नं.

- (i) मेरे द्वारा दर की सारणी (अ) के क्रम संख्या 1 से 5 तक का सभी निविष्टियों को पूर्ण रूप से भरी गई है।
- (ii) मेरे द्वारा निविदा, बीजक एवं मेरे द्वारा किया गया पत्राचार के प्रत्येक प्रति के हस्ताक्षर में भिन्नता नहीं पाई जाएगी अगर भिन्नता पाई जाती है या बीजक पर रसीदी टिकट नहीं लगाई जाती है तो समय से भुगतान न होने के लिए मैं स्वयं जिम्मेदार होऊँगा।
- (iii) मेरे द्वारा कुल कीमत एवं महा योग शब्दों में अंकित किया गया है।
- स्थान :-
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- ( हस्ताक्षर )  
( फर्म की सील )  
( फर्म का पूरा नाम व पता )  
जी.एस.टी. नं०

### घोषणा

मैं श्री ..... निविदा सं० .....  
..... दिनांक..... के सभी नियमों को भलीभाँति जान लिया है एवं उसका अनुपालन करता हूँ।  
यदि निविदा में कोई त्रुटि या अनियमितायें होंगी या निविदा पूर्ण रूप से भरी नहीं पाई जाती है तो मेरे निविदा को निरस्त करने का पूर्ण अधिकार महाप्रबंधक, शासकीय अफीम एवं क्षारोद कारखाना, गाजीपुर को होगा और इस बारे में उनका निर्णय अंतिम एवं मान्य होगा।  
मेरे द्वारा निविदा फार्म के बिन्दु क, ख एवं ग पर हस्ताक्षर एवं मुहर लगाई गयी है।

स्थान  
दिनांक :-

( ग )

( हस्ताक्षर )  
( फर्म की सील )  
( फर्म का पूरा नाम व पता )  
जी एस टी नं०