

**Commissionerate of Rural Development**  
**4<sup>th</sup> Floor, Swaraj Bhavan**  
**Nanthancode, Kowdiar-P.O.,**  
**Thiruvananthapuram. – 695003**  
**Website: [http:// www.rddkerala.gov.in](http://www.rddkerala.gov.in)**  
**Email: [crdkerala@gmail.com](mailto:crdkerala@gmail.com)**

**QUOTATION NOTICE**

Dated: 05.03.2019

**Sub: Annual Maintenance Contract for Computers and peripherals installed in**  
**Commissionerate of Rural Development-reg**

Sealed quotations are invited for **Annual Maintenance Contract (AMC)** for the Computers and peripherals installed at the address mentioned above. List of items to be maintained is as follows:-

| # | Items  | Quantity |
|---|--|----------|
| 1 | Acer Veriton M200-A55<br>AMD A8 5500,3.2Ghz 4core AMD chipset, 4GB RAM, 500GB SATA HDD<br>DVD writer, 18.5" wide LCD Monitor, Keyboard & Optical Mouse | 9        |
| 2 | Acer Veriton M200 Q87<br>i3, 4 GB RAM, 1TB HDD<br>DVD writer, 18.5" wide LCD Monitor, Keyboard & Optical Mouse   | 2        |
| 3 | Acer Veriton M200 Q87<br>i5, 4 GB RAM, 500GB HDD<br>DVD writer, 18.5" wide LCD Monitor, Keyboard & Optical Mouse                                       | 2        |

**2. GENERAL CONDITIONS:**

- a) Interested agencies are requested to submit their quotation in a sealed cover duly super scribed "**Quotation for AMC of Computers and Peripherals**".
- b) The quotations in sealed covers should be sent to this office, addressed to the Commissioner for Rural Development, Commissionerate of Rural Development, 4<sup>th</sup> floor, Swaraj Bhavan, Nanthancode, Kowdiar-P.O Thiruvananthapuram-695003
- c) The hardcopy of quotations may be sent by post or delivered at the above office address (Softcopies shall not be accepted).
- d) The hardcopy of quotation in the sealed cover containing the financial bids must reach this office on or before **12.03.2019 at 3PM** Bids received after the due date/time shall not be entertained.
- e) The received bids shall be opened in this office on **12.03.2019 at 4pm** in the presence of the authorized representatives of the bidders. All the bidders will be informed
- f) The bidder will have to be present in person or through an authorized representative on the aforementioned time and date in this office. However, this office reserves the right to reject any bid without assigning any reasons.
- g) Bids received after due date, bids not contained in a sealed envelope, incomplete quotation, bids not accompanied with the required and supporting documents or Quotations or

received later than stipulated time shall be summarily rejected without assigning any reason and without any communication.

- h) The rates quoted shall be valid for one year from the date of awarding the work for Commissioner for Rural Development, Swaraj Bhavan, Nanthancode, Kowdiar-P.O Thiruvananthapuram

### **3. DOCUMENTS TO BE SUBMITTED**

The sealed cover of quotation shall contain.

- i. Photocopy of the quotation notice duly signed by the bidder in all pages.
- ii. Documents of proof with respect to experience, previous engagement (for the last 5years) in Government/ Private etc.
- iii. Details of key person including details of technical man power (with qualification, experience etc.)

### **4. TERMS AND CONDITIONS**

1. Acceptance of the quotation constitutes a concluded contract. The successful vendor shall execute and agreement in stamp paper with Rs. 200/- for satisfactory fulfillment of contract, if required.
2. Withdrawal from quotation after the same is accepted, will entail cancellation of the order. In such an event the Government reserves also the right to remove the defaulter's name from the list of Government Suppliers permanently or for a specified number of year.
3. No representation for enhancement of price once accepted and which will be considered during the period of the contract.
4. The price quoted should be inclusive of all taxes, duties, cesses etc. which are or may become payable by the contractor under existing or future laws or rules of the country of origin/supplier delivery during the course of execution of the contract.
5. The selected agency will be responsible for repair / maintenance work of the Computers and peripherals including replacement of defective parts (except consumables) at their own cost. The complete responsibility for smooth functioning of all the Computers and peripherals under this contract (as above) shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of the contract.
6. The contractor would carry out preventive maintenance of Computers and peripherals once in every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause
7. The charges for repair and maintenance/replacement of defective parts/components of the Computers and peripherals, if any, shall be borne by the contractor during the period of the contract. To the extent possible, all repair and maintenance work would be carried out in this office premises only. Wherever it is not possible to conduct the repair within the office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
8. No transportation charges/cartage for removal of any component to the workshop for repairs and back to office for installation shall be separately payable to the contractor over and above the amount payable to the contractor under the contract.

9. A dedicated person, service engineer, shall be assigned by the contractor from 10.00 AM to 5.00PM on all the working days and even on holidays or beyond office hours, if need arises, to attend to the day to day maintenance issues or he will be available within two hours of lodging the complaint and his contact details be provided to this office.
10. In case of breakdown of any equipment in question, the contractor will be required to attend to the complaints within 24 hours of those being lodged:-
  - a. Critical equipment's complaints shall be cleared in 24 hours.
  - b. Non critical equipments complain shall be cleared in 48 hours.
11. Vendors shall do all call logging and provide quarterly reports.
12. If for any reason, downtime is expected to be more than 48 hours, the contractor shall provide working standby components of identical configuration until the fault has been rectified.
13. The designated Caretaker of this office will be authorized to lodge the complaint to Agency on Telephone call /SMS or in written form. If the complaint is reported before 3.00 pm, the Agency should attend and rectify it on the same day. Complaint lodged after 3.00 pm should be attended before 11.30 am of the following working day.
14. The rates once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
15. The prospective bidders may, if they so desire, may depute an authorized representative for verifying the configuration and condition of the equipment given in the table above.
16. Wherever during the period of the contract the contractor does not rectify the fault/defects brought to his notice within a reasonable period of time, the office shall get the faults defects rectified by engaging suitable professionals from the open market at the contractor's risk and cost and the amount paid shall be deducted from the amount payable to the contractor. In case the contractor's services are found to be consistently unsatisfactory, the contract shall be terminated after giving one week's notice and the work shall be got done from the Open market at the contractor's cost.
17. At the time of expiry of the contract, the contractor would be required to hand over the department's property in perfect working condition.
18. The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the Computers and peripherals.
19. No advance payment will be made in any case. Quarterly payments in the next month of each quarter shall be effected.

**(4) ELIGIBILITY/QUALIFICATION CRITERIA:**

1. The bidder shall have relevant experience preferably in managing and providing support for **Computers and Peripheral** in this Office.
2. The bidders who are registered/ approved by any Government department/organization will be given preference.
3. The firm should have an 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.
4. All bidders must enclose GST registration certificate along with the tender documents.

**(5) SCOPE OF WORK:**

A. Maintenance & service of **Computers and Peripheral** installed at the office of Commissioner for Rural Development, as and when required.

**(6) LIST OF ITEMS UNDER AMC COMPUTERS AND PERIPHERAL**

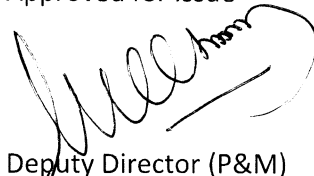
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Sd/-  
Additional Development Commissioner I

Copy to:

1. Notice Board.
2. System supervisor, Commissionerate of Rural Development

Approved for Issue



Deputy Director (P&M)