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भारत सरकार
GOVT. OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
Ministry of Ports, Shipping & Waterways
भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण
INLAND WATERWAYS AUTHORITY OF INDIA
Pandu Port Complex, Pandu, Guwahati-781 012, Assam

No. IWAI/GHY/5(71)/2019/

Date:31.01.2025

NOTICE INVITING QUOTATION

Sealed quotations are invited from reputed service provider for the work of Annual Maintenance contract for computers, Printers and UPS installed at IWAI Regional Office Guwahati, Assam as per details given below.

1. **Name of Work:** Work of Annual Maintenance contract for Computers, Printers and UPS at IWAI Regional Office Guwahati, Assam
2. **AMC period:** Initially One-year from the award of work
3. **Last date of submission of quotation:** 03.02.2025 up to 1500 Hours.
4. **Date of opening of quotation:** 04.02.2025 at 11:00 Hours.
5. Venue for 3 & 4 is O/o the Director, IWAI, Pandu Port Complex, Pandu, Guwahati.
6. Bill of Quantity enclosed as **Annexure-A**.

7 .Terms and Conditions:

- a) The Security Deposit @ 10% of the total work order shall be deposited within 10 days from the receipt of the Work Order through Demand Draft made in favour of IWAI Fund payable at Guwahati of any Nationalised / scheduled bank.
- b) The Contractor has to enter into an agreement with IWAI on a non-judicial stamp paper of Rs.100.00 as per the prescribed format within 7 days of receipt of Work order.
- c) The service provider is required to attend the complaint within two hours of information either by email or phone and in case of serious malfunction maximum 24 Hrs. is allowed for its rectification.
- d) The service provider is required to submit a list containing names, address and mobile nos. of the service engineer who would attend the complaints.
- e) The service provider should have office and Service Center at Guwahati.

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Head Office :- I.W.A.I., A-13, Sector-1, NOIDA - 201 301 (U.P.)

• E-mail : iwainoi@nic.in • Phone No :- 0120-2543972, 2543973, 2544004, 2521664, 2544036, 2522971.

- f) The service engineer is required to visit once in every 15 days for general inspection of computers.
- g) The service provider must carry out preventive maintenance service of all Desktop, Printers and UPS under AMC once in every 3 months.
- h) Under normal circumstances maintenance service shall be provided from 10:00 a.m. to 17:30 p.m. however under special circumstances the complaint shall be attended beyond working hours and even on Sundays or holidays.
- i) All software problem (Desktop & Printer) incl. formatting of PC, Operating System installation, LAN problem, Virus prevention, Print Issues comes under this AMC.
- j) The AMC provider shall provide repair and replacement of hardware components of similar brand or quality except Hard disk, motherboard, monitor screen, UPS Battery, cartridges, key board, mouse and toner.
- k) All computers, printers and UPS as mentioned in BOQ are to be covered under AMC.
- l) The authority can increase or decrease the quantity of computers and other equipments under AMC and the service provider shall maintain the same at the rate quoted.
- m) No transportation cost shall be paid by the Authority.
- n) It shall be responsibility of the service provider to keep adequate stock and standby components to meet the complaints within stipulated time.
- o) The parts, components used for repair by the service provider shall be of same/equivalent or higher capacity as originally available in the system.
- p) The systems or equipments which are not serviceable due to obsolescence of technology or non-availability of spares will be withdrawn from the service contract.
- q) Payments due to the service provider shall be made through RTGS/e-transfer only quarterly after expiry of the period.
- r) The service provider shall maintain a log book of visit and signature of any responsible Authority personnel must be taken on every visit as proof.
- s) TDS and other statutory taxes at the applicable rates shall be deducted at source from any payment made to the contractor against this contract.
- t) The Firm should also require to submit self-certified and stamped copy of PAN, copy of work experience certificate, copy of GST registration certificate.
- u) The items shall be under guarantee period of six months from date of installation or as per manufacturer specification whichever is later.

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- v) In case of delay in satisfactory resolution of complaint L.D @ 0.5% per week shall be applicable subject to maximum 10% of total work order value or cancellation of AMC and no request for payment shall be entertained.
- w) The service provider shall take back up of the data if the system is required to be formatted to resolve the complaint with permission from the office.
- x) Director, IWAI, Guwahati decision shall be final in case of any differences arising under AMC.
- y) After evaluation of performance if required this AMC can be renewed further for three year at same rates, terms and conditions.

Yours faithfully,



(Prabin Bora)

Director

Annexure-A

BOQ for AMC of Computers, Printers and UPS at IWAI, RO, Guwahati

Sl No	Name of Instrument	Quantity	Rate of AMC(Ex. GST)	Total Cost (Ex. GST)	Total amount in Words
1	Desktop PC	35			
2	Printers	35			
3	UPS	35			
	Total =				

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