



# Panihati Municipality

Panihati, North 24 Parganas,

Pin no.- 700 114

Phone: 2553-2909/2563-4457

Fax : 2553-1487

Website- [www.panihatimunicipality.in](http://www.panihatimunicipality.in)

Email ID- [panihatimunicipality@yahoo.co.in](mailto:panihatimunicipality@yahoo.co.in)

Tender No. PM/IT/23/2018-19

Date - 20.12.2018

Sealed Tender in printed form, as specified, are invited by the Executive Officer, Panihati Municipality from reliable, resourceful and bonafide Agencies with sound technical capabilities having experience in similar type of work for Annual Maintenance Contract of Computer-Desktop and Laptop of Panihati Municipality. The Terms and conditions attached herewith.

Details description are given below -

SL. No.	Description	Qty.	Cost of Tender Paper (Rs.)	Tender Processing Fees (Rs.)	EMD (Rs.)	Total Amount including all taxes(Rs.)
1.	Annual Maintenance Contract of Computer-Desktop and Laptop of Panihati Municipality	112 nos.	100.00	500.00	3000/-	

\*\*\*\* No. of Laptop and Computer-Desktop may be increased or decreased.

Last date and time of submission of Tender is up to 1 p.m. on 29.12.2018 at this Municipal Office and the same will be opened on 29.12.2018 at 3 p.m. Hard copy (Photocopy) with self attested Tender Documents (i.e. - 1) PAN Card, 2) Renewal Trade License, 3) GST Enrollment no., 4) IT Last Return, 5) Latest Professional Tax Payment Certificate (PTPC) 6) DD amounting to Rs. 3000/- only in favour of PANIHATI MUNICIPALITY, A/C EMD) have to be submitted with Tender Papers.

Tender documents (i.e. - 1) PAN Card, 2) Renewal Trade License, 3) GST Enrollment no., 4) IT Last Return, 5) Latest Professional Tax Payment Certificate (PTPC) and other relevant particulars (if any) may be seen during the office hours at this office for L1 Agency. The Executive Officer, Panihati Municipality reserves the right to accept and or to cancel any all quotation in full or in part without assigning any reason whatsoever acceptance of any Tender is subject to the approval of appropriate authority. No delayed Tender will be accepted after successful completion of the job the L1 Agency will have to submit tax invoice/bill as per GST rule.

Copy to -

1. Notice Board, Panihati Municipality
2. Website of Panihati Municipality ([www.panihatimunicipality.in](http://www.panihatimunicipality.in))
3. News Papers (Daily - Bengali, English and Hindi)

⊗ 20/12/18  
I.T. Coordinator  
Panihati Municipality

Executive Officer  
Panihati Municipality



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## Terms & Conditions

1. The Vendor shall attend break down call for old and new computer systems within 5 hours of call apart from periodical visit and the major problems of any type hardware and software of Computer (Monitor, CPU, Mouse and Keyboard etc.) and Laptops.
2. The Duration of Contract is .....
3. The Vendor will have to posted 1(One) Technician for six days in a week (i.e. Except Holiday).
4. If there is any problem with the posted Technician and immediate replacement has to be provided.
5. Posted Technician will has to be reported to I.T. Coordinator of this Municipality and will to carry out of all the jobs assigned to him from time to time after receiving the Work Order within 7 days.
6. This will be done as per requirements based on assessment done by the Vendor. Mostly the preventive maintained activities are restricted to Hardware and Peripherals with moving parts.
7. Provision on maintained service shall be confirmed by Vendor within Working Hours.
8. Vendor shall have to update the Existing Antivirus in regular basis (Twice in a month).
9. The Vendor shall be responsible for any defects that may develop and shall remedy such defects at their own cost within OEM warranty period. During the breakdown period he/she should give requisite supplement support so that the schedule work must not be disturbed.
10. Any dispute in interpretation terms and conditions shall be sorted out upon mutual consultation.
11. The caution deposit will be kept for 1(One) year till the end support and maintenance period by the Municipality.
12. The final decision will be taken by the Municipal Authority for resolving immediately.
13. Any type of software and Hardware problem has to be solved immediately.
14. 10% will be deducted from the bill on A/C of security deposit and the same will be refunded after getting necessary certificate from I.T. Coordinator, Panihati Municipality.
15. The Payment will be given in 14 Steps. Your agreement will be valid for the 1(One) year from the date of receiving Work Order.
16. Schedule of Payment -

Sl. NO.	Mile Stone	Payment
1.	Support and Maintenance Work - after 1 <sup>st</sup> Month	8.3% of the schedule of Maintenance Cost
2.	Support and Maintenance Work - after 2 <sup>nd</sup> Month	8.3% of the schedule of Maintenance Cost
3.	Support and Maintenance Work - after 3 <sup>rd</sup> Month	8.3% of the schedule of Maintenance Cost
4.	Support and Maintenance Work - after 4 <sup>th</sup> Month	8.3% of the schedule of Maintenance Cost
5.	Support and Maintenance Work - after 5 <sup>th</sup> Month	8.3% of the schedule of Maintenance Cost
6.	Support and Maintenance Work - after 6 <sup>th</sup> Month	8.3% of the schedule of Maintenance Cost
7.	Support and Maintenance Work - after 7 <sup>th</sup> Month	8.3% of the schedule of Maintenance Cost
8.	Support and Maintenance Work - after 8 <sup>th</sup> Month	8.3% of the schedule of Maintenance Cost
9.	Support and Maintenance Work - after 9 <sup>th</sup> Month	8.3% of the schedule of Maintenance Cost
10.	Support and Maintenance Work - after 10 <sup>th</sup> Month	8.3% of the schedule of Maintenance Cost
11.	Support and Maintenance Work - after 11 <sup>th</sup> Month	8.3% of the schedule of Maintenance Cost
12.	Support and Maintenance Work - after 12 <sup>th</sup> Month	8.7% of the schedule of Maintenance Cost

Signature of Vendor

Name of the Vendor with Address and Contact No.

Executive Officer  
Panihati Municipality