



**Office of The Municipal Councillors of Panihati
Panihati, 24 Parganas (N), Pin -700114**

Website - www.panihatimunicipality.in
E-mail - panihatimunicipality@yahoo.co.in
Phone - 2553 - 2909, 2563- 4457 Fax - 033-2553-1487

Qtn. no.- PM/PWD/2012-13/187

Date:- 01-12-12

Sealed Quotation in printed form, as specified, are invited by the Chairman, Panihati Municipality from reliable, resourceful and bonafied Agencies with Sound technical Capabilities having experience in similar type of work for Annual Maintenance Contract (AMC) of Cash Software, updating data etc. of Panihati Municipality. The Terms & Conditions attached herewith.

Detail descriptions are given below-

Sl. No.	Non- Comprehensive Maintenance Description	Unit	Cost(Rs.) Inclusive all Taxes
1	Annual Maintenance Contract (AMC) of Cash Software, updating data etc.	1	

All the true copy of up to date valid certificates IT, PT, ST, TL and authenticated certificates for satisfactorily completion of similar type of work have to be submitted.

Venue, Last Date and time of dropping Quotation papers in on¹⁰⁻¹²⁻¹² up to 1 P.M. at this Municipal Office and the same will be opened on¹⁰⁻¹²⁻¹² at 3 P.M.

Quotation documents and other relevant particulars (if any) may be seen during the office hours at this Office. Application for the work along with requisite papers is to be submitted.

The Chairman / Vice Chairman, Panihati Municipality reserves the right to accept and or to cancel any all applications / 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.


Chairman
Panihati Municipality

Copy to-
1.E.O. 2 F.O. 3. Notice Board 4. TELMAC ENGINEERING ENTERPRISES (SSI UNIT), RAJA ROAD, SUKHCHAR, KOLKATA-700115(Email ID-telmac@vsnl.net & drstech07@gmail.com) to upload in our Website
(www.panihatimunicipality.in)

Encl. - 1. Terms and Conditions


Chairman
Panihati Municipality



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Terms & Conditions

1. The Vendors shall attend break down call for old and new computer systems within 2 hours of call apart from periodical visit and the major problems of any type hardware and software for **Annual Maintenance Contract (AMC) of Cash Software, updating data etc.** The duration of contract is <Date> to <Date>
2. This will be done as per requirements based on assessment done by the Vendor <Name of Vendor>.
3. Provision on maintained service shall be confirmed to <Name of Vendor> working hours.
4. Any dispute in interpretation of terms & Condition shall be sorted out upon mutual consultation.
5. The final decision will be taken by the Municipal authority for resolving the matter.
6. At the time of submitting work order the vendors should deposit a D/D having in amount of 2% of entire works as caution deposit.
7. The caution deposit will be kept for 1 (One) year till the end support and maintenance period by the municipality.
8. Any type of Software and Hardware problems has to be solved immediately.
9. 10% will be deducted from the bill on A/C of Security deposit and the same will be refunded after getting necessary certificate from the I.T. Coordinator.



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10. The Payment will be given in 12 (twelve) steps. Your agreement will be valid for the 1 (One) year from the date of receiving the Work Order.
11. Schedule of Price:

Sl. No.	Mile Stone	Payment
1	Support and maintenance Work - after 1 st Month	8.3% of schedule of maintenance cost
2	Support and maintenance Work - after 2 nd Month	8.3% of schedule of maintenance cost
3	Support and maintenance Work - after 3 rd Month	8.3% of schedule of maintenance cost
4	Support and maintenance Work - after 4 th Month	8.3% of schedule of maintenance cost
5	Support and maintenance Work - after 5 th Month	8.3% of schedule of maintenance cost
6	Support and maintenance Work - after 6 th Month	8.3% of schedule of maintenance cost
7	Support and maintenance Work - after 7 th Month	8.3% of schedule of maintenance cost
8	Support and maintenance Work - after 8 th Month	8.3% of schedule of maintenance cost
9	Support and maintenance Work - after 9 th Month	8.3% of schedule of maintenance cost
10	Support and maintenance Work - after 10 th Month	8.3% of schedule of maintenance cost
11	Support and maintenance Work - after 11 th Month	8.3% of schedule of maintenance cost
12	Support and maintenance Work - after 12 th Month	8.7% of schedule of maintenance cost

12. In case of non-compliances with any of the above points the municipality will take necessary steps against the vendor <Name of Vendor>.
13. The Agreement may be terminated at any stage without assigning any reasons thereof.
14. If any technical problem will occur in this package etc., vendor will be responsible for handle it.
15. Vendor will be update manually on the spot any type of updation in this package.
16. The Vendor will be providing after free services for this package.
17. Any type of information related to this package will be collected from related department by the Vendor.

<Name of the Vendor>
<Address>
<Contact No.>
<Seal>
<Signature>


Chairman
Panihati Municipality