



**Terms & Conditions for AMC of Computer, Printers/Printer – Cum – Fax, EPABX/Intercom & Router & Network.**

**1. Detail of tender**

**Name of Work:** Tender for AMC of Computer, Printers/Printer – Cum – Fax, EPABX/Intercom & Router & Network at Dahej SEZ Ltd, Dahej.

**2. Submission of Tender**

Quotation/Offer in sealed cover (mentioning name of work on cover) shall be submitted to: Office Of Dahej SEZ Limited, Dahej SEZ Part – 1, At & Post – Dahej, Ta – Vagra, Dist – Bharuch on or before **19.06.2021 (Up to 5:00PM) by RPAD/Speed Post/Courier/Hand delivery.**

**Tender validity period**----60 Days from the date of opening of price bid.

**3. Opening of Tender**

The offer/quotation will be open on **21.06.2021** in the office of Dahej SEZ Ltd. Dahej.

Note: Due to Covid-19, No bidders are allowed to remain present during opening of bids. Bids will be open by committee of DSL.

**4. Tender Fees, EMD, SD.**

- **Tender Fees:** 500+18%(GST) in the form of Demand Draft of any scheduled bank in favour of "Dahej SEZ Ltd."
- **Earnest Money Deposit:** ₹1000/-

Each tender must be accompanied by a tender guarantee bond (Earnest Money Deposit) of Rs.1000/- (Rupees one thousand) in the form of Demand Draft of any scheduled bank in favour of "Dahej SEZ Ltd."

The Earnest Money Deposit will be refunded to the unsuccessful Tenderers after the award has been finalized/ tender validity period expired, as per prevailing norms of the DAHEJ SEZ LIMITED without any interest.

The Earnest Money Deposit (Tender guarantee) will be forfeited in the event, the successful Tenderer fails to accept the contract and fails to submit the Security Deposit to the DSL as stipulated in this tender documents within 15 days after receipt of notice of award of contract. In such case, the DSL may disqualify the Tenderer from tendering for further works.

The Earnest Money Deposit of the successful tender shall be adjusted against Security Deposit.

No interest shall be paid by the owner on Earnest Money Deposit as well as Security Deposit.

- **SD (Security Deposit):** 10% of Contract value (Deducted from each RA/Final bill and will be refunded within 30 days after expiry of contract period i.e one year.)

## **5. GENERAL TERMS AND CONDITIONS**

1. Any damage caused to the property of Dahej SEZ due to the negligence on the part of the firm/agency/contractor will be liable to be compensated by the firm/agency/contractor.
2. Agency/Contractor shall be responsible to abide by all statutory obligations to deployment of man power, labour / worker.
3. Agency/Contractor shall take necessary safety arrangements to ensure safety of the persons deployed by them. DSL shall not be responsible for any injury/death caused to their personnel or any other person while working under this contract.
4. Contractor will make his own arrangement for all Tools, manpower, equipments etc.
5. The agency shall depute its authorized service personnel twice in month to the above premises where the machine is located to carry out maintenance services as per manufacturer guidelines for maintenance.
6. The agency shall also depute its authorized personnel to rectify defects in the event of any breakdown during the contractual period without any extra charges.
7. Maintenance work will be carried out only on working days of Dahej SEZ Limited during office hours.
8. Preventive maintenance based on the specific need of each unit of the equipment as determined by company, including fabrication, necessary adjustments and replacement of unserviceable minor parts. Unscheduled on-site remedial maintenance, on request for repairing functions including reasonable replacement of unserviceable parts. The parts replaced will be new parts or parts equivalent to new in performance. These parts shall be furnished on an exchange basis. The removed parts will become the property of DSL.

9. If agency/ Contractor fails to provide service in time then DSL will engage another agency to carry out maintenance/repairing works and cost will be recovered from due payment.(Excluding material cost).
10. Agency has to receive the satisfactory installation report from end user/ concern official.
11. If Agency fails to attend the complaint within 48 hours then DSL reserved the right to carryout required maintenance /repair/ replacement at risk & cost of agency and payment for the same shall be deducted from due payment to agency. Also in such case penalty of Rs. 1000 will be imposed on agency by DSL.

## **6. THE SCOPE OF WORK(TECHNICAL TERMS AND CONDITIONS)**

1. Agency must visit for maintenance service work in each quarter.
2. The following operations should be performed during preventive maintenance.
  - A. Physical cleaning of the monitor, CPU, Keyboard, Mouse, speaker, Printer and any other associated peripherals.
  - B. Run scan disk, Disk clean up utility, Registry clean up, Disk defrag (if required).
  - C. Remove temp internet files, cookies, adware and spy wares
  - D. Update the antivirus patches and critical updates for the O.S.
  - E. The necessary software drivers for the machines should be made available by the agency.
  - F. To check Printer, networking, EPABX/intercom, Routers and give solution if problems found.
3. The Complaint calls will be attended within 24 hours from lodging complaints.
4. The total AMC chargers will be paid in 4 quarter instalments after completion of each quarter Service.
5. The agency will be responsible for taking backup of data available on the Desktop computers / server before attending to the fault and restore all backup data after maintenance / repair.
6. The agency shall be responsible for any loss or damage caused to any equipment owing to negligence on his part.
7. Agency has to submit the satisfactory installation report from end user/ concern official.
8. If for any reason, Computer system / printer to be taken out for repairing/maintenance from Dahej SEZ office, in such condition, agency has to provide stand by computer system/ printer without any extra charge/ cost.

## **7. Payments Terms and Conditions.**

1. Payment will be release on quarterly basis after completion of maintenance service in each quarter.
2. Invoice, Packing List and other documents must be in the name of M/s. Dahej SEZ Limited, SEZ Developer, Dahej SEZ Part-1, At & Post – Dahej, Tal-Vagra, Dist – Bharuch-392140, Gujarat otherwise tax benefit amount deducted along with GST from RA bill / final bill of contractor by Dahej SEZ Limited.
3. You are required to ensure that all the benefits available to the supplier of the SEZ Developer need to be availed like GST, Customs Duties and Export Incentives etc., failing which it will be deducted from RA Bill / Final Bill of the Contractor with applicable GST.

4. You will issue Invoice as per CGST Rules, 2017. The supply of goods and services or both to SEZ Developer are zero rated supplies as per Section 16 (1) (b) of IGST Act, 2017 and you will have to execute Bond with Bank Guarantee/ LUT with your Jurisdictional GST Officers irrespective whether you are registered or not under GST (in other words, supplies to SEZ are considered as zero rated inter-state supplies and if the person is providing inter-state supplies, he has to compulsorily get registered with GST authorities irrespective of the threshold limit of the turnover as per Section 24(1) of CGST Act, 2017). Please provide us your GSTN Number along with GST Registration Certificate, a Copy of the Bond/LUT executed with the GST Department and a copy of Bank Guarantee provided to the GST Department. Please ensure that you mention the details of Bond/LUT in the Invoice issued under Rule 46 of CGST Rules, 2017, failing which we will deduct the amount equivalent to GST payable under RCM from the payment to be made to you against execution of this work.
5. You will provide us the copy of GSTN number at least 10 days in advance before start of the said work and / or declaration as required by DSL and before issuing Invoice, you will provide us a copy of Bond & Bank Guarantee/LUT submitted to the GST Authorities for making zero rated supply of goods and services or both to SEZ Developer.
6. The items is to be supplied at following address:-

M/s. Dahej SEZ Limited, SEZ Developer,  
Dahej SEZ Part-1, At & Post – Dahej,  
Tal-Vagra, Dist – Bharuch-392140,  
Gujarat.  
GST No. 24AACCD8098E2ZK

7. The agency shall depute its authorized service personnel twice in month to the above premises where the machine is located to carry out maintenance services as per manufacturer guidelines for maintenance.
8. The agency shall also depute its authorized personnel to rectify defects in the event of any breakdown during the contractual period without any extra charges.
9. Maintenance work will be carried out only on working days of Dahej SEZ Limited during office hours.
10. Preventive maintenance based on the specific need of each unit of the equipment as determined by company, including fabrication, necessary adjustments and replacement of unserviceable minor parts. Unscheduled on-site remedial maintenance, on request for repairing functions including reasonable replacement of unserviceable parts. The parts replaced will be new parts or parts equivalent to new in performance. These parts shall be furnished on an exchange basis. The removed parts will become the property of DSL.
11. If agency/ Contractor fails to provide service in time then DSL will engage another agency to carry out maintenance/repairing works and cost will be recovered from due payment.(Excluding material cost).
12. On expiry or termination of the contract, the firm shall hand over all the systems in perfect working condition, failing which payment of last quarter will be deducted on pro-rata basis for non-working of systems.

**8. Eligibility Terms and Conditions. (Bidder must submit the following documents along with bid)**

1. The Service Provider must be registered as a firm or company.
2. Agency must have min. 5 years' experience in similar type of work. (Document Required).
3. Agency must completed minimum one work order for AMC of 30 computers or more. (Document Required).
4. The Supplier/Bidder must have a valid PAN / TAN /GST Number and copy of same shall be submitted along with tender.
5. The agency must have prior expertise & experience as well as availability of suitable technical manpower for on-site maintenance and repair of computers, laptops, printers, server, LAN and related peripherals and installed software.

**Note: Bidder fails to fulfil the above criteria will be automatically rejected for further process of Tender. DSL reserved the right to seek any additional information / clarification from any bidder.**

**9. Site Visit**

Interested agency / contractor may visit on **14<sup>th</sup> JUNE 2021** at Dahej SEZ Ltd., Dahej office to get clear scope of work and terms & conditions etc.

**10. Cancellation of Tender.**

Quotation / offer which are not properly sealed by wax or tape will be rejected. Any rectification / modification / correction if any regarding this notice hereinafter made shall be seen in the corrigendum to this tender notice on web site: [www.dahejsez.com](http://www.dahejsez.com) and must be binding to all agencies / contractors. Right to reject any or all the Quotations/offers without assigning any reasons thereof are reserved by DSL.

**Price Bid**

| Price Bid (Without Material) At SEZ 1 & 2 |  |                   |                    |                                    |
|---|--|-------------------|--------------------|------------------------------------|
| Sr. No                                    | Item   | Total No of Units | Rate per Qty /unit | Total Amount<br>(Rate Without Tax) |
| 1   | Desktop Computers                                  | 30                |                    |                                    |
| 2   | Printers   | 17                |                    |                                    |
| 3   | High speed Scanner(HP)                             | 2                 |                    |                                    |
| 4   | EPABX/intercom(SEZ 1 & 2)                          | 2                 |                    |                                    |
| 5   | Networking<br>(Lan at SEZ-1 & 2) 30<br>Desktop Lan | -                 |                    |                                    |
| Total Amount(without Tax)=                |  |                   |                    |                                    |

Name of Agency

Sign & Seal