

No.D.11011/08/2006-DWS.II  
Government of India  
Ministry of Rural Development  
Department of Drinking Water Supply

8<sup>th</sup> Floor, Paryavaran Bhavan,  
CGO Complex, Lodhi Road,  
New Delhi – 110 003  
Dated the 2<sup>nd</sup> May, 2006

**TENDER NOTICE**

Sealed Tenders are invited by the Department of Drinking Water Supply for Comprehensive Annual Maintenance Contract for one year commencing from 01.06.06 to 31.05.07 for 11 fax machines of different models installed at Paryavaran Bhavan, Block 11 (CGO Complex, New Delhi and Nirman Bhavan). The details of the machines are as under:-

S.No.	Make of Fax Machines	Quantity	Model
1.	Canon	1	L-240
2.	HCL/Toshiba	1	DP 50F
3.	Panasonic	4	KXFM 131
4.	-do-	1	KX 71
5.	-do-	1	KX 1110
6.	Modi Xerox	1	WC 160
7.	-do-	2	WC 365
	Total	11	

2. The sealed quotations may be submitted duly super-scribed as “Quotations for Comprehensive Annual Maintenance Contract of FAX Machines” and addressed to the Under Secretary (DWS-II), Department of Drinking Water Supply, 8<sup>th</sup> floor, Paryavaran Bhavan, CGO Complex, Lodi Road, New Delhi by 4 p.m. on 22.5.06. The quotations will be opened at 5 p.m. on the same day in the presence of tenderers who may wish to participate.

3. Earnest money by means of a Demand Draft for Rs.2500/- for AMC of the fax machines be enclosed with the quotation. The quotations received without earnest money will not be considered. The Demand Draft for this purpose may be prepared in the name of SO (Cash), Ministry of Rural Development, New Delhi.

:2:

4. The D.D. of Rs.2500/- would be retained as Security money in respect of the firm whose tender is finally accepted.

5. The detailed terms and conditions for Comprehensive AMC are as under:-

a) The contract shall remain in force for period 1.6.2006 to 31.5.2007

b) During the period of this agreement, the firm will have to maintain the equipments in good working condition. They will correct all faults and failures in the equipment. In case where unserviceable parts of the equipments need replacement, standby equipment should be provided for that.

c) The firm will have to provide repair and maintenance services in response to the notice including oral/telephone requests and will have to ensure that faults and failures intimated are attended to within four hours of reporting.

d) The firm will also have to carry out preventive maintenance at least four times during the contract period with a frequency of not less than one per quarter.

e) The repair of the equipments will be carried out only in the office premises. However if the firm want to take the equipments to their workshop for some major repair, the cost of transportation and any damage done to the equipments under repairs in the firm's workshop will be borne by the firm.

f) The personnel of the company will have to comply with all security regulations in effect from time to time in Office premises. The firm will have to maintain Servicing Cards on which full signatures of the persons operating the equipments shall be taken after every servicing/repairs. All the service cards shall be shown to the SO (DWS-II) after every servicing/repairs. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the machine will be treated as continuously down. Penalty for delay in attending the calls after 24 hours will be as follows:-

a) Penalty for delay in attending the complaint –Rs.100/- per working day.

b) Penalty on failure of scheduled P.M will be Rs. 175/- per P.M.

:3:

g) The payment will be made to the firm on half yearly basis at the end of every six months based on a certificate from the users to the effect that the machine is working satisfactorily.

h) Please quote taxes applicable separately and clearly.

i) The Department of Drinking Water Supply reserves the rights to accept or reject any tender without assigning any reason.

( Y.K.Sood )  
Under Secretary to the Government of India  
PH:24364780

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