

Speed Post

D.11011/64/2006-DWS.II  
Government of India  
Ministry of Rural Development  
Department of Drinking Water Supply

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8<sup>th</sup> Floor, Paryavarn Bhawan,  
CGO Complex, Lodhi Road,  
New Delhi 110003.  
Dated 5<sup>th</sup> April, 2007.

M/s.

Subject: - Invitation of sealed quotations for Comprehensive AMC for 36  
Computers, 02 Servers and 07 Laptops in the D/o Drinking Water  
Supply for one year from the date of award.

Dear/Sir,

.....  
The undersigned is directed to say that this office intends to enter into comprehensive AMC for 36 Computers 02 servers and 07 laptops as per the list enclosed herewith. You are, therefore, requested to send your quotation for AMC duly indicating other terms and conditions in a sealed cover duly super scribing:-

**“Quotation for AMC of Computers”**: Due on 23.04.2007.

2. The quotations would be received till 23.04.2007 by 16 hrs. and opened on the same day at 17 hrs. in the presence of tenderers or their authorised representatives who may wish to participate. The Computers can be inspected on any working day with prior appointment with the Section Officer (DWS.II) Ph.24364114.

3. The quotation should be accompanied by EMD @5% of total quoted value of AMC in favour of DDO (cash), Ministry of Rural Development New Delhi, and Through a Demand Draft.

Yours faithfully,

(Y.K. Sood)

Under Secretary to the Government of India

Copy to

Tech. Director (NIC) for hoisting on Departments web site.

QUOTATION PROFORMA

**Maintenance contract for the maintenance of Computers, servers and Laptops to the  
Department of Drinking Water Supply for 2007-08**

Name of the Tenderer (in block letters)

Address

Telephone No. (Mobile and Land Line)

Registration No. if any

Experience : Please enclose a list indicating (i) the name of Govt./ Semi- Govt. Organizations including Undertaking whose such units your firm has been maintaining (ii) the number of computers, server and Laptop maintenance and (iii) the number of years of experience held.

I/ We submit my/ our Quotations in connection with maintenance contract for the maintenance of Computer of the Department of Drinking water supply in response to tender enquiry letter No. D.11011/64/2006-DWS-II dated 05.04.2007.

EMD: Please indicate whether EMD furnished.

S.No.	Model No. Computer Server & Laptop	Qty No.	AMC charges	Taxes
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Signature

## Terms and Conditions

1. The contractor will be valid for one year from the date of award.
2. Schedule Preventive Maintenance (PM) should be undertaken once in a month for all computers as per details in the list. PM can be clubbed with corrective maintenance. PM reports should be shown to the undersigned/ Dir. (Tech.) NIC when attended.
3. Unscheduled, or corrective and remedial maintenance service to set right the mal-functions including replacement of the unserviceable parts should be replaced with new parts or equivalent in performance of new parts.
4. Any new equipment purchased by the Department will be included in the AMC as soon as the warranty of that equipment expires.
5. Down time will be calculated with taking into account the date on which the call is closed. Also if the user is not able to hand over the system to the Engineer for maintenance purposes, such time will not be considered for the penalty. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
6. A back up computer will be provided within one working day and working computer has to be restored within 10 days.
7. The vendor should ensure that all machines included in this contract will be protected by the anti virus provided by the online contract Anti virus protection software (Trend Micro system) of NIC. This has to be ensured during the preventive maintenance done by the vendor, without which PM would be considered incomplete.
8. Penalty: For computing the calls after the time as indicated above will be as follows:-  
  

Rs. 50/- Per Day /Computer/ Laptop and Rs.200/- per day for server
9. The successful contractor will furnish a demand draft FOR Rs. 5000/- (Rupees five thousand only) in favour of server/ laptop DDO (Cash), Ministry of Rural Development, Krishi Bhawan, New Delhi within one month of issue of this contract as security Deposit which would be refundable upon satisfactory completion of the AMC.
10. The term 'maintenance' shall include the clearing, servicing and repair and replacement of any or all the parts except consumables during the period of contract at the exclusive risk, responsibility and the cost of the contract.
11. The contractor shall keep stock of spare parts, which they may require to replace printers on becoming non-functional or defective during the currency of the contract.

- 12. In case the contractor fails to cope with the workload or does not render satisfactory services, the contract awarded to him shall be cancelled forthwith without giving any notice or without assigning any reason whatsoever and his security deposit and payment due to him, shall be forfeited. In this connection, the decision of this Department shall be final and binding on the contractor.**
- 13. The payment of comprehensive AMC shall be made on half yearly basis after expiry of the six months subject to satisfactory service certificate form the US (DWS.-II) Dir (Tech.) NIC.**

**The above is only tentative schedule for payment and does not confer any legal or other right on the contractor to proceed against the Ministry in event of payment gets delayed due to budgetary and other unforeseen reasons.**

- 14. The work shall be carried out in the premises of the Ministry in Paryavaran Bhavan and CGO Complex/ Block No. 11, Lodhi Road New Delhi - 110 003/ Nirman Bhawan, New Delhi. Only such work, which is not possible for execution in the premises of this Ministry, may be allowed to be done in the workshop of the firm. In case, a computer or part therefore shall be taken out of the premises without formal / written permission of this Ministry, no transportation, labour charges on this account will be paid. The computers or part thereof, taken to workshop, will have to be brought with one week, filling which the cost of the machine/parts will be recovered from and if considered necessary the contract terminated without further notice.**
- 15. If any reason, the firm is not able to do repair work, the work shall be got done from some other firm or from the open market the cost of the contractor and the expenditure incurred thereon shall be recovered from them. This may even entails the termination of contract and forfeiture of the security deposit and payment due to AMC holder.**
- 16. The contractor shall e responsible for handing over all the computers in perfect condition along with all the year 2007-2008 and cost of shortcomings if any, in machines or otherwise shall be borne by the contractor before handing over.**
- 17. The damage caused if any, either to the computers or to any other property of the Government through negligence or otherwise shall be 'at the risk' and responsibility of the contractor. The question as to what shall constitute negligence in each such case shall be decided by the Ministry taking into account facts and merits of eventually. The contractor shall make the financial or any other loss suffered by the Government on this account, good and the decision of the competent authority in contract shall be final and binding on the contractor.**

**18. The competent authority reserves right to add or to reduce the number of computers from the contract during its currency and cost would be increased or decreased on pro-rata basis.**

**(Y.K. Sood)**  
**Under Secretary to the Government of India**