

No. D-11011/78/2008/DWS-II
Government of India
Ministry of Rural Development
Department of Drinking Water Supply

8th Floor Paryavaran Bhawan,
CGO Complex, Lodhi Road,
New Delhi-110003

Dated: 05.02.2009

To,

1. Unique Xerox services
B- 351, Nehru Vihar,
Near Mukherji Nagar, Delhi -110054
2. CITI Solutions Pvt. Ltd.
302, III Floor, Vishal Bhawan,
95, Nehru Place, New Delhi -110019
3. Nexus Power Systems
T- 18, Okhla Industrail Area,
Phase -II, New Delhi-110020
4. Pioneer Technology
251, Pocket-1, Sector - 23
Dwarka, New Delhi -110075
5. CITI Computer Systems
B- 14-15, Hemkunt Chamber
89, Nehru Place, New Delhi -110019
6. Elite Info System,
Community Centre, Krishna Market,
Lajpat Nagar-1, New Delhi-11024.
7. Procurve Computer Systems Pvt. Ltd.
D-170, Lajpat Nagar-1,
New Delhi-110024.
8. Techpoint Solutions,
336, Giri Nagar,
New Delhi-110019.
9. Cyber Park India Pvt. Ltd.
373, 1st Floor, Kohat Enclave,
Main Road, Pitampura,
New Delhi-110034.

K. M. K. Dady

10. Hitech Computers,
E-209, LSC Block-E,
Phase-I, Shyam Vihar,
New Delhi-110043.

11. Akal Information Systems Ltd.
33-33A, First Floor,
Rama Road Industrial Area,
Najafgarh Raod,
New Delhi-110015.

12. K. Computers
B- 175, Lajpat Nagar -1
New Delhi -110024.

Sub: Invitation of quotations for Comprehensive AMC for 66 Computer's Printers of Drinking Water supply

Sir,

The undersigned is directed to say that this office intends to enter into comprehensive AMC for 66 Printers as per the list enclosed herewith.

S. No.	Model No.	Qty
1	hp 1022	9
2	hp 1018	2
3	hp 1010 Laserjet	1
4	hp 845c deskjet	4
5	hp 6P	2
6	hp P1505 laserjet	5
7	Xerox 3121	9
8	hp P3005 dn	8
9	hp laserjet 5n	1
10	hp 2300	2
11	hp 2100	1
12	hp 1200	1
13	hp P1007	2
14	Samsung 2150 ML	4
15	Samsung 1710 D	10
16	hp 2600 (Color)	4
17	Canon 2430 Color	1
	TOTAL	66

You are, therefore, requested to send your quotation for AMC in sealed cover duly superscribing:-

Kanabady

“Quotation for AMC or Printers” Due on 20.02.2009

The quotation performa is enclosed.

The quotation would be received till 4:00 p.m. on 22.02.2009 and would be opened at 5:00 p.m. on the same day in the presence of authorized representatives of tenderers. The printers can be surveyed on any working day with prior appointment with the Section Officer (General).

Yours faithfully,

K. Narayana Reddy

(K. Narayana Reddy)

Under Secretary to the Government of India

Ph. 24361615

Copy to:-

The Tech. Director (NIC) for hosting on the Department's website with link on the national portal.

QUOTATION PROFORMA

**Maintenance contract for the maintenance of Printers of the Department of
Drinking Water Supply for 2008-09**

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. Organization including undertakings whose such units your firm has been maintaining (ii) the number of Printer maintenance and (iii) the number of year of experience held.

1/ we submit my/ our quotations in connection with maintenance contract for the maintenance of Printers of the Department of Drinking Water Supply in response to tender enquiry letter No. D.11011/78/2008 DWS-II dated _____

S. No.	Model No./ Qty. No.	AMC Charge (Comprehensive)	Taxes
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Signatures

Kona Reddy

UNDERTAKING

I/ We hereby give an undertaking that the damage caused, if any, either to the printers or to any other property of the Government through me/ our representations negligence or otherwise, shall be at my/ our risk and responsibility and that I/We shall make good the financial or any other loss that is resultantly sustained by the Government. I/ We also undertake to agree that the division of the Department of Drinking Water Supply in this context shall be final and binding on me/ us.

Signature of the Bidder

Rose Kelly

Terms and Conditions

1. The contract will be valid for one year from the date of award.
2. Scheduled Preventive Maintenance (PM) should be undertaken once in a month of all printers as per details in the list. PM can club with corrective maintenance. PM reports should be submitted to the Department for record whenever attached.
3. Unscheduled or corrective and remedial maintenance service to set right the mal-functions 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 the equipment expires.
5. Down time will be calculated without 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 time 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 desk jet printer will be provided within one working day and working printer has to be restored within 10 days.
7. Penalty: For computing the calls after the time as indicated above will be as follows:-
Rs. 50/- per day per printer.
8. The successful contractor will furnish a Demand Draft for Rs. 25000/- in favour of Pay and Accounts Officer, D/o Rural Development, Krishi Bhawan, New Delhi in one month of issue of this contract as Security Deposit which would be refundable upon satisfactory completion of the AMC.
9. The terms 'maintenance' shall include the cleaning, servicing and repair and replacement of any or all parts except consumables during the period of contract at the exclusive risk, responsibility and the cost of the contractor.
10. The contractor shall keep stock of spare parts, which they may require to replace printers on becoming non-functional or defective.
11. In case the contractor fails to cope with workload or does not render satisfactory services, the contract awarded to him shall be cancelled forthwith without giving any notice or with assigning any reason whatsoever and his security deposit and payments due to him, if any, shall be forfeited. In this connection, the decision of this Department shall be final and binding on the contractor.
12. The payment of comprehensive AMC shall be made on half yearly basis after expiry of the six months subject to satisfactory service certificate from the US (A).

K. M. Deol

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 the event of payment gets delayed due to budgetary and other unforeseen reasons.

13. The work shall be carried out in the premises of this Department in Nirman Bhawan, Paryavaran Bhawan and CGO Complex/ Block No. 11 Lodi Road, New Delhi. Only such work, which is not possible for execution in the premises or this Department, may be allowed to be done in the workshop of the firm. In case, a printer or part therefore shall be taken out of the premises without formal/ written permission of this Ministry, no transportation, labour charges of this account will be paid. The printers or part thereof, taken to workshop, will have to be brought within one week, failing which the cost of the machine/ parts will be recovered from the firm and if considered necessary the contract will be terminated without further notice.
14. If for 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 at the cost of the contractor and the expenditure incurred thereon shall be recovered from them. This may even entail the termination of contract and forfeiture of the security deposit and payment due to him.
15. The contractor shall be responsible for handing over all the printers in perfect condition along with all the accessories to the Department after expiry of the contract for the year of 2007-08 and cost of shortcomings if any, in machines or otherwise shall be borne by the contractor before handing over.
16. The damage caused if any, either to the printers or to any other property of the Government through negligence or otherwise shall constitute negligence in each such case shall be decided by the Ministry taking into financial or any other loss suffered by the Government on this account, good and the decision of the competent authority in this contract shall be final and binding on the contractor.
17. The competent authority reserves right to add or reduce the number of printers for the contractor during its currency and cost would be increased or decreased on pro-rata basis.
18. Quotation through telex/ fax or vogue or late quotation shall not be entertained.



(K. Narayana Reddy)

Under Secretary to the Government of India