

D. 13013/ 4/2009-AGV
Government of India
Ministry of Rural Development
Department of Drinking Water Supply

8th floor, Paryavaran Bhawan
CGO Complex, Lodhi Road
New Delhi-110003
Dated the 29th December, 2009

To

(As per list)

Subject:- Invitation of sealed quotations for comprehensive AMC for 73 Computer, 05 Laptops and 03 Server in the Department of Drinking Water Supply for year 2009-2010.

Sir,

Department of Drinking Water Supply proposes to enter in to comprehensive AMC for 73 Computer, 05 Laptops and 03 Server for a period of one year in the Department of Drinking Water Supply having its offices located at Paryavarn Bhavan, Block No. 11 in CGO Complex, Nirman Bhavan and Krishi Bhavan, New Delhi. The tender notice is enclosed. The tender notice is also available in the Department's website www.ddws.nic.in. You are requested to submit the tender with competitive rates.

Yours faithfully,


(K. Narayana Reddy)

Under Secretary to the Government of India

Copy to:

✓ Director (NIC), Department of Drinking Water Supply for hosting the tender notice on the Department website.

Government of India
Ministry of Rural Development
Department of Drinking Water Supply

D. 13013/ 4/2009-AGV


Dated the December, 2009

TENDER NOTICE

Sealed tender are invited on the behalf of the President of India from reputed firms for comprehensive AMC for 73 Computer, 05 Laptops and 03 Server for a period of one year in the Department of Drinking Water Supply. The time schedule for the tender is given below:

| | |
|----------------------------|---------------------|
| Tender Date | 29.12.2009 |
| Tender Closing date & time | 14.1.2010 4.00 p.m. |
| Tender opening date | 14.1.2010 5.00 p.m. |

- i. Instructions to the bidder is at Annexure-I
- ii Terms and condition of AMC are at Annexure-II
- iii Rate schedule is at Annexue-III


(K. Narayana Reddy)
Under Secretary to the Government of India
Telefax: 24364780

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TENDER NOTICE RATE SCHEDULE

| Sl. No. | Items | Rate |
|---------|------------------|------|
| 1. | Computer 73 Nos. | |
| 2. | Lap top 5 Nos. | |
| 3. | Server 3 Nos. | |

Kare Reddy

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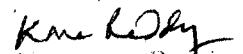
TENDER NOTICE
Instructions to the bidder

The quotation should be sent in the quotation proforma at Annexure-III devised for the purpose and its columns or their arrangements shall neither be tampered with nor amended/modified. Quotation received with unreasonable low rates at which no reasonable satisfactory service can be provided are liable to be rejected.

2. The rates, quoted shall be mentioned both in figures and words. There should be no erasing or over-writing whatsoever.
3. Sales Tax etc. chargeable, if any, on replacement of parts, should be mentioned separately in the quotation proforma.
4. In case any items repaired/replaced once during the currency of the contract goes for repair/replaced again during the AMC period, no payment will be made to the contractor for such subsequent repair/ replacement
5. Quotation without EMD of Rs. 1000/- would be rejected straightway.
6. Quotation through telex/fax or vogue or late quotation shall be not be entertained.
7. The cover containing the quotation should be superscripted as under:-

“Quotation for AMC for computers in the Department of Drinking Water Supply”

The bidders are requested to read and understand the terms and conditions of the contract mentioned in the foregoing paragraphs before sending your quotation as no violation of the aforesaid terms and conditions shall be permitted once this Department accepts your quotation. You are requested to submit your quotation in the sealed cover to Under Secretary (Admn), Department of Drinking Water Supply, 8th floor, Parvavarn Bhavan, New Delhi.



(K. Narayana Reddy)

Under Secretary to the Government of India

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Ministry of Rural Development
Department of Drinking Water Supply

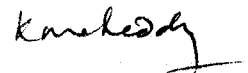
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TENDER NOTICE

Terms and conditions of the contract

1. The contract will be valid for one year from the date of award.
2. Scheduled Preventive Maintenance should be undertaken once in a month of all computers. Preventive Maintenance can club with corrective maintenance and its report should be shown to the Under Secretary (Admn./Director (Tech.) whenever attached.
3. Unscheduled or corrective and remedial maintenance service to set right the malfunctions including replacement of the unserviceable parts should be replaced with new parts or equivalent to the new parts in the performance .
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 purpose, 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 computer/laptop/ scanner will be provided within one working day and working computer has to be restored within 10days.
7. Penalty for computing the calls after the time as indicated above will be "Rs. 100/- Per day/Computer/Laptop and Rs. 500/ per day for server."
8. The successful contractor will furnish a Demand Draft for Rs. 10,000/- (Rupees ten thousand only) in favour of PAO, Department of Drinking Water Supply, CGO Complex, Lodhi Road, 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 consumable 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 computer on becoming non-functional or defective during the currency of the contract.
11. In case the contractor fails to cope with workload or does not render satisfactory service, the contract awarded to him shall be cancelled forthwith without giving any notice or with assigning any reason whatsoever and his deposit and payment due to him, if any, shall be



- forfeited. in this regard 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 US(Admn.). The above is only tentative schedule for payment and does not confer any legal or other right on the contractor to proceed against the Department in the event of payment getting delayed due to budgetary and other unforeseen reasons.
 13. The work shall be carried out in the premises of this Department in Krishi Bhavan, Nirman Bhavan, Paryavaran Bhavan, and CGO complex/Block 11, Lodhi 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 firms. In case a computer or part therefore shall be taken out of the premises without formal/written permission of this Department, no transportation, labour charges of this account will be paid. The Computers or part thereof, taken to workshop, will have to be brought back in working condition failing which the cost of the machine/parts will be recovered from the firm and if considered necessary the contract will be terminated without notice.
 14. For 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 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. Contractor shall be responsible for handing over all the computers in perfect condition along with all the accessories to the Department after expiry of the contract for the year of 2009-2010 and cost of shortcomings if any, in machines or otherwise shall be borne by he contractor before handing over.
 16. The damage caused if any, either to the computer or to any other property of the Government through negligence or otherwise shall be constitute negligence and each such case shall be decided by the Department taking into financial or any other loss suffered by the Government on this account, 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 Computers for the contractor during currency of the contract and cost will be increased/decreased on pro-rata basis.

Yours faithfully,


(K. Narayana Reddy)

Under Secretary to the Government of India
Telfax: 24364780

List of Firms for AMC of Computer, Laptop, scanner

1. M/s. Vinayak Systems Pvt. Ltd.
74-A, Garhi, East of Kailash,
Opp. GK House, Sant Nagar Main Road,
New Delhi-110065.
2. M/s. Cyber Park India Pvt. Ltd.,
373, Kohat Enclave,
Main Road,
Pitampura,
New Delhi-110034
3. M/s. Citi Computer Systems
B-14-15, Hemkunt Chamber,
89, Nehru Place,
New Delhi-110019
4. M/s. Procurve Computer Systems Pvt. Ltd.,
D-170, Lajpat Nagar-1
New Delhi-110024
5. M/s. VSM Advance Automation,
21/1381, Naiwala,
Karol Bagh,
New Delhi-110005
6. M/s. Proactive Management Services,
G-49, Vikash Marg,
Iaxminagar,
Delhi-110092
7. M/s. Hi-tech Computer,
E209, Shyam Vihar, Phase-I
Deenpur,
New Delhi-110043
8. M/s. C.P. Solution Pvt. Ltd.,
302, 3rd floor, Vishal Bhavan,
95, Nehru Place,
New Delhi-110019.

Kare Reddy