

D.11011/62/2005-DWS.II
Government of India
Ministry of Rural Development
Department of Drinking Water Supply

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8th Floor, Paryavaran Bhawan,
CGO Complex, Lodhi Road,
New Delhi – 110003.
Dated January,2006.

To

Subject: - Invitation of sealed quotations for Comprehensive AMC
for 23 Computers, 04 servers and 08 Laptops open of
the Drinking Water Supply.

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Sir,

The undersigned is directed to say that this office intends to enter into comprehensive AMC for 23 Computers, 04 servers and 08 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 20.01.2006

The quotations would be received till 4 P.M. on 20th January, 2006 would be opened on the same day at 5 P.M. in the presence of authorized representatives of tenderers, who may wish to participate. The Computers can be surveyed on any working day with prior appointment with the Section Officer (DWS.II) Ph.No.24364114.

Yours faithfully,

(Y.K. Sood)
Under Secretary to the Government of India
Ph.No.24364780

Copy to the Technical Director (NIC) for displaying on the website of the Department.

QUOTATION PROFORMA

Maintenance contract for the maintenance of Computers, servers and Laptops of the Department of Drinking Water Supply for 2006 – 07.

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 Government/Semi-Government Organisations including Undertakings whose such units your firm has been maintaining (ii) the number of computers, server and Laptops 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 Computers of the Department of Drinking Water Supply in response to tender enquiry letter No.D.11011/62/2005-DWS.II dated 29th December,2005.

Sl.No.	Model No./ Computers. Servers & Laptops	Qty.No.	AMC Charges (Comprehensive)	Taxes
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Signature

UNDERTAKING

I/We hereby undertake that the damage caused, if any, either to the Computers, servers or laptops or to any other property of the Government through me/our negligence or otherwise, shall be at my/tour 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 decision of the Department of Drinking Water Supply in this context shall be final and binding on me/us.

Signatures with date
(in full)

Stamp of the Firm

Terms and conditions

01. The contract will be valid for one year from the date of award.
02. Scheduled 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 /SSA whenever attended.
03. 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.
04. Any new equipment purchased by the Department will be included in the AMC as soon as the warranty of that equipment expires.
05. 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.
06. A back up computer will be provided within one working day and working computer has to be restores within 10 days.
07. Penalty: For computing the calls after the time as indicated above will be as follows: -

Rs. 50/- per day per Computer.
08. The successful contractor will furnish a Demand Draft for Rs.2, 500/- in favour of Section Officer (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.
09. The term 'maintenance' shall include the cleaning, servicing and repair and replacement of any or all the parts except consumables during the period of contractor at the exclusive risk, responsibility and the cost of the contract.

- 10. 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.**
- 11. 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, 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 (DWS.II)/SSA.**

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 Ministry in Paryavaran Bhawan and CGO Complex/Block No.11, Lodhi Road, New Delhi - 110003/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 within one week, failing which the cost of the machine/parts will be recovered from the firm and if considered necessary the contract terminated without further notice.**
- 14. 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. **The 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 2006-2007 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 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 the 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 this contract shall be final and binding on the contractor.**
17. **The competent authority reserves right to add or to reduce the number of computers from the contractor during its currency and cost would be increased or decreased on pro-rata basis.**

(Y.K. Sood)

Under Secretary to the Government of India