

NOTICE INVITING TENDER

Upper Yamuna River Board (UYRB) a subordinate office of Ministry of Water Resources, having its office at Wing-4, Ground Floor, West Block-I, R K Puram, New Delhi invites sealed tenders, on behalf of President of India, from well established service providers for providing Comprehensive Maintenance Service of computers, peripherals, printers, scanners and UPS etc. in its office on contract basis:

NIT No. – **UYRB/Ser/23/2009/02**
Name of services to be provided – Comprehensive Maintenance Service of Computers.
Estimated cost – Rs.70,000/-
Earnest money – Rs.2,500/-
Time of contract – Two years i.e. from **01.04.2011 to 31.03.2013**.

The tender forms including details of services required and terms & conditions etc. may be obtained from the office of Upper Yamuna River Board or can be downloaded from the website www.uyrb.nic.in and www.mowr.gov.in. The last date of submission of duly completed sealed tenders will be 31st January, 2011 up to 1500 hours.

Assistant Director GR.-II
Upper Yamuna River Board

**GOVERNMENT OF INDIA
MINISTRY OF WATER RESOURCES
UPPER YAMUNA RIVER BOARD**

**TENDER FOR PROVIDING COMPREHENSIVE MAINTENANCE SERVICE
OF COMPUTERS, PERIPHERALS, PRINTERS, SCANNERS AND UPS ETC. IN
UPPER YAMUNA RIVER BOARD
FOR A PERIOD OF TWO YEARS i.e. FROM 01.04.2011 TO 31.03.2013.**

**NEW DELHI
JANUARY, 2011**

**TENDER FOR PROVIDING COMPREHENSIVE MAINTENANCE SERVICE
OF COMPUTERS, PERIPHERALS, PRINTERS, SCANNERS AND UPS ETC. IN
UPPER YAMUNA RIVER BOARD**

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Schedule 'A'

Schedule of Approximate Quantities of Services & Rates.

Schedule 'B'

Terms & Conditions for Providing Services.

Tenders in sealed envelope super-scribed as "**Tender for Providing comprehensive Maintenance service of Computers**" will be received in the office of Upper Yamuna River Board **on or before 31st January, 2011 up to 1500 Hours** and will be opened by authorised representative of UYRB on the same day at 1530 Hours in the presence of the representatives of the firms, if any.

The tender documents, duly filled, signed and stamped, should contain the following documents:

1. Profile of the company/agencies with complete address and telephone numbers;
2. Certificate of incorporation of the company;
3. PAN/TAN, Sales Tax/Service Tax registration number or VAT;
4. Current and Valid Income Tax Clearance Certificate;
5. List of the organizations to which service is being provided;
6. List of technical infrastructure available with them;
7. Any other relevant information.
8. Earnest Money Deposit of Rs.2500/- (Rs. Two thousand five hundred only) in the form of a crossed Demand Draft/Pay Order drawn in favour of Pay and Accounts Officer, Ministry of Water Resources, New Delhi.

Note: The tenders received without EMD will be rejected summarily.

Assistant Director GR.-II
Upper Yamuna River Board

SCHEDULE - A
Schedule of Approximate Quantities of Services & Rates

I/We hereby quote for providing services as mentioned below at the rates specified against each service item, duly considering Terms and Conditions given in the Schedule-B:

S.No.	Description of Services	No.	Unit	Rate inclusive of all charges (Rs)	
				in figures	in words
1.	Providing Comprehensive Maintenance Service of computers, peripherals, printers, scanners and UPS etc. in Upper Yamuna River Board for a period of two years i.e. from 01.04.2011 to 31.03.2013.	As per Annex-I.	Lump sum		

NOTES :

1. Rates shall be valid for a period of two years i.e. from **01.04.2011 to 31.03.2013.**
2. Service tax will be paid by the department separately as per prevalent rules.

ASSISTANT DIRECTOR GR.-II
Upper Yamuna River Board

Date:
Place: New Delhi.

AGENCY
Name & Signature
With seal of Company

List of computers, peripherals, printers, scanners and UPS etc.

S. No.	Particulars of Items	Qty.
	Computers/peripherals	
1.	Compaq Presario PC, Intel P-IV, 1.9 GHz, 1 GB DDR RAM, 40 GB HDD, 15" Compaq monitor, Keyboard, Mouse.	1 No.
2.	Compaq Presario PC, Intel P-IV, 2.6 GHz, 1 GB DDR RAM, 80 GB HDD, 15" Compaq monitor, Keyboard, Mouse.	1 No.
3.	Compaq Presario PC, AMD Athlon XP200, 2.0 GHz, 1 GB DDR RAM, 40 GB HDD, 15" Compaq monitor, Key board, Mouse.	1 No.
4.	Compaq Presario PC, AMD Athlon XP200, 2.0 GHz, 1 GB DDR RAM, 40 GB HDD, 19" Samsung color monitor, Key board, Mouse.	1 No.
5.	HP Desktop DC 7800, Intel Core 2 Duo, 2.2 GHz, 1 GB RAM, 160 GB HDD, DVD-RW, 17" TFT monitor, Key Board, Mouse.	1 No.
6.	Laptop Compaq Presario Intel Celeron Processor, 15" TFT display, 2.80 G Hz 1 GB DDR1 RAM, 30 GB HDD, Mouse and Adaptor.	1 No.
	Printers	
7.	HP LaserJet 1300 printer (B/W)	1 No.
8.	HP LaserJet 1010 printer (B/W)	1 No.
9.	HP 948 Inkjet color printer	1 No.
10.	Samsung LaserJet ML 2010 printer (B/W)	1 No.
11.	Samsung LaserJet CLP 300N Color printer	1 No.
	UPS	
12.	Nexus Guard UPS 500 VA	1 No.
13.	Nexus UPS 600 VA	1 No.
14.	APC UPS 500 VA	3 No.
	Scanners & HUB	
15.	Scanner HP 3770	1 No.
16.	Scanner HP Scanjet 3500	1 No.
17.	Hub D Link 16 port	1 No.

**ASSISTANT DIRECTOR GR.-II
Upper Yamuna River Board**

SCHEDULE - B

TERMS & CONDITIONS FOR PROVIDING SERVICES

1. The contract shall be comprehensive in nature inclusive of repairs and replacement of spare parts (by only genuine spare parts) except consumables, scanner lamp, picture tube, and battery.
2. All the equipments shall be thoroughly inspected by the vendor before quoting the rates, between 24th and 28th January, 2011 at the office premises of UYRB.
3. The rates quoted shall include inter-alia, the maintenance of operating systems, software installation, virus, checking/elimination, configuration of internet/e-mail on computers.
4. The rates shall be quoted in words as well as figures. In case of any ambiguity the rate quoted in words shall be considered as final. Corrections/cuttings, if any, shall be initialed.
5. Conditional tender will not be accepted.
6. The Agency will have to execute agreement on prescribed form for providing services within seven days of award of work.
7. Performance Security Deposit: Bank guarantee or fixed deposit receipt for a sum approximating to 10% of contract amount, valid for the contract period, shall be deposited by the contractor within seven days of award of work.
8. Preventive maintenance of all machines including cleaning shall be done at least once in a month. Preventive maintenance reports would be submitted to this Department to enable the release of quarterly payment. Absence of satisfactory reports, whole or part, will attract imposition of deduction on pro-rata basis.
9. Service Assurance: Maximum response time for a maintenance complaint should not exceed four hours from time of registering complaint. Maximum acceptable downtime will be one day excluding holiday(s) for the equipment other than Laser Printers. For laser Printers a backup Laser Printer has to be provided within the service assurance period. The working of Laser Printer has to be restored within 5 working days.
10. Penalty: Failing in Service Assurance will attract penalty @ Rs. 100/- for response time and 200/- per day for downtime.
11. In case the equipment cannot be repaired within the office premises and is required to be taken to the firm's workshop, stand-by equipment shall be provided by the firm without extra charge.
12. No advance payment, in any case, shall be made. The payment shall be made in quarterly installments, subject to satisfactory performance, on submission of bill in duplicate.
13. The Agency shall be responsible for any loss or damage caused to UYRB due to negligence on its part.
14. The Agency shall not engage the services of any sub-Agency or transfer the contract to any other person.
15. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the Agency will be liable to be forfeited besides annulment of the contract.

16. UYRB shall have the right to terminate contract by giving one month notice without assigning any reason, whatsoever.
17. UYRB shall have the right to cause an audit of the service and the final bill of the Agency including all supporting vouchers abstract etc. to be made after payment of final bill and if as a result of such audit any sum is found to have been overpaid in respect of services provided by the Agency under the contract and found not to have been executed. The Agency shall be liable to refund the amount of the over payment and it shall be lawful for Government to recover the same from him and if as a result of audit, it is found that Agency was paid less than what was due to him under the contract in respect of any services provided by him under it, the amount of such under payment shall be duly paid by Government to the Agency.
18. Any dispute arising out of the contract will be settled within the jurisdiction of Delhi Courts.

ASSISTANT DIRECTOR GR.-II
Upper Yamuna River Board

Date:
Place: New Delhi.

AGENCY
Name & Signature
With seal of Company