

NOTICE INVITING TENDER

Upper Yamuna River Board (UYRB), a subordinate office of Ministry of Water Resources, River Development and Ganga Rejuvenation invites sealed tenders, on behalf of President of India, from well-established service providers for providing Comprehensive Annual Maintenance Contract Service of Computers, Printers, UPS, Scanners and Hub in its office on contract basis. The office is located at Wing-4, Ground Floor, West Block-I, R K Puram, New Delhi. The detailed information is given below;

NIT No.	UYRB/Ser-23/2017/05
Name of Services	Comprehensive Annual Maintenance Contract of Computers & Peripherals.
Estimated Cost	59948/- (Rupees fifty nine thousand nine hundred forty eight only)
Earnest Money Deposit	3000/- (Rupees three thousand only)
Time of contract	Two years, from 01.04.2017 to 31.03.2019.

The tender forms including details of services required and terms & conditions may be obtained from the office of Upper Yamuna River Board free of cost or can be downloaded from the website www.uyrb.nic.in. The last date of submission of duly completed sealed tenders will be 8th March, 2017 up to 15:00 hours.

Executive Engineer
Upper Yamuna River Board

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

**TENDER FOR PROVIDING COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT OF COMPUTERS, PRINTERS, UPS,
SCANNER & HUB IN UPPER YAMUNA RIVER BOARD.**

**NEW DELHI
FEBRUARY, 2017**

**TENDER FOR PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF COMPUTERS, PRINTERS, UPS, SCANNER & HUB IN
UPPER YAMUNA RIVER BOARD**

Upper Yamuna River Board (UYRB), a subordinate office of **Ministry of Water Resources, River Development and Ganga Rejuvenation**, invites sealed tenders, on behalf of President of India, from well established service providers for providing Comprehensive Annual Maintenance Contract of Computers, Printers, UPS, Scanners and Hub in its office on contract basis for a period of two years i.e. from **01.04.2017 to 31.03.2019**. The office is located at Wing-4, Ground Floor, West Block-I, R K Puram, New Delhi. The details of services required and terms & conditions are given in following schedules:

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 Annual Maintenance Contract of Computers and Peripherals**" will be received in the office of Upper Yamuna River Board on or before 8th March, 2017 up to 15.00 Hours and will be opened by authorized representative of UYRB on the same day at 15.30 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 with 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 **3000/-** (Rupees three thousand 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.

Executive Engineer
Upper Yamuna River Board

SCHEDULE – A

Schedule of Approximate Quantities of Services & Rates

I/We hereby quote lump sum rate for providing AMC services of items mentioned in **Annexure-I** duly considering Terms and Conditions given in the **Schedule-B**:

Sl. No.	Description of Services	Qty.	Unit	Rate of AMC	
				In figures ([₹])	In Words ([₹])
1.	Providing Comprehensive Maintenance Service of Computers, Printers, UPS Scanners and Hub in Upper Yamuna River Board for a period of two years from 01.04.2017 to 31.03.2019.	As per Annexure - I enclosed.	LS		

NOTES:

1. Rates shall be valid for a period of **two years** i.e. from **01.04.2017 to 31.03.2019.**
2. **Service tax will be paid by the department separately as per prevalent rules.**

Executive Engineer
Upper Yamuna River Board

Signature & Name
Seal of AGENCY

Date:

Place: New Delhi.

Annexure-I**List of Computers and Peripherals.**

Sl. No.	Particulars of Items	Qty.	Unit
1	HP Desktop 8000 Series & 18.5" TFT with Preloaded Operating System Window 7.	4	Nos.
2	HP Desktop DC 7800, Intel Core 2 Duo, 2.2 Ghz, 1 GB RAM, 160 GB HDD, DVD-RW, 17" TFT Monitor, Keyboard and Mouse.	1	No.
3	Compaq Presario PC, AMD Athlon XP200, 2.0 Ghz, 1 GB DDR RAM, 40 GB HDD, 15" Compaq Monitor, Keyboard and Mouse.	1	Nos.
4	Compaq Presario PC, Intel P-IV, 2.6 Ghz, 1 GB DDR RAM, 80 GB HDD, 15" Color Compaq Monitor, Keyboard and Mouse.	1	No.
5	HP Lase jet CP-1025 color Printer	1	No.
6	HP LaserJet P 1007 Printer	1	No.
7	HP LaserJet P 1108 Printer	1	No.
8	HP LaserJet P 1106 Printer	1	No.
9	Samsung Laser Jet ML 2010	1	No.
10	Luminous 800 VA Line Interactive	4	Nos.
11	UPS APC 500 VA	3	Nos.
12	Scanner HP 3770	1	No.
13	Hub D Link 16 port	1	No.
	Total Items	21	Nos.

**Executive Engineer
Upper Yamuna River Board**

SCHEDULE – B

TERMS & CONDITIONS FOR PROVIDING AMC SERVICES

1. The contract shall be comprehensive in nature inclusive of all type of repairs and replacement of parts with genuine spares but excluding **consumables like toner Cartridges or ink Cartridge, Teflon, Roller, Fuser Assembly, Printer head, Scanner lamp, Picture tube and Battery.**
2. All the equipments listed for AMC should be thoroughly inspected on 8th March, 2017 at the office premises of UYRB by the vendor before quoting the rates.
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 in 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 from the date 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 from the date of award of work.
8. Preventive maintenance of all machines including cleaning shall be done at least once in two months.
9. The Agency shall engage only well qualified service Engineer/Personnel for AMC services.
10. Service Assurance: Maximum response time for a maintenance complaint should not exceed four hours from the 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.
11. Penalty: Failing in Service Assurance will attract penalty @ ` 100/- for response time and 200/- per day for downtime.
12. 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.
13. Mode of Payment: No advance payment, in any case, shall be made to the firm. The payment shall be made on quarterly installment basis, subject to satisfactory performance.

14. Bill shall be submitted on quarterly basis in duplicate in the favour of Executive Engineer, Upper Yamuna River Board.
15. The terms and conditions shall be followed strictly after award of work to the service provider by the department.
16. The Agency shall be responsible for any loss or damage caused to UYRB due to negligence on its part.
17. The Agency shall not engage the services of any Sub-Agency or transfer the contract to any other person.
18. 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.
19. UYRB shall have the right to terminate contract by giving one month notice without assigning any reason, whatsoever.
20. 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.
21. Any dispute arising out of the contract will be settled within the jurisdiction of Delhi Courts.
22. In case of the AMC is not to the satisfaction of Engineer-in-Charge, UYRB, the AMC will be terminated and payment of the unsatisfactory period will be stopped.
23. Engineer-in-Charge, UYRB has the right to cancel the tender at any stage without assigning any reason.

**Executive Engineer
Upper Yamuna River Board**

**Name & Signature
Seal of AGENCY**

**Date:
Place: New Delhi.**