

**DELHI URBAN SHELTER IMPROVEMENT BOARD  
COMPUTER DIVISION**

**Ref. No. : Comp.Div/DD(System)/D-435**

**Date:-29/11/2012**

**NOTICE INVITING TENDER**

Delhi Urban Shelter Improvement Board invites financial bids from the empanelled agencies in the IT Department of Delhi Government for one time repair of Computers, Printers, UPS and its accessories **installed at DUSIB HQ, CIRCLES/ DIVISIONS at Raja Garden, R.P. Bagh, Maharani Bagh, Ranjit Nagar, Malkaganj, Dwarka Project Office, TIS HAZARI COURT / India Habitat Center / PARDAH BAGH/ ZONAL OFFICE at Seelampur** by Dy. Director (System) on behalf of CEO(DUSIB).

Tender Document containing Terms & Conditions can be downloaded from DUSIB Web-site / Office of Dy. Director(System).

The agency intending to quote for the work shall have:

- (a) **The agency shall submit the self attested copy of the registration / Empanelment with IT Deptt. Govt of NCT of Delhi and Service Tax No. allotted by the Income / Service Tax Deptt.**
- (b) **Cost of tender document Rs.500/- in the form of Demand draft in favour of DELHI URBAN SHELTER IMPROVEMENT BOARD, before the submission of sealed tender in the office of Dy. Director(System), failing which the tender shall stand rejected.**
- (c) **The Agency shall submit Earnest Money Deposit of Rs. 4300/- in the form of Demand draft in favour DELHI URBAN SHELTER IMPROVEMENT BOARD, before the submission of sealed tender, failing which the tender shall stand rejected. EMD shall be returned after finalization of the Tender.**
- (d) **The Agency shall submit the sealed tender latest by 12/12/2012 by 3.00 p.m. in the office of Dy. Dir (System), Room No. 39 Punarwas Bhawan, I.P. Estate, New Delhi-110002. You may kindly attend the same or send your representative for opening of the financial bid at 3.30 p.m. on 12/12/2012 in the office of undersigned.**

Sd/-

**DY. DIRECTOR(SYSTEM),  
Delhi Urban Shelter Improvement  
Board,  
Room No. 39, Punarwas Bhawan,  
I.P. Estate, New Delhi-110002.**

TERMS & CONDITIONS OF ONE TIME REPAIR OF THE COMPUTER EQUIPMENTS & PERIPHERALS IN DELHI URBAN SHELTER IMPROVEMENT BOARD.

- 1.1 The contracting agency shall truly & faithfully carry out the replacement / repair job as is done by the services / business houses in proper manner / standard fashion for the designated computers and peripherals / equipments of DUSIB HQ/CIRCLES /DIVISIONS / TIS HAZARI COURT/IHC/PARDAH BAGH/Zonal office at Seelampur appended as Annexure 'A'.
- 1.2 The contracting agency shall submit the self attested copies of the **Empanelment with IT Deptt. Govt of NCT of Delhi/ Service Tax No. allotted by Service Tax Deptt.**
- 1.3 (a) FAULT IN MAJOR COMPONENTS / PARTS LIKE MOTHERBOARD, HARD DISK, RAM, LOGIC CARD of Printer, Major damage in main card of UPS shall invite replacement of the respective parts. All such faulty parts shall be property of DUSIB. **All replaced New parts will carry standard warranty.**
- (a) The replacement of all defective parts with good quality and OEM branded/ approved parts, or as given in clause 1.6 of same or higher specifications will be done by contracting agency. Used / repaired parts of any other brand from any other source or of lower specifications shall not be accepted.
- (c) Maximum possible repair if any shall be done on-site. Any item carried out to its workshop shall be with the written permission of the concerned Section indicating the serial no. of the item taken by the vendor.
- The firm awarded with the one time repair contract shall carry out Cleaning of Computers & peripherals after repairing / replacing the component and make it operational.
- 1.4 The agency shall provide required tools test equipments, crimping tools, gadgets and software to their engineers to run diagnostics at site itself. The agency shall also maintain a Service receipt of repair for all the machines in suitable format. **No charges shall be payable for the movement of Equipment by Engineer from one location to Agency workshop for repairing Computers & its accessories.**
- 1.5 The comprehensive repair shall be carried out primarily at the premises of DUSIB on all working days during office hours and even beyond that. In case, the contracting agency feels that the equipment cannot be repaired at site, they will carry & deliver the equipment at their own cost and get it repaired within reasonable time 4-5 days.
- 1.6 In case of replacement of components during One time repair, the vendor Shall deposit the old components with the department. Replacement of the following major component shall be as under :-

Monitor : - IBM/LENOVA/SAMSUNG/LG / EQUIVALENT  
Keyboard : -IBM/LENOVA/SAMSUNG/LOGITECH  
Mouse : IBM/LENOVA/MICROSOFT/LOGITECH  
CPU : - INTEL  
Mother Board:-IBM/LENOVA/INTEL/GIGABYTE  
RAM :-IBM/LENOVA/KINSTON/SIMTRONICS/TRANSCEND  
HARD DISK :- IBM/LENOVA/SEAGATE/MAXTOR/SAMSUNG  
CD ROM :-IBM/LENOVA/EQUIVALENT  
SMPS :- IBM/LENOVA/Frontech/EQUIVALENT  
PRINTER :- HP / EQUIVALENT  
(All Models)  
UPS :- ELNOVA/UNILINE/APC/MINITRON/EQUIVALENT

The vendor shall submit to the department the detail of the part replaced Item wise.

- 1.7 The selected vendor shall not assign this agreement or any part thereof, or any benefit there under without the consent of DUSIB, to any other party.
- 1.8 The vendor who has been awarded the work shall hand over the repaired computers and peripherals in good working condition after repair to the present maintenance Agency appointed by the DUSIB and attach a certificate of its operationalisation from the existing Agency.
- 1.9 **Before submitting the tender, the agency should inspect the computers / accessories for which tenders are invited installed at DUSIB HQ, CIRCLES/DIVISIONS/ at Raja Garden, R.P. Bagh, Maharani Bagh, Divisions at Ranjit Nagar, Malkaganj, TIS HAZARI COURT/India Habitat Center/PARDAH BAGH/Zonal office at SEELAMPUR of DUSIB. Dy. Dir. (System) of DUSIB may be contacted for details. No escalation in rates of one time repair will be accepted after submission of tender. Rates Quoted will remain firm and valid for six months.**
- 1.10 Contracting agency shall ensure that the equipment is retained in its original or higher configuration and form. In the event of any downward alteration to the equipment by the agency or any attachment made thereto, the agency shall pay for any repair / replacement and adjustments required to restore the equipment to its original state.

## **2.0 PERFORMANCE GUARANTEE**

- 2.1 The Agency shall deposit a performance guarantee within 20 working days of award of contract in the form of Security Deposit equal to 10% of the total cost in the form of Bank Guarantee in favour of DELHI URBAN SHELTER IMPROVEMENT BOARD valid for a period of 12 months from the date of award of contract. No interest shall be paid on the Security Deposit/Performance Guarantee.
- 2.2 **The Agency shall submit Earnest Money Deposit of Rs. 4300/- in the form of Demand draft in favour DELHI URBAN SHELTER IMPROVEMENT BOARD, before the submission of sealed tender, failing which the tender shall stand rejected. EMD shall be returned after finalization of the Tender.**

## **3. CONTRACT PERIOD**

- 3.1 The agency shall enter into an agreement with department on a non judicial stamp paper of value Rs.50/- within 10 working days of placing the letter of intent / award. However, this agreement shall come into force as soon as work order / award letter is placed by the department.
- 3.2 **The Computers / Accessories shall be made operational within One Month of award of Work Order and is to be handed over to the existing maintenance agency.**
- 3.3 The department has the exclusive right to terminate the contract by giving short notice to the firm without assigning any reason.
- 3.4 Any Computers / Accessories left repaired after One Month of award of work will invite a penalty of Rs. 100/- per Machine per day.
- 3.5 **Foreclosure of agreement :**

In case of work being abandoned by the vendor for continuous period of 15 days, the contract shall be liable to be terminated with a 7 days show cause notice by the department.

- 3.6 **Court:** This contract is subject to the jurisdiction of the NCT of Delhi.
- 3.7 **Arbitration:** Any dispute, differences or questions arising at any time between the parties in respect of this agreement or concerning provision herein contained shall be referred within 30 days of such dispute to sole Arbitration of a person appointed by CEO(DUSIB) and the award of the arbitrator shall be final and binding on both the parties.

4. **RATE :**

The vendor shall quote the rate as per the annexure as "A". One Consolidated Rate for Repair / Replacement for each respective Computer / Printer/UPS Section wise / Room Wise, Cost of batteries, Portable Hard disk should be given as per the list.

5. **PAYMENT TERMS:**

- 5.1 Payment shall be released after the repair of Computers and its accessories / installation of batteries and portable Hard Disk as per Clause 1.8 of Tender Document.
- 5.2 Any increase or decrease in taxes, duties or prices of component, etc. will not affect the repair rates during the entire period.
- 5.3 **Statutory Taxes, if any, should be mentioned separately in the quote, failing which no taxes shall be paid by the department.**
- 5.4 CEO(DUSIB) reserves the right to accept or reject any or all tenders without assigning any reason.
6. Conditional Tender, non submission of documents mentioned at clause No. 1.2, 2.2 and non submission of tender document cost, will invite rejection of tender without assigning any reason.

**DY.DIRECTOR(SYSTEM)**