

GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
(DEPARTMENT OF COMMERCE)
GENERAL ADMINISTRATION DIVISION
UDYOG BHAVAN, NEW DELHI – 110011.

No. 19013/1/2007-GA

Dated: 31.1.2007

NOTICE INVITING TENDER

Sealed bids are invited from reputed Firms/Companies for the Full Service Maintenance Contract (FSMA) of photocopiers installed in the Department of Commerce in Udyog Bhavan, New Delhi and, at the residences of senior Officers within the municipal limits of the city of Delhi/New Delhi.

2. The FSMA will include all spares and consumables (except manpower, power and photocopy paper). The rates should be submitted on per copy basis-both for Digital and Analogue Photocopier machines separately. It will be the responsibility of the company/ firm to provide genuine OEM spare parts/ toner of the machines and to keep them in proper working order.

3. The total number of machines is about 100 and the machines are of four different makes- TOSHIBA, RICOH, SHARP and MODI. The number of the machines would vary from time to time.

4. The firm/company must be registered as a firm or, as a company with the Registrar of Companies. The firm submitting quotation must be financially sound and should have achieved a minimum turnover of Rs. 50 lakhs per year during the last three financial years through execution of Maintenance Contracts. The firm/company should have previous experience in maintenance of such equipment with at least 10 Government Department/Public Sector Undertaking in Delhi, of maintaining not less than 100 photocopiers per year in each Department/PSU. Necessary papers must accompany therein.

5. The firm/company should preferably be ISO certified.

6. The firm/company applying for this tender would produce certificates for the previous financial year from the concerned authorities relating to the payment of Service Tax, Income Tax, Works Contract Tax and any other tax applicable.

7. The Authorised Service Provider of various brands would be given preference. They must produce valid certificate to that effect along with the bid.

8. The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement. Until and unless written order of Director(GA)/Section Officer(GA) are conveyed, the original specification/characteristics/features shall not be changed.

9. The firm will prepare separate log books for each of the machines to be taken under the AMC.

10. Preventive maintenance will be carried out on quarterly basis.

11. Payment will be made on monthly basis on production of bills along with satisfactory performance reports from the users of the machines.

12. The Agency shall not engage any sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.

13. The firm should not have been blacklisted by any Govt. Department or Semi-Govt. Department in the past.

14. The Department reserves the right to cancel the contract at anytime during the currency of contract, without assigning any reasons whatsoever.

15. The contract will be valid for one year and may be extended for another year. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

16. The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same. No transport charges would be paid. Two Resident Engineers would be required to be posted in the Department who would report to

the Section Officer (GA) on all working days between 9.00 AM to 5.30 PM, and if necessary, on holidays too.

17. The period of AMC would be extended by one day, for each two hours of delay in attending to the fault without any additional payment.

18. Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration) in working condition. It shall be the responsibility of the firm to keep all the photocopiers satisfactorily throughout the contract period and also to hand over the systems to the Department in working condition on the expiry of the contract. In case any damage on the systems of the Department is found, compensation which would be determined by the undersigned, will have to be paid by the firm.

19. In case of contractor backing out mid term without any explicit consent of this department, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Department on maintenance of machines for the balance period of contract through alternative means.

20. If any photocopier is not repaired within twenty four hours, the firm will provide a stand by copier. If, however, the firm fails to carry out repairs/provide a stand-by copier within 2 days, to the satisfaction of the user, a penalty of Rs.200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time the copier is repaired.

21. The above act of backing out would automatically debar the firm from any future dealings with this Department and the EMD amount would also be forfeited.

22. An amount of Rs.1,00,000/- (Rupees fifty thousand only) in the form of a Demand Draft/Fixed Deposit on any scheduled bank in Delhi drawn in favour of Under Secretary(Cash), Department of Commerce, New Delhi must accompany the quotation letter, as earnest money. Quotation received without earnest money will not be considered. The earnest money deposited by successful tenders shall be retained as the security deposit for the fulfillment of performance of the terms and conditions of the contract. The security deposit will be refundable after successful completion of the contract, after adjustment of dues if any, against the

contractors. Earnest money received from other unsuccessful tenders will be returned without interest.

23. The tenders papers can be collected from the Room no. 27C, Udyog Bhavan between the 6th Feb 2007 to 26th Feb 2007 and the same may be deposited in a sealed cover, at the same place by 2.30 PM on 26th February 2007. The tenders would be opened on 26-2-2007 at 3.30 PM in Room No. 279 B, Udyog Bhavan, New Delhi. Those of the tenderers who wish to be present at the time of the opening of the tender may do so.

24. The Department of Commerce reserves the right to accept or reject any or all tenders without assigning any reasons.

(Anurag Saxena)
Director