

GOVERNMENT OF INDIA  
MINISTRY OF COMMERCE & INDUSTRY  
(DEPARTMENT OF COMMERCE)  
GENERAL ADMINISTRATION DIVISION  
UDYOG BHAVAN, NEW DELHI 6 110011.

NO.19013/1/2008-GA

DATED 28<sup>th</sup> April, 2008.

TENDER DOCUMENT

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 (in the Tender Form at annexure-I) 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 three different makes - Toshiba, Ricoh and Sharp. 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 lakh per year during the last three financial years through execution of Maintenance Contracts. The firm/company would have previous experience in maintenance of such equipment with at least 10 Government Department/Public Sector Undertaking in Delhi, of maintaining not less than 500 photocopiers per year. 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 Authorized Service Provider of various brands(Sharp, Toshiba and Ricoh) 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 manufacturer's 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 logbooks 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 other wise.
13. The firm should not have been blacklisted by any Government Department or Semi-Government 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 contact. No demand for revision of rate on any account shall be entertained during the contact 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 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 contact. 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 hither 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 though 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 one lack 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 contact, after adjust of dues if any, against the contactors. Earnest money received from other unsuccessful tenders will be returned without interest.

23. The tender document can also be collected from the Room No.27C, Udyog Bhavan between the 28<sup>th</sup> April 2008 to 19<sup>th</sup> May 2008 and the same may be deposited in a sealed cover, at the same place latest by 11.00 AM on 20<sup>th</sup> May 2008. The tenders would be opened on 20<sup>th</sup> May, 2008 at 12.30 PM in Room No.279B, 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.

**TENDER FORM**

**PROFORMA FOR GIVING FULL SERVICE MAINENANCE RATES**

S. No.	COPIER MAKE/CPM	Per copy maintenance (Excluding taxes)
1	Toshiba 2030 (Analog) (20 cpm)	
2	Toshiba 2060 (Analog) (20 cpm)	
3	Toshiba 2860 (Analog) (28 cpm)	
4	Toshiba 3560 (Analog) (35 cpm)	
5	Toshiba 4570 (Analog) (45 cpm)	
6	Toshiba e studio 25 (Digital) (25 cpm)	
7	Toshiba e studio 35 (Digital) (35 cpm)	
8	Ricoh FT 3513 (Analog) (13 cpm)	
9	Ricoh FT 4015 (Analog) (15 cpm)	
10	Ricoh FT 4422 (Analog) (22 cpm)	
11	Ricoh FT 5632 (Analog) (32 cpm)	
12	Ricoh FT 1035(Digital) (35 cpm)	
13	Ricoh FT 6350 (Analog) (50 cpm)	
14	Ricoh FT 5640 (Analog) (40 cpm)	
15	Sharp ARM 205 (Digital) (20 cpm)	
16	Sharp ARM 5127 (Digital) (27 cpm)	
17	Sharp ARM 275 (Digital) (27 cpm)	
18	Sharp ARM 451N (Digial) (45 cpm)	
19	Sharp 550U (Digital) (55 cpm)	

Any other charges (if applicable)

(Signature )

