



भारत सरकार
GOVERNMENT OF INDIA
सूचना और प्रसारण मंत्रालय
MINISTRY OF INFORMATION & BROADCASTING
ए' विंग, शास्त्री भवन, नई दिल्ली- 110 001
'A' Wing, Shastri Bhavan, New Delhi- 110 001

तारीख/Date:14.02.2013

TENDER NOTICE

Sealed quotations are invited from reputed firms/companies for the FULL SERVICE MAINTENANCE Agreement (FSMA) of Photocopier machines installed in the Main Sectt. Min. of I & B, Shastri Bhavan, New Delhi.

2. The FSMA will include all spares and consumables (except manpower, electric power and photocopy paper). The rates should be submitted (for Toshiba, Xerox, Sharp, and Ricoh) per copy basis for each photocopier machines separately. It will be the responsibility of the firm/company to provide **genuine Software/OEM (Original Equipment Manual) spare parts/toner** for the machines and to keep them in proper working order.
3. The total number of machines is about forty. The number of machines would vary from time to time. Few more machines are likely to be included, after the expiry of warranty period. Rates of these photocopiers will be taken on the basis of rates quoted for similar models of machine.
4. Company must be registered as Private Limited or Limited with the Registrar of Companies and authenticated copy of registration should be enclosed. The firm/ company submitting quotation must be financially sound. The annual turnover of the firm should not less than 70 lakh per annum. The firm/company would have previous experience in maintenance of such equipment with at least three Government/Public Sector Undertaking in Delhi and proof of that effect should be attached. In two of them the machine quantity separately exceeded more than hundred. Documentary proof must be submitted along with quotations.
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 firm/company should be authorized Service provider of various brands (Toshiba/Ricoh/Xerox/Canon/Sharp/Kyocera/Godrej etc.) for which they are quoting the rates for FSMA. They must produce valid certificate to that effect along with the tender. The interested firm/company can also submit their tender (s) for single brand of machine (s).
8. The firm/company shall **maintain the equipment (s) as per manufacturer's guidelines and shall use Standards components for replacement.** Until and unless written orders of the undersigned are conveyed, the original specification/characteristics/features shall not be changed.

9. The firm will prepare separate logbook for each of the machines to be taken under FSMA contract.
10. Preventive Maintenance will be carried out on quarterly basis.
11. Payment will be made on monthly basis on production of bills along with the satisfactory Performance reports from the users of the machines.
12. The firm/company 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 organization or otherwise. The firm/company should not have been blacklisted by any Central/State Government Department/Public Sector Undertaking in the past.
13. **The undersigned reserves the rights to terminate the contract at any time during the currency of contract, without assigning any reasons whatsoever.**
14. The contract will be valid for one year from the date of issue of work order. 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.
15. **The scope of work covers provision of presence of technical staff in the Ministry of I & B, Shastri Bhavan, New Delhi 0900 to 1800 hrs. on working days and if required, on Saturdays/Sundays/holidays and also after 18.00hrs. on working days. Minimum one qualified service engineer with an experience of not less than 05 (five) years in this field will be at the disposal of the Ministry of Information & Broadcasting. Engineer should be equipped with cell/mobile phone.**
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.**
17. **Immediately on award of the contract, the contractor would give a report taking over all equipment (with their configuration – make & Model number) and the number of pages on which the contract has been taken. It shall be the responsibility of the firm to keep all the photocopiers satisfactorily in working condition 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 to the systems of the Department is found, compensation, which would be determined by the undersigned, will have to be paid by the firm.**
18. In case of contractor backing out midterm without any explicit consent of this Ministry, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Ministry on maintenance of machines for the balance period of contract though alternative means.
19. The above act of backing out would automatically debar the firm/company from any future dealings with this ministry and EMD amount would be forfeited.

20. If any photocopier is not repaired within twenty-four hours, the firm will provide a stand by photocopier. If, however, the firm fails to carry out repairs/provide a stand-by copier within 02 days, to the satisfaction of the user, a penalty of ₹500/- (Rupees Five hundred only) per day or part thereof will be charged for delay beyond the two days till such time the copier gets repaired.

21. The quotation shall be accompanied by an earnest money deposit of ₹25,000/- (Rupees Twenty five thousand only) in form of crossed demand draft in favour of Pay & Accounts officer,(MS), PAO, Ministry of I & B. The cheque will not be accepted. The quotations received without earnest money shall be summarily rejected without assigning any reason thereof and no tenderer shall have any right to represent against it, even if, his quotations happen to be lowest. The earnest money will be forfeited, if the contractor fails to abide by the rules.

22. The firm, whose quotation is finally accepted, shall have to deposit a sum of ₹25, 000/- (Rupees Twenty five thousand) only in the form of Bank Guarantee or fixed deposit pledged in favour of Pay & Accounts officer, (MS), PAO, Ministry of I & B, New Delhi as security. The earnest money shall be returned to the successful and unsuccessful bidder after finalization of the contract. The security deposit will be released after satisfactory completion of the contract.

23. The firms interested in undertaking the job on aforesaid terms and conditions may submit their tender/quotation in favour of Under Secretary (Admn.), Main Sectt. Min. of Information & Broadcasting, Room No. 719, 'A' Wing, Shastri Bhavan, New Delhi on or before 28th February, 2013 at 11.30 A.M. The firm should be registered with the Registrar of Companies and with Delhi Sales Tax Department. Copies of PAN/TIN No. must be attached. The quotations received after the stipulated date and time will not be entertained in any case. The outer cover should be super-scribed "Quotation for FSMA contract for photocopiers". These quotations will be opened on the same day at 4.00 P. M. in the chamber of Under Secretary (Admn.).

24. The undersigned reserves the right to reject any or all quotation in whole or in part without assigning any reason thereof. In this respect the decision of the undersigned will be final.

25. Any information thereto, if required, may be collected from Section Officer (Admn.III), Ministry of I & B, Room No.548, 'A' Wing, Shastri Bhavan, New Delhi or on Telephone No.23386086.



(S.S. Bedi)

Under Secretary to the Government of India

Tel: 233865437

Copy to:-

1. All Ministries/Deptt. for circulation amongst the firms maintaining Photocopiers in their Ministry.
2. NIC Cell, Main Sectt. Min. of I & B with the request that it may be placed in the website of this Ministry and remove the same from the site on 28th February, 2013 (AN).