

No. D - 16016/4/2007-08 GA

Dated:13.06.2011

To

M/s _____,

_____.

TENDER NOTICE

Subject: Quotation for Annual Maintenance Contract of Risograph Machine RN 2130.

The sealed quotations are invited from authorized service providers for awarding Annual maintenance Contract of Risograph Machine RN 2130 as per the following terms and conditions:-.

1. The bidder should have at least turnover of Rs.10 lakh per year during the last 3 year (documentary proof in the form of service tax, deposited challan may be submitted).
2. The bidder should have provided similar services to at least three Govt. Deptts./Ministries/PSUs during the last three years (Documentary proof in the form of Performance Certificate issued by user departments is to be submitted).
3. The contract shall be inclusive of cost of spare parts.
4. The firm has to submitted Authorization certificate from RISO.
5. All the repairing work will be carried out in the premises of this Office. Only such work, which cannot be done in the office, premises, would be allowed to take out of the building at contactor's risk and no extra charges shall be paid for cartage.

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- 6 During the contact, Risograph machine will be serviced at least twice a year. A certificate from the user is also required to be taken in token of machine services. Such service is to be carried out on six monthly basis.
- 7 This office reserves the right to impose penalty for unsatisfactory services or any damage to machine under AMC or otherwise due to negligence of engineer/staff of contractor. In case the firm does not provide satisfactory service, penalty of Rs.200/- per day will be imposed for the period of delay in each case. The decision of this office in this regard will be final and binding on the contractor and no correspondence in this regard will be entertained.
- 8 The firm should have qualified trained & experienced engineers/mechanics on their roll. A list of qualified personnel may also be made available long with their certificate/diploma/experience in the field.
- 9 It shall be obligatory for the contractor to depute sufficient manpower during the parliament session till the work is completed to attend the complaints immediately.
10. The contract is based on **quality & timely services**, as such no call to the contractor or their mechanic from any of the officials of this office is required to be made and the firm have to make their own arrangements for timely and trouble free services.
11. No request for any increase in the rates on any account would be entertained and the performance would be reviewed from time to time to ensure that it is to the entire satisfaction of the user.
12. This office reserves the right to reject or accept any quotation, in whole or part, without assigning any reason.
13. The contract shall be for a period of one year. However this Office reserves right to terminate the contract at any point of time during the tenure of contract if the services are not found satisfactory.
14. The contractor has to give undertaking before consideration of their tender that term & conditions indicated are acceptable to him.
15. The successful contractor for Canon make photocopiers will have to furnish bank guarantee of Rs.25,000/- (Rupees twenty five only). In case of violation of the terms and conditions of the contract security deposited will be forfeited.
16. The outer cover of quotation should be super scribed "QUOTATION FOR ANNUAL MAINTENANCE CONTRACT OF RISOGRAPH MACHINE RN 2130 " .

17. The quotation addressed to the undersigned may be dropped in the box kept exclusively for this purpose at Information Facility Centre near Gate No.4, Nirman Bhawan up to 24.06.2011 (03.00 P.M.). The quotations will be opened on the same day i.e. 24.06.2011 at 04.00 P.M. in Room No.733, A-Wing, Nirman Bhawan, New Delhi. You or your representative may remain present at the time of opening of quotations.
18. Quotations received after stipulated time and date will not be accepted. This Office reserves the right to select or reject any quotation without assigning any reason whatsoever.
19. Interested firms may send their quotations with above-mentioned documents along with a Demand Draft (Refundable) of any Nationalized Bank of Rs.5000/- (Rupees five thousand only) drawn in favour of PAO (MSME), New Delhi. No quotation will be considered without DD.

Tender Notice is also available on our website www.dcmsme.gov.in

Yours faithfully,

(N.S. Bairwa)
Dy. Director (GA)
Tel. No. 23062183