

TENDER NOTICE

No. D - 16016/3/2011-12 GA

Dated:03.06.2011

To

M/s _____,

_____.

Subject: Quotation for Full Service Maintenance Agreement/Annual Maintenance Contract of Canon Make Photocopy machines.

The sealed quotations are invited from Authorised corporate service providers for Full Service Maintenance Agreement (FSMA)/Annual maintenance Contract for Canon make photocopiers (List enclosed). The detail of photocopiers is as under:-

Sr. NO.	M/c		Location
	Sr. No.	Model No.	
1	SSS-05746	NP-1215	602,A-WING
2	MZZ 01383	IR 2022 N	703, A-WING
3	PSR-02753	IR-2200	704,A-WING
4	PBW-08936	NP-3020	705,A-WING
5	RSV-04082	IR-2000	706 A-WING
6	RSV-04083	IR-2000	706 A-WING
7	RSV-04653	IR-2000	707 A-WING
8	RSV-05901	IR-2000	708A, A-WING
9	PSR-03829	IR-2200	708 A-WING
10	RSV-01223	IR-2000	709,A-WING
11	PSR-02751	IR-2200	710 A-WING
12	RSN-11889	IR-1600	710A, A-WING
13	RSV-04086	IR-2000	720, A-WING
14	KFR 02163	IR 4570	727, A-WING
15	MDA 00379	IR 2020	731, A-WING
16	RSV-03992	IR-2000	734 B A-WING
17	KJE-01200	IR-2230	734,A-WING
18	MVB 01701	IR 3045	738C, A-WING
19	KJE-01892	IR-2230	735A, A-WING
20	PSV-00403	IR-2800	736B/ 724,A-WING
21	MCF 00273	IR 2020	737, A-WING
22	RSN-22178	IR-1600	737A, A-WING
23	PSR-02682	IR-2200	738B,A-WING
24	RSV-02893	IR-2000	738B,A-WING
25	RSV-03031	IR-2000	IFC, G.F, A-WING
26	PJC-00274	NP-6330	738, A-WING

Note: The No. of photocopiers are tentative, may increase or decrease.

...Contd..2/-

The terms & conditions are as under:-

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, toner, drum etc.
4. The contractor has to use the entire canon make material.
5. The firm has to submitted Authorization certificate from Canon.
6. 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 eh contactor's risk and no extra charges shall be paid for cartage.
7. During the contact, all the canon makes photocopy machines 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 services are to be carried out on six monthly basis.
8. This office reserves the right to impose penalty for unsatisfactory services or any damage to any 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.
9. **The rates should be inclusive of Company supplied toner.**
10. 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.
11. It shall be obligatory for the contractor to depute sufficient manpower on all working days from 9.00 A.M. to 5.30 P.M. to attend the complaints immediately. At least services of one mechanic is always required on all the working days during summer season in general for attending urgent complaints in time.
12. 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.
13. No advance payment will be made in any circumstances. The payment will be made on meter reading certified by the user.

13. 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 users.
14. This office reserves the right to reject or accept any quotation, in whole or part, without assigning any reason.
15. 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.
16. The contractor has to give undertaking before consideration of their tender that term & conditions indicated are acceptable to him.
17. The successful contractor for Canon make photocopiers will have to furnish bank guarantee of Rs.50,000/- (Rupees fifty thousand only). In case of violation of the terms and conditions of the contract security deposited will be forfeited.
18. The outer cover of quotation should be super scribed "QUOTATION FOR FULL SERVICE MAINTENANCE AGREEMENT/ANNUAL MAINTENANCE CONTRACT FOR CANON MAKE PHOTOCOPIERS".
19. The quotations 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 17.06.2011 (3.00 PM). The quotations will be opened on the same day i.e. 17.06.2011 at 4.00 PM in Room No.733, A-Wing, Nirman Bhawan, New Delhi. You or your representative may remain present at the time of opening of quotations.
20. 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.
21. 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.

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

Yours faithfully,

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