



Government of India
Ministry of Earth Sciences
Departmental Accounting Organization
O/o Controller of Accounts
Room No. A-20, Mausam Bhawan
Lodhi Road, New Delhi – 110003

No. Pr.AO/MoES/Admn./Xerox/2015-16/1761

Dated: 25.01.2016

Subject:- Annual Maintenance Contract in respect of Photocopier Machines.

Principal Accounts Office, Ministry of Earth Sciences, A-20, Mausam Bhawan, Lodhi Road, New Delhi invites sealed Bids on limited tender enquiry for award of full Maintenance Contract of Six Photocopier on annual basis. Envelopes should be sealed and super-scribed as "Quotation for AMC of Photocopier Machines for Principal Accounts Office, Ministry of Earth Sciences". The last date of receipt of Bids is **25/02/2016 till 05:00 PM** and Bids will be opened on **26/02/2016 at 11:00 AM** in the presence of tenderers , if any.

D) The terms and conditions of the maintenance contract are as under:-

1. The firm should be in existence for over 3 years in the trade with the maintenance business of more than 5 Lakhs per annum during the last three years. Proofs of the same must be enclosed.
2. The firm must have OEM product support capability i.e. Xerox, Ricoh, Canon, HCL, Sharp etc. and shall act as a single point of support contact for all the products.
3. The firm must have previous experience in maintaining minimum 20 nos. of Photostat machines in Govt. Organizations/PSU's. Performance certificates from the existing Govt. Clients must be attached.
4. The firm must have expertise in the requisite preventive measures on site maintenance (FSMA).
5. The AMC shall be on comprehensive maintenance service basis i.e. it will include repair, replacement of any defective part with spare parts free of cost with the same make as of machines, cleaning of photocopier machines every fortnight, etc. No extra charges for any spare parts, toner cartridge etc. will be paid. Any conditional tenders will not be considered.
6. In case of intermittent failure and repetitive problems due to improper diagnosis or repair the system will be treated as continuously down.
7. The firm must be registered with the Registrar of Companies and with the Delhi Sales Tax Department (VAT No.)/Service Tax Deptt.
8. The vendor will provide engineer on all the days. The engineers should be equipped with Mobile Phones to ensure their availability.

9. The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force to the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Principal Accounts Office, Ministry of Earth Sciences to extend the term agreement if services found satisfactory.
10. The firm will prepare separate logbooks for above cited machine to be taken under AMC with special cleaning of the machines from outside and inside with liquid cleaner will be carried out on monthly basis. A preventive maintenance report from the user would be submitted to this office failing which an appropriate penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
11. The service engineers would take up any reported fault within 2 to 4 hours. As far as possible, the repairs would be carried on-site itself. However, in case the equipment is taken to the workshop, the firm will also provide maintenance and repair service on holidays in case of emergency.
12. If the machine is not repaired within three days, the firm will provide a standby Photostat Machine within 1 day, failing which a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay till such time Photostat Machine are repaired. In case the part that requires replacement is not available, the same should be replaced with a higher level of part that is compatible with the system.
13. It may also be noted that in case of contractor backing out in midstream without any explicit consent of this office, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this office on maintenance of machine for the balance period of contract through alternative means.
14. The above act of backing out would automatically debar the firm from any further dealing with this office and the EMD amount/security deposit would also be forfeited.
15. No advance payment in any case would be made. However, quarterly payment after completion of each quarter would be made on production of bill/invoice (in triplicate) duly pre-receipted along with the satisfactory reports from the concerned user after deduction of TDS and Education Cess as applicable.
16. The contract can, however, be terminated by the office at any time if there are reasons to do so. If the work of the contractor is found to be unsatisfactory and the contract is entrusted to any other party at the risk and expenses of the defaulting contractor, the contract is liable to be cancelled.

III) The earnest money of Rs. 500/- (Rupees five hundred only) through a demand draft on any scheduled bank in New Delhi drawn in favour of Pay & Accounts Officer (Sectt.), Ministry of Earth Sciences, New Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. Earnest received from the unsuccessful tenders will be returned without interest immediately after the process of selecting the award is over. The other requisite documents mentioned shall accompany with quotation letters. The price bid quotation will be considered only after fulfillment of technical bid as mentioned above.

V) The firm shall provide within three weeks a bank guarantee as a performance guarantee for an amount of Rs. 2000/- (Rupees two thousand only) from a nationalized bank in the name of Principal Accounts Office, MoES, which shall be valid for three months beyond the date of completion of the contract. This will be forfeited in case of non fulfilling of the terms and conditions of the contract. No interest will be payable on the said amount. Obligation and on providing satisfactory service.

IV) If the firms meet the above technical requirements, it may apply in the proforma placed at Annexure – I and Annexure – II respectively for Technical Bid and Financial Bids. The rates quoted in Financial Bid should be both in words and figures. Bids with any cutting or overwriting in figures will not be considered, unless corrections are countersigned. The financial bid should be properly sealed. The Technical Bid and Financial Bid should be put in two separate envelopes superscribed as Technical Bid and Financial Bid and sealed separately. Both these envelopes should be put in a bigger envelope superscribed “Quotation for AMC of Photocopier Machines for Principal Accounts Office, Ministry of Earth Sciences” should be addressed and sent to Sr. Accounts Officer, Principal Accounts Office, A-20, Mausam Bhawan, Lodhi Road, New Delhi – 110003 by 05:00 PM on date 25/02/2016.

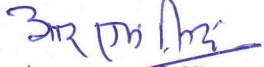
V) Bids will be opened on **26/02/2016 at 11:00 AM** in the room No. A-20, Mausam Bhawan, Lodhi Road, New Delhi – 110003 in the presence of tenderers if any.

VI) Bids received after due date, those received without sealed cover, those received without bank draft of Rs. 500/- (Rupees five thousands only), and rates not quoted in specified proforma will not be accepted. Also if the technical bids and financial bids are not submitted separately as stated above, the tender would liable to be summarily rejected. The Head of Department reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

VII) The rates quoted should be net and no discount, free services/offers will be considered. The percentage of Service Tax and VAT should also be mentioned in addition to rates quoted.

VIII) VAT No. and Service Tax No. allotted to the firm must be quoted.

IX) Acceptance of offer for award of AMC shall be the exclusive authority of the Controller of Accounts, Ministry of Earth Sciences. Evaluation criteria will not only have the expensive financial condition, registration with authorities as criteria, but will also be considered on the quality of work to be promised.


Senior Accounts Officer
Principal Accounts Office(Admn.)
Ministry of Earth Sciences

Copy to :-

1) NIC cell, Ministry of Earth Sciences, Prithvi Bhawan, Lodhi Road, New Delhi – 110003 with the request to upload on official website of Ministry of Earth Sciences.

Ref :- Principal Accounts Office, Ministry of Earth Sciences, New Delhi letter no. Pr.AO/MoES/Admn/Xerox/2015-16/1761

**Annexure – I
dated 25.01.2016**

Sir,

The undersigned have read and understood the terms & conditions of the tender document vide letter no. mentioned above in respect of Comprehensive AMC of Photocopier Machines and do hereby submit requisite technical bid to provide such services to O/o Controller of Accounts, MoES as given below:-

1.	Name of the firm			
2.	Address of the firm			
3.	Name of the Contact person to whom all references shall be made regarding this tender			
4.	Designation and address of the person to whom all references shall be made regarding this tender			
5.	PAN and Service Tax Details (Proof to be enclosed)			
6.	Email of the contact person			
7.	FAX No. (with STD Code)			
8.	Year of Registration/Incorporation (Proof to be attached) of the agency/firm			
9.	The bidder should have provided similar service to atleast three Govt. Deptt./Ministry Organization /PSUs during the last three years (Documentary proof in the form of performance certificate issued by user department is to be submitted)			
10.	Annual Turnover (along with proof) of the agency/firm	2012-13	2013-14	2014-15
11.	Sales Tax/ Income Tax Registration No. (Proof to be attached of the Agency Firm)			
12.	Details of EMD enclosed			
13.	Whether separate envelopes prepared for technical bid and Financial bid.			
14.	Whether a copy of terms & conditions duly signed by the tenderer is enclosed			

Declaration :-

We also declare that

1. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.

2. We are not Black-listed by any Central/State Government/Public Sector Undertaking in India.

Date :-

Signature:-.....

Name:-.....

Contact No:-

Annexure - II

Ref :- Principal Accounts Office, Ministry of Earth Sciences, New Delhi letter no. Pr.AO/MoES/Admn/Xerox/2015-16/1761 dated 25.01.2016

Sl. No.	Model No.	Quantity	Rate Quoted (Excluding Taxes) per photocopy (in figures and in words)	
			B/W	Color
1.	Sharp ARM -165	01		
2.	Canon IR – 2020	01		
3.	Canon IR -3570	01		
4.	Sharp MX – 310N	02		
5.	Sharp MX 2700G	01		
Total		06 Nos.		

Service Tax @

VAT @

Date : -

Signature:-.....

Name:-.....

Contact No:-