

No. MoES/06/01/2013 – Genl.  
Government of India  
Ministry of Earth Sciences

Prithvi Bhavan, Lodi Road,  
New Delhi – 110003,  
Dated 07/ 09/2015

**Comprehensive Annual Maintenance Contract**

Subject: **Limited Tender Enquiry for full Comprehensive Maintenance Contract for Photocopier machine (different make) for 2 years.**

Sir,

Ministry of Earth Sciences invites Sealed Bids for award of full Comprehensive Maintenance Contract Annual Maintenance Contract (CAMC) of different mode/make photocopier machines as per Annexure – A for a period of 2 years.

1. Interested firms may send their quotations in a sealed cover super – scribed “Quotation for full compressive annual maintenance contract of photocopier machines” in the format as given is Annexure – B [Superscribed as “Technical Bid] and Annexure – C [Superscribed as “Financial Bid”] which should be dropped in tender box or before 2.30 pm on 28/09/2015 kept in **Room No. 01, Ground Floor, Ministry of Earth Sciences, Prithvi Bhavan.** The sealed quotations are to be addressed to Section Officer (General), Ministry of Earth Sciences, Prithvi Bhawan, Lodi Road, New Delhi – 110003. The tenderers have to submit an EMD of Rs.10,000/- in the form of Account payee Demand Draft from any commercial bank drawn in favour of the DDO, Ministry of Earth Sciences. The tender will be opened on same day at 3.00 PM in the presences of the bidders or their representatives who may like to be present.
2. The rates may be quoted on the basis of meter reading (per page) for full comprehensive annual maintenance contract. Full comprehensive annual maintenance contract on regular basis including toners, all spare parts and consumables items required on repairing. If the services of the firm are found satisfactory, the AMC can further be extended as on the same rates and same term and conditions.
3. The EMD of Rs.10,000/- in the form of a Demand Draft payable to DDO, Ministry of earth Sciences, is required to be submitted. The said earnest money will not bear any interest and will be refundable only after the successful completion of the contract subject to the adjustment of dues against the contractor, if any. The earnest money of unsuccessful tenders would be returned without any interest after completion of tender process.
4. The repair/servicing work etc. would be carried out in the premises of the Ministry. Only such repair which cannot be undertaken in the office premises will be allowed to be done outside with the written permission of US (GA) and for this propose no extra payment would be made. No transportation charges will be paid by the Ministry.

5. The Ministry of Earth Sciences also reserves the right to reduce or increases the number of photocopier machines offered for comprehensive Maintenance.

6. The firm will have to depute a qualified Engineer who should have knowledge of the repair work of different make photocopier machines on call basis. Such visits on call should be very prompt and the Engineer should visit this Ministry within 3-4 hours after a telephone call is made for repairing a fault. In case the call is made late in the afternoon, the Engineer should visit this Ministry early morning next working day.

## **7. Eligibility Criteria**

i) The firm should have minimum 3 years experience of work with the Government / Public Sector undertaking or companies of repute. Performance certificate from the existing Govt. or other Clients must be attached.

ii) The firm should be in existence for over 3 years in the trade with the 20 photocopier machines maintenance business of more than Rs.5 lakhs per annum the last 3 years (Documentary evidence should be enclosed).

iii) The firm must be registered under the relevant Act/Rule and it should possess registration number from the Delhi, Sales Tax Department (Vat No.)/ Service Tax Department (Photocopies must be attached).

iv) The firm must have Multi OEM product support capability i.e. to under take AMC of photocopier brands of Toshiba/ Canon/ Ricoh etc. and shall act as a single point of support contract for all products.

v) The firm should provide only genuine parts of various brands of photocopier machines.

## **8. Other Terms & Conditions,**

i) The Service Tax will be paid as per rules and as amended from time to time.

ii) A performance security of Rs.10,000/- shall be provided by the firm.

iii) In the matter of any dispute between the parties regarding the terms and conditions of the contract and execution thereof, the matter shall be referred to Arbitrator(s) as may be decided by the Secretary (MoES)/JS(A) for Arbitration under the Arbitration & Conciliation Act, 1986. The firm or contractor shall not question the decision of arbitrator(s) on the ground that Arbitrator(s) is/are Government Servant(s). The decision of Arbitrator(s) shall be final and binding on the parties.

iv) Finally short listed vendor shall be required to enter into a written AMC agreement with MoES for honoring all tender conditions and adherence to all respects of fair trade practices for AMC awarded by MoES.

v) The vendor should have a good reputation in field. The vendor should have a good presence in the jurisdiction of the Delhi and should provide support from their local

offices by deputing resident engineers from 9.00 a.m. to 5.30 p.m. at the above designated customer site, wherever required. In case of emergency, the engineer may be required after office hours and on holidays also.

vi) All the complaints / repairs would be rectified within – 24 hours from the time of the complaint as noted in a Register kept in section failing which a penalty of Rs. 500/- per working day will be deducted from the invoice limited to. In case the complaint is not attended to even a lapse of 5 working days, agreement can be cancelled and performance security can be forfeited.

v) The Comprehensive AMC billing shall be done on quarterly basis after completion of three month. No advance payments will be made in any case. The firm will strictly maintain separate logbooks for each of the machines to be taken under the AMC.

vi) The firm should be an Original Equipment manufacturer (OEM) authorized service provider of any or all brands of Photocopiers like Ricoh/ Toshiba/ Canon/ etc. and copy of authorization (current dated) in this regard should be submitted. Tenders of non-authorized firms shall be rejected.

vii) The firm shall maintain the equipment as per manufacture's guidelines and shall use standard components for replacements. Until and unless written order of US (GA) is conveyed, the original specification/characteristics/ features shall not be changed.

(Tarun Sood)  
Section Officer (Genl)  
Tel. 24669596

Copy To:-

1. NIC Division of Ministry of Earth Sciences with the request to display the above tender notice on the website of this Ministry.
2. All Ministries / Department with the request to give due publicity for the above tender among the contractors working with them.
3. Computer division, MoES with the request to upload the tender notice in the e-portal of NIC.

## ANNEXURE –A

Sl. No.	Make/ Model of the Photocopier	Total Nos.
1.	Toshiba e-Studio 207	02
2	Toshiba e-Studio 305	02
3	Toshiba e-Studio 555	01
4	Toshiba e-Studio 28 (Colour & B/W)	01
5	Toshiba e-Studio 352	01
6	Canon iR - 2016	04
7	Canon iR - 3570	02
8	Canon iR - 3045	01
9	Sharp -5320 AR	01
10	Toshiba 161	01

**Format for Technical Bid**  
(Please keep it in one envelop superscribed as “Technical Bid”)

	To be filled up by the firm	For office use only
Name of the firm		
Address of the firm		
Whether the firm attached the EMD of Rs.10,000/- through a Demand Draft payable to DDO, Ministry of Earth Sciences.	Yes/ No	
If yes please state the number and date, Amount and Name of the issuing Bank of the Demand Draft.	No. Date Amount Issuing date	
Whether the firm has the man power to depute the qualified engineer who should have knowledge of the repair work of different make of photocopier machines on any day on call basis.	Yes/ No	
Whether the firm has minimum three years experience of working with the Government/Public sector undertaking/Reputed Firms for Comprehensive AMC of Photocopiers.	Yes/ No	
Whether the firm has enclosed the performance certificate from the existing Clients with the Tender.	Yes/ No	
Whether the firm was in existence for over three years in the trade relating to Photocopier Machines maintenance inviting a turnover of more than Rs. 5 lakhs per annum during the last three years and the AMC work of atleast 20 photocopier machines in each of last 3 years.	Yes/ No.	
Whether the documentary evidence in this regard has been attached with this Tender.	Yes/ No	
Whether the firm is registered under relevant Act or Rules. Please give details.	Yes / No	
Please provide the details about registration for Service Tax, TAN	Registration No. Service Tax No.	

NO, VAT NO, and PAN No.	TAN No. PAN No. VAT No. (please attached photocopy of the documents)	
Whether the firm have multi OEM product support capability i.e. Toshiba/Canon/Ricoh etc. and shall act as a single pint of the support contract for all products.	Yes/ No	
If yes, please Provide the multi – OEM product support certificate from the respective Companies.		
Whether the firm is original equipment manufacture (OEM) authorized service provider of any or all brands of photocopier like Toshiba/ Canon/ Ricoh etc.	Yes/ No	
If yes, please provide copies of authorization (current dated) from the respective companies.		

Signature of the Proprietor  
With Seal of the Company

## Financial Bid

(Please place it in separate envelope super scribed as Financial Bid)

Sl. No. (1)	Make/ Model of the Photocopier (2)	Total Nos. (3)	Approx No. of copies to be photocopier during one year (4)	Rates per copy (5)	Total amount involved (col.4 x col.5) (6)
1.	Toshiba e-Studio 207	01	7648		
2	Toshiba e-Studio 207	01	7665		
3	Toshiba e-Studio 305	01	34320		
4	Toshiba e-Studio 305	01	24320		
5	Toshiba e-Studio 555	01	36465		
6	Toshiba e-Studio 280 (Colour & B/W)	01	26465		
7	Toshiba e-Studio 352	01	2359		
8	Canon iR - 2016	01	1312		
9	Canon iR - 2016	01	5527		
10	Canon iR - 2016	01	14479		
11	Canon iR - 2016	01	2359		
12	Canon iR - 3570	01	9235		
13	Canon iR - 3570	01	12513		
14	Canon iR - 3045	01	2369		
15	Sharp -5320 AR	01	13419		
16	Toshiba 161	01	704		
	Taxes, if any				
			Grand total		

Signature of the Proprietor  
With Seal of the Company

Note 1: Selection Procedure-

The firm /Agency which quotes the overall lowest rate will be awarded the tender. In case two or more firms quote the same amount, the firm which has more experience shall be the awarded the contract. The decision of the tender Committee shall be final in this regard.

Note 2: Taxes/ Service Tax etc. may be quoted separately.

\* Note 3:- The above mentioned numbers of copies are just an estimates only and this Ministry does not give any guarantee about the minimum numbers of copies to be done on a photocopier.