

**PRINCIPAL ACCOUNTS OFFICE
MINISTRY OF URBAN DEVELOPMENT
'F' WING, II FLOOR, NIRMAN BHAWAN, NEW DELHI
TEL. NO. 23061283, 23062320, FAX NO. 23062989**

No. D-13020/AMC G. Photocopier/PrAO/E&W/2007-08-828

Dated : 03.02.09.

To,

(Address as per list)

**Subject :Annual Maintenance Contract in respect of Gestetner Photocopier Machine Model
No. G-1802.**

Sir,

Principal Accounts Office, Ministry of Urban Development, Nirman Bhawan, New Delhi invites sealed quotations on limited tender enquiry for award of full Maintenance Contract of Gestetner G-1802 Photocopier Machine on annual basis. Envelopes should be sealed and super-scribed as "Quotation for AMC of Gestetner Photostat Machines For Principal Accounts Office". Quotation should be accompanied with a bank draft of Rs. 10,000/- (Rupees Ten Thousand Only) drawn in favour of Pay & Accounts Officer(Sectt.), Ministry of Urban Development, New Delhi. The last date of receipt of quotation is 24.02.2009(3:00PM sharp) and the quotations will be opened on the same day at 3:30 PM in the presence of tenderers, if any.

(I). The terms and conditions of the maintenance contract are as under :

1. The firm should be in existence for over 5 years in the trade with the maintenance business of more than Rs. 20 lakhs per annum during the last three years.
2. The firm must have Multi-OEM product support capability i.e. Xerox, Ricoh, Canon, HCL 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. Organisations/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. 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. If the firm meets the above technical requirements, it may apply in the proforma placed at Annexure-I in sealed cover.
9. The vendor will provide engineer on all the days. The engineers should be equipped with Mobile Phones to ensure their availability.

10. 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 for 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 Urban Development to extend the term agreement for a further period, if necessary.
11. 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.
12. The service engineers would take up any reported fault within 2 to 4 hours. 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 will also provide maintenance and repair services on holidays in case of emergency.
13. 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 parts that require replacement, is not available, the same should be replaced with a higher level of part that is compatible with the system.
14. 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 machines for the balance period of contract through alternative means.
15. 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.
16. 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.
17. 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.

(II). The earnest money of Rs. 10,000/- (Rupees Ten Thousand Only) of successful vendor/firm will be kept as security deposit and the same will be released to the contractor on completion of the contract. The security deposit will not attract any interest on it.

(III) The earnest money of Rs. 10,000/- (Rupees Ten Thousand Only) through a demand draft on any scheduled bank in Delhi/New Delhi drawn in favour of Pay & Accounts Officer(Sectt.), Ministry of Urban Development, New Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. Earnest money 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 be accompanied with quotation letters. The price bid quotation will be considered only after fulfillment of technical bid as stated above.

(IV) If your firm is interested, you may submit your documents satisfying the technical requirements containing the quoted rates and documents relating to acceptance of all the terms and conditions in a sealed cover super scribed with "Quotation for AMC of Gestetner Photostat Machines For Principal Accounts Office" and should be addressed and sent to Assistant Controller of Accounts, Principal Accounts Office, 2nd Floor, F-wing, Ministry of Urban Development, Nirman Bhawan, New Delhi latest by 3:00 PM on 24.02.2009. Quotations will be opened on the same day at 3:30 PM in the Room of ACA(Admn.) in presence of tenderers, if any.

(V) Quotations received after due date, those received without sealed cover, those received without Bank Draft of Rs. 10,000/- and rates not quoted in specified proforma will not be accepted. 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.

(VI) The rates quoted should be net and no discount, free services/offers will be considered.

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

(VIII) Acceptance of offer for award of AMC shall be the exclusive authority of the Chief Controller of Accounts, Ministry of Urban Development. 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.

Yours faithfully,

(A.K. Ralhan)
Asstt. Controller of Accounts

Copy to :

1. All Ministries/Department of Govt. of India. They may bring this to the notice of AMC contractor engaged by them for Photocopy Machines for responding to this office in case interested.
2. NIC Cell, Ground Floor, M/o Urban Development, Nirman Bhawan with the request that it may be placed in the web site of this office and remove the same from the site on 25.02.2009.
3. Notice Board.

ANNEXURE- I

Sl. No.	Description	Yes/No	Page No.
1.	Whether the firm is in existence for more than 5 years in the trade and having business for more than Rs. 20 Lakhs P.A. during the last 3 years.		
2.	OEM product support capability		
3.	Previous experience in maintaining min. 10 machines in Govt./PSU's (with performance certificate from concerned clients.)		
4.	Expertise preventive on site maintenance & repairs etc.		
5.	Registration of Company with Registrar of Companies		
6.	Service Tax/VAT Nos. allotted		
7.	Details of Earnest money deposit		
8.	Details of Service Engineers		
9.	Whether Authorised service provider if so name of the OEM. Xerox/Sharp/Toshiba/Canon etc.		

We are ready to accept all the terms and conditions mentioned in the tender.

(Signature & full address of the tenderer)