

F. No.D-18016(1)2013-GA
Government of India
Ministry of Micro, Small and Medium Enterprises

Udyog Bhawan, New Delhi

Dated 30th April, 2013

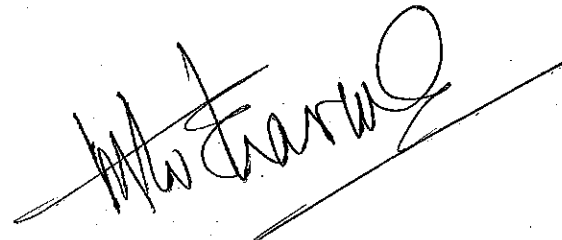
To

As per List attached

Subject : Award of Annual Maintenance Contract under Full Service & Maintenance Agreement (FSMA) for various make/model of Photocopier Machines installed in the Ministry of Micro, Small and Medium Enterprises (MSME) for the year 2013-2014 –regd.

I am directed to invite quotations for award of Annual Maintenance Contract (AMC) under Full Service & Maintenance Agreement (FSMA) for various make/model of photocopier Machines installed in the Ministry for a period of one year w.e.f. 1st June, 2013 to 31st May, 2014. You are requested to quote your rates for the same in the attached Performa (Annexure) in a sealed cover marked "Quotation for AMC of Photocopier Machines". The quotations may be sent to GA Section, Ministry of MSME. Room No. 49, Udyog Bhawan, New Delhi latest by 11.00 A.M. on 20.05.2013. The quotations will be opened on the same day in Room No. 429-D, Udyog Bhawan at 3.15 P.M. in the presence of tenderers who may wish to be present. The contract will be governed by the following terms and conditions:-

1. The Tender must be accompanied by earnest money for an amount of Rs.10,000/- by the Bank Draft in favour of 'Drawing and Disbursing Officer' Ministry of Micro, Small & Medium Enterprises payable at New Delhi. The Bank Draft should be attached with the quotation letter failing which the quotations shall not be entertained. The earnest money shall not bear any interest. The earnest money of the unsuccessful firms will be returned after the finalization of the FSMA contract. In case the offer is withdrawn by any firm, the earnest money so deposited will be forfeited.
2. The firm is advised not to erase or mutilate any rate quoted by them otherwise their quotations may be ignored. The quotations, if found erased, overwritten or mutilated are liable to be rejected. The rate should be indicated both in words and figures. The quotations received after the expiry of last date of receipt will not be accepted.
3. The firms participating in the tender must fulfill the validity criteria laid down in the Value Added Tax on. The documentary proof of Registration Certificate should be attached. Copy of Service Tax Registrations should also be attached.
4. The firm must be financially sound and should have achieved a minimum turn over of Rs.1 Crore/per annum during the last three financial years through contract. Copies of TDS certificate issued by the Govt. Deptt. Should be attached as documentary proof of turn-over from the same business. Failing which, the quotation will not be entertained.
5. The Tender should have experience of such works with minimum 10 Govt. Deptts/Public enterprises etc. and also have minimum five years experience in this field. In this regard copies of award letter should be attached.
6. The firm should be a Pvt. Ltd. Firm in existence for over 10 years in this trade.
7. The Tender should not be blacklisted from any Govt. Deptts/Public Enterprises etc. In this regard, undertaking should be attached.
8. The firm should have 400 Photocopiers in contract at present. In this regard, copies of contract letter should be enclosed.



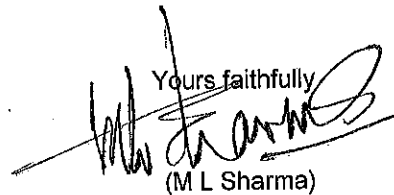
9. The agency should provide the following details:-

- i. PAN
- ii. Sale Tax/Service Tax Registrations No.
- iii. Bank Account No.
- iv. Bank Code No.
- v. Bank Full Address.
- vi. E-Mail Address.

(Necessary proof in this regard should be attached.)

10. The firm mechanic should have minimum 2 years experience about repair/service work of Sharp/Toshiba Ricoh Canon and Other Models photocopier machine.
11. The firm shall attend the complaint within two hours of lodging of the complaint. If need be the firm's mechanic shall have to attend complaints after office hours and also on Saturday/Sunday/holidays, if required by the office. The firm shall provide its help desk telephone number and mobile number of the mechanic who will normally attend to this Ministry's complaints.
12. All the FSMA photocopier machines will be repaired with genuine spare parts free of cost /along with Toners and no payment will be made for supply of spare parts and toners. The must be kept neat and clean by firm during the service contract.
13. Advance payment will not by made in any case.
14. The rate quoted by the firm shall be valid for a period of two years from the date of award of the FSMA contract & contract may be extended for another one year with the consent of both the parties.
15. All the complaints/repairs would be rectified within 24 hours from the time of booking of the complaint or replacement of the firm's machine (without any additional charges.) failing which a penalty of Rs.50/-per working hour may be levied.
16. Department will not be bound to accept the lowest quotation of any firm. The decision of the Ministry will be the final in this regard. The Ministry reserves the right to reject the quotation at its discretion without assigning any reason whatsoever.
17. The contract is not transferable.
18. The successful bidder shall deposit security money of Rs.40,000/- in the form of an Account Payee Demand Draft/FDR from a Commercial Bank Guarantee in favour of 'Drawing and Disbursing Officer' Ministry of Micro, Small & Medium Enterprises payable at New Delhi is required to be deposited along-with the quotation. The earnest money of all unsuccessful firms will be refunded without any interest thereon. Quotations received without earnest money will not be considered.
19. The firm will have to arrange the genuine toner of every photocopier machine in advance, free of cost , so that the work of this Office does not suffer.
20. The firm will have to arrange the developer in advance free of cost so that the quality of photocopier print should be good quality.
21. The undersigned reserves the right to reject any or all quotations without assigning any or all quotations without assigning any reason thereof.

Yours faithfully



(M L Sharma)

Under secretary to the Government of India

Encl:- Annexure-I

Copy to: NIC, M/o MSME, for placing the quotation on the web site of the Ministry for giving wide publicity.

List of Photocopier Machines in the Ministry

Sr. No.	Section	Make	Model	Room No.
1.	O/o M(MSME)	Sharp Sharp	AR-5726 AR-452N	166
2.	O/o Secy. (MSME)	Sharp	AR-452N	169
3.	O/o JS(CKM)	Sharp	AR M 452U	122A
4.	DS(LH)	Toshiba	e-studio-255	123
5.	Joint Dir(JJ)	Toshiba	e-studio-161	254
6.	KVI-III	Kyocera	Taskalfa-180	468
7.	US(PSV)	Sharp	AR-5625	356A
8.	US(MLS)	Sharp	AR-5625	429-D
9.	US(MKM)	Toshiba	e-Studio 255	436
10.	SSI(P)-I Section	Sharp	M282N	462
11.	SSI(P)-II Section	Sharp	AR-5625	460
12.	Estt. Section	Sharp	AR-5625	429D
13.	Coord. Section	Sharp	AR-5625	429B
14.	Cash Section	Sharp	AR-5625	430
15.	Hindi Section	Sharp	AR-5625	433
16.	KVI Section	Sharp	M282N	343
17.	RGUMY Cell	Sharp	AR-M 420U	470
18.	GA Section	Sharp	AR-5625	49
19.	Finance section	canon		Fin. Wing Nirman Bhavan