

Government of India
Ministry of Communications & IT
Department of Telecommunications
G-I Section, Sanchar Bhavan
New Delhi-110 001.
(General –I Section)

File No. 34-1/2005-G.I

Dated : 14-11-2008

To

Subject: Annual Maintenance Contract (Comprehensive) for the maintenance of various types of fax/Multi functional device (MFDs) of Deptt. of Telecom (HQ).

I am directed to invite sealed quotations under two bid system i.e. Technical Bid and Financial Bid from original equipment manufacturers / authorized service providers / authorized dealers, for Annual Maintenance Contract (Comprehensive) for the various types of fax machines/MFDs of Department of Telecommunications (HQ), Sanchar Bhavan, New Delhi. Approximate numbers of Fax machines/MFDs make & model wise, which are to be covered under comprehensive AMC are as per “Annexure –I”. The bidder shall seal the Technical bid and the Financial bid in separate envelopes and keep them in a bigger sealed envelope. The technical bid shall bear the name “**Technical Bid for the comprehensive AMC of Fax machines/MFDs**” on the envelope, while the financial bid shall bear the name “**Financial Bid for the comprehensive AMC of Fax machines/MFDs**” on the envelope for avoiding any mismatch. The bigger sealed envelope, containing Technical and financial bids in separate sealed envelopes, shall bear the name “**Bid for the comprehensive AMC of Fax machines/MFDs**” and:

- (a) Address to: The Under Secretary (Telecom), Department of Telecommunications, Room No. 511, Sanchar Bhavan, Ashoka Road, New Delhi-110001.
- (b) The envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened, in case it is received late.
- (c) The bidders shall prepare the Technical and Financial bid separately
- (d) Quotation/Tender may be sent by registered post / Speed post / Courier or delivered in person on above mentioned address. The responsibility for ensuring that the tenders are delivered in time would rest with the bidder.

.....Contd./-

(e) Tender delivered in person shall be delivered to Under Secretary (T), Room No. 511, Sanchar Bhavan, Ashoka Road, New Delhi-110001 on or before due date and time. The Department shall not be responsible if the tenders are delivered elsewhere.

(f) The tender / quotation must reach to the above-said address latest by 15:00 Hours on 28-11-2008 in Room No. 511, Sanchar Bhavan, New Delhi.

(g) Tender will be opened in the office of Under Secretary (T), Room No. 511, Sanchar Bhavan, Ashoka Road, New Delhi-110001 15:30 Hours on 28-11-2008. If due to administrative reason, the venue / time of tender opening is changed, it will be displayed prominently in the Notice board, Ground Floor of Sanchar Bhavan.

TECHNICAL BID: The firm in this regard should submit the following documents:

(a) Certificate of the manufacturing facility / authorized sales partners / authorized service providers for the maintenance of Fax machines/MFDs.

(b) Experience of maintenance of Fax machines/MFDs for more than two years in any Central Government Departments / Ministers / Govt. undertakings/ PSUs. Necessary supporting documents to this effect must be submitted along with the bid.

(c) Copy of latest and valid Income Tax return and copy of PAN number.

(d) TIN number of the firm

(e) Telephone number (landline & Mobile)

FINANCIAL BID:

(a) Price schedule to be filled up in "Annexure-II".

TERMS & CONDITIONS

1. The Annual Maintenance Contract shall cover comprehensive for all parts of the fax machines / MFDs except consumables such as thermal paper fax rolls, ink cartridges, film cartridges.

2. No extra charges for diagnosis of faults, supply of spare parts, repair and preventive maintenance etc., shall be made. During the contract period, it will be the responsibility of the firm to keep the fax machines/MFDs in perfect working order.

3. All faults booked before 12:00 O'clock, on any working day will have to be rectified the same day. Faults booked after 12:00 O'clock, on any working day will have to be attended latest by next day.

.....Contd./-

4. Only such repair work which cannot be done in the office premises, would be allowed to be done outside after providing stand by machine and no extra charges would be paid on this account.
5. The firm shall have at least one phone line for making any complaints etc.
6. The Department reserves the right to reject any quotation in whole or in part without assigning any reason thereof.
7. The decision of the Department relating to award of contract will be final and binding.
8. No components / spares / machines shall be removed without informing the competent authority.
9. The charge for AMC (Comprehensive) shall be payable quarterly but not in advance only after satisfactory completion of each Quarter.
10. An amount of 5% of total contract value will have to be deposited with this Department as Security Deposit and is refundable after expiry of the contract.
11. The number of fax machines / MFDs can be increased/decreased depending on the requirement of the office and non-stop work has to be ensured.
12. The increase in rates will not be allowed during the contract period and taxes shall be deducted as per rule.
13. This department reserves the right to black list the firm for a suitable period in case he fails to honour the terms & conditions without sufficient ground.
14. This department reserves the right to counter offer price (s) against price (s) quoted by any tenderer.
15. The contract may be extended for 1 or 2 years if the services are found satisfactory.
16. Any dispute arising out of this contract, the court located in Delhi shall have the jurisdiction.

(S.E.RIZWI)
Under Secretary (T)

ANNEXURE – I

PRICE – SCHEDULE

S.N.	<u>MAKE</u>	<u>MODEL</u>	<u>Approx.Nos. of fax/MFDs</u>	<u>Rate quoted per machine for comprehensive AMC inclusive of all taxes & levies (in Rs.)</u>
1.	Canon	L-220	04	
		L-240	01	
		L-250	19	
		L-350	01	
		Mpc-70	01	
		ICMF-5750 (MFD)	09	
		ICMF-4150 (MFD)	04	
2	Sharp	AM-400 (MFD)	35	
3.	HCL- Konica Minolta	Page Pro- 1390 (MFD)	14	

(Please quote total cost in figure and words (inclusive of all taxes and levies))

Any cutting in the rates/over writing should be attested by the authority signing the quotation/price schedule. Quotation received with cuttings/over-writings without attestation will not be considered. If there is a discrepancy between words and figures, the amount in words shall prevail. If the tenderer does not accept the correction of the errors, his bid shall be rejected.

Authorised Signatory _____

Name & Stamp of the firm/agency _____

Dated: -----

Mobile No. -----

Telephone No. -----