

No.D-25020/4/2008-Genl.I
Government of India
Ministry of Social Justice & Empowerment

Shastri Bhavan, New Delhi
Dated: 22nd Feb., 2011

To

As per list enclosed

Sub: Quotations for AMC of FAX Machines in the Ministry of Social Justice & Empowerment for a period of one year

Sir,

I am directed to refer to the subject mentioned above and to request you to send the sealed quotations/rates for Comprehensive Maintenance Contract in respect of FAX Machine (Annexure-1) of the Ministry for a period one year. Detailed terms and conditions of the contract enclosed (Annexure-II).

2. The quotation may be submitted in a sealed envelope marked "**Quotation for AMC of FAX Machines**" on the top and the same should be dropped in the Tender Box placed in the Facilitation Centre of the Ministry on the Ground Floor near Gate No. 3, Shastri Bhavan, New Delhi by 3.00 PM on or before 10-3-2011. The quotation should be accompanied by the undertaking in the prescribed proforma (Annexure-III). Quotation received after the due date and time will not be accepted. The quotations will be opened at 3.30 PM on the same day. You or your authorised representatives are at liberty to be present at the time of the opening of the quotations.

3. A Bank Draft amounting to Rs.5000/- (Rupees Five Thousand Only) payable to "**PAO, Ministry of Social Justice & Empowerment**" towards earnest money/security deposit should also be enclosed with the quotation. The earnest money of the unsuccessful bidder will be refunded to them on finalization of the bids. No interest will be given on earnest money.

4. The successful bidder will have to deposit performance security for an amount of 5% to 10% of the value of the contract in the form of DD and earnest money will be returned to him. The performance security will be forfeited if the firm fails to perform any of the terms and conditions of the instant tender. Performance Security would remain valid for a period of sixty days beyond the date of completion of all contractual obligations including warranty obligations.

5. The rates quoted will be valid for a period of one year. However, the Ministry reserves the right to extend or curtail the period of contract. Disputes, if any, arising in the matter shall be settled by an arbitrator to be nominated by the Special Secretary or Secretary in this Ministry.

6. If the services rendered by you are not found satisfactory at any point of time during the period of the contract, the contract is liable to be cancelled without any notice.

7. The contract shall be subject to Indian Laws and the jurisdiction of Delhi Courts.

Yours faithfully,

(Kamna S.Dikshit)
Section Officer (Gen.I)

Annexure-I

Sl.NO.	Model	Location	Remarks
01.	Panasonic KXFM 131	202 C (PS to Minister (SJ&E))	
02.	Panasonic KXFT 907	603 (O/o AS)	
03.	Panasonic KXFM 386	Room No. 616 O/o Shri P.P.Mitra, JS(A&BC)	
4.	Panasonic KXFT 907	Room No.609 O/o Dr. J.C.Sharma, EA	
5.	Panasonic K XFT 907	PREM Division, R.K.Puram	
6.	Panasonic KCFT-907	Room No.609 O/o Smt. Purnima Singh, JS(SD)	
7.	Panasonic KX802	Room N0.611, Dr. J.C.Sharma, EA	
8	Samsung 651P	Secretary's Office	AMC will commence from 1-6-2011
9.	Murartek MXP-1200	PS to EA	
10.	Murarteck MXP-1200	Director (SD)	
11.	Panasonic 6020	O/0 MOS(SJ&E)	
12.	Panasonic KXFT 937	Store Room	
13.	Cannon L-220	Store Room	
14.	Sharp FDA 650	FAX Room, JS(SCD), JS(SD), Jeevan Prakash Building	AMC will commence from January, 2012

Terms and conditions of Annual Maintenance Contract

- (i) The contractor will depute qualified and experienced service engineer(s) for the upkeep and maintenance of the FAX Machines. Calls should be attended promptly and within a reasonable time on all days, including Sundays and holidays. In case of system dead complaints, calls shall be attended after office hours also.
- (ii) During the contract period the contractor will make periodic preventive checks of the machines to minimize the breakdown.
- (iii) All the repair works will be carried out within the premises of Shastri Bhavan. However, the works that cannot be carried out within the premises can be allowed to be done outside but no extra payment will be made for that.
- (iv) The payment of AMC Charges will be made @ 25% on quarterly basis after completion of three months, subject to rendering of satisfactory service. No advance payment will be made in any case.
- (v) The rates quoted shall remain valid for the contract period. In case of satisfactory service, the contract may be extended for further periods as deemed fit as per the requirement.
- (vi) If the system is not repaired within two days, the contractor will be provide standby machine. Penalty @ Rs.250/- per day will be imposed on failing in repair/providing standby machine within the assured time period. **Only those firms, which are in a position to provide standby machine in the contingency mentioned in this clause, should submit quotations.**
- (vii) The contract covers listed systems/machines only.
- (viii) The contractor shall replace the components free of charge, which may be necessary during the period of contract. In cases of replacement of faulty parts, they shall be replaced only by genuine spares. Genuine spares should be new parts. The old parts will be handed back to the Ministry.
- (ix) In case of intermittent failures or repetitive problems due to improper diagnosis or repair, the machines shall be treated as continuously out of order.

ANNEXURE-III

TERMS AND CONDITIONS OF THE TENDER DOCUMENT FOR RATE CONTRACT FOR SERVICE AND REPAIR OF FAX MACHINES BEING MAINTAINED BY THE MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT, ROOM NO. 623-A, A-WING, 6 FLOOR, SHASTRI BHAVAN, NEW DELHI

I _____, the authorized person on behalf of my firm, confirm that under mentioned terms and conditions of the proposed contract are acceptable:

- i) That the information given in the enclosed Annexure(s) is true to the best of my knowledge and nothing has been concealed. In case, during the terms of contract, it is found to be otherwise, we shall be liable to such action, as the Ministry of Social Justice & Empowerment may consider appropriate.
- ii) That we undertake to do, service as well as repair of all spare parts of the Machines(s) being maintained by the Ministry of Social Justice & Empowerment at any of their premises as per approved rates of contract.
- iii) That will replace the defective parts of the fax machines, if any, free of cost. However, the cost of cartridge and paper will have to be borne by the Ministry.
- iv) That the rates quoted are all inclusive and no separate charges for spare parts will be claimed.
- v) That in case of any of the Machine(s) is required to be taken out the office premises for major repair, specific permission would be obtained and we shall be wholly responsible for the safe return of that machine.
- vi) That the Ministry of Social Justice & Empowerment has the right to terminate the contract in case our performance is not upto their expectations.
- vii) That the Ministry of Social Justice & Empowerment has the right to accept the whole or part thereof or to reject the tender without assigning any reasons whatsoever.
- viii) That the contract will provide a standby machine if the system is not repaired within two days. Penalty @ Rs.250/- per day will be imposed on failing to repair/provide standby machines within the assured time period.

Signature _____

Name of authorised person

Seal of the Firm

Place: New Delhi

Dated: