

No. D-19016/1/2008-Gen.I
Government of India
Ministry of Social Justice & Empowerment

Shastri Bhavan, New Delhi
Dated: 14 Sept., 2010

To

As per list enclosed

Sub: Rates/Quotations for Full Service Maintenance Agreement (FSMA) for repair and maintenance of Toshiba Photocopiers installed in the Ministry for a period of one year - regarding

Sir,

The Ministry has 42 numbers of Toshiba make Photocopiers (Annexure-I). The Ministry invites rates/quotation for Full Service Maintenance Agreement (FSMA) including all spares & consumables (except manpower, paper and power supply) for the photocopiers mentioned in the Annexure-I installed at Shastri Bhavan and, R.K.Puram or any other site under the Ministry for a period of one year. It will be the responsibility of the company to provide genuine OEM (Original Equipment Manufacturers) spare parts/toner of the machines and to keep them in proper working order.

2. The tenderer shall quote per copy charges, which will include the maintenance charges for maintaining the machines including plastic parts in proper order throughout the contract period. Under FSMA, per copy charges will be paid to the selected company on bi-monthly basis upon submission of supporting documents indicating details of number of copies made machine-wise. A penalty of Rs.100/- per day for not providing toner and Rs.300 per day in case the down time of a machine exceeds 24 hours would be charged.

3. The tenderer is required to furnish the following documents/information , alongwith its/his /her bid:

1. TDS Certificate
2. IT Clearance Certificate
3. TIN and PAN Number
4. Company Profile
5. Details and number of FSMA contract in hand specially in Ministries/Department of Govt. of India

6. Proof of adequate number of qualified and skilled persons with e experience for repairing the Photocopiers
 7. Address of workshop in Delhi/NCR
4. The tenderer should not have been blacklisted from any government department/undertaking. An undertaking to this effect should be enclosed with the bid.
5. Interested firms are requested to be drop the bid in a sealed cover super scribed as “Full Service Maintenance Agreement (FSMA) of Toshiba Photocopiers” accompanied by a Demand Draft of Rs.10,000/- as earnest money drawn in favour of DDO, Ministry of Social Justice & Empowerment in the Tender Box in the Facilitation Centre in the Ministry on the Ground Floor near Gate No. 3, Shastri Bhavan, New Delhi by 3.00 PM on or before 30-09-2010. Quotation received after the due date and time will not be accepted. The quotations will be opened at 4.00 PM on the same day in the Facilitation Centre (G-8) Ground Floor, A Wing, Shastri Bhavan, New Delhi. You or your representative may be present at the time of the opening of the quotations.
6. 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.
7. 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 the contract. Disputes, if any, arising in the matter shall be settled by an arbitrator to be nominated by the Additional Secretary and Secretary in this Ministry.
8. If the services rendered 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.
9. The contract shall be subject to Indian Laws and the jurisdiction of Delhi Courts.

Yours faithfully,

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