

No. D-21014/01/2011-Gen
Government of India
Ministry of Corporate Affairs

5th Floor 'A' Wing, Dr. R. P. Road, Shastri Bhavan
New Delhi-110001, Dated 8th January, 2015

Notice Inviting Tenders

Subject: Comprehensive Service Maintenance Contract (CSMC) for 16 Canon/Toshiba Photocopy Machines installed in the Ministry of Corporate Affairs at Shastri Bhavan as well as Paryavaran Bhavan, New Delhi.

Sealed Tenders are invited for the award of Comprehensive Service Maintenance Contract (CSMC) of Photocopy Machines installed in the Ministry of Corporate Affairs at Shastri Bhavan as well as Paryavaran Bhavan, New Delhi, description of which are given below with terms & conditions enumerated in succeeding paragraphs. The tender has to be submitted following two bid system – Technical & Financial Bid should be in two separate covers with technical bid marked as “TECHNICAL BID” and financial bid proposed marked as “FINANCIAL BID”. Both envelopes shall be put in another bigger envelope superscribed “Quotation for Comprehensive Service Maintenance Contract (CSMC) of Photocopy Machines”. The quotations will be opened at **3.30 p.m. on 29.01.2015** in Room No. 525 'A' Wing, 5th floor, Shastri Bhavan, New Delhi in the presence of tenderers or their authorized representatives who would like to be present. The quotations received after the stipulated date & time will not be entertained. The successful tenderer will be required to sign a formal contract with the Ministry.

- (1.) The **Technical Bid** should include the following detail :
- a. Details of company in prescribed Performa Annexure-I.
 - b. Registration certification of firm.
 - c. Copy of registration (sales tax number, service tax number, tin number).
 - d. Minimum turnover required of last three financial years Rs. 5 lakh (as per cost of Ministry's machines).
 - e. Proof of annual turnover shall be submitted in form of audited balance sheet or CA certified letter. Last three years income tax clearance certificate shall also be attached.
 - f. The company should not have been black-listed or its contract terminated in past. The firm has to give declaration in this regard.
 - g. Registered and Reputed firm having adequate experience, preferably 5 years, in the relevant field. Details of past experiences shall also be attached.
 - h. Minimum 10 technicians on the pay rolls of the firm with qualification and experience of Photocopy machines. List should be attached.
 - i. Earnest money of Rs. 10,000/- in favor of “Pay & Accounts Officer, Ministry of Corporate Affairs, New Delhi”.
 - j. Firm must be authorized service provider of either Canon, or Toshiba, without any authorization bid will not be considered. Except these companies another authorization will not be considered.

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NOTE: if any of the Technical details submitted by bidder find false then firm will be black-listed by the Ministry.

(2.) **Financial Bid:**

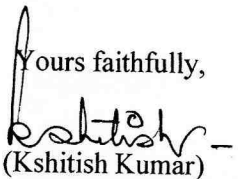
Rates should be quoted in prescribed Performa attached as Annexure-II on per machine per month basis.

(3.) The following may be noted before submitting the tenders:

- i. The EMD shall stand forfeited if a bidder withdraws or amends the bid/tender, or in case successful bidder fails to sign or accept the contract within the stipulated periods. No interest will be payable on this amount. The EMD shall also stand forfeited in the event of premature withdrawal of the tender (s) by any of the tenderers.
- ii. The Ministry reserves the right to accept or reject any tender, in whole or in part thereof, without assigning/ specifying any reason therefore.
- iii. The Models of Canon/Toshiba Photocopier machines installed in this Ministry. The tenderers may note that these machines are installed in Shastri Bhavan and Paryavaran Bhavan, CGO Complex, Lodhi Road, New Delhi. However, the machines may be relocated depending on the requirement of this Ministry but no extra charges are payable on this account and some more machines and models may be added as per requirement of this Ministry on same rate.
- iv. The CSMC shall essentially consist of the following Terms & Conditions:
- v. The CSMC will remain valid for a period of one year from the date of award of contract and it can be extended as per GFR on satisfactory services basis.
- vi. The CSMC will include all spares and consumables (except operator, power and photocopy paper). The rates should be submitted on per machine per month basis which includes the cost of all the repairs, servicing, maintenance, preventive check-ups, all spare parts and all the consumable items including toner. The details of taxes, if any, is also required to be indicated separately and in case no tax detail is submitted it will be presumed that the quoted rates includes all the taxes.
- vii. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Authorized service provider of any one of two Companies viz. Canon/Toshiba. The firm will maintain the original configuration/ specification/characteristics/features intact which shall not be changed until and unless written approval/order of the authorized officer in the Ministry.
- viii. Immediately on award of the contract, the contractor would give a report taking over all equipment in working condition. It shall be the responsibility of the firm to keep all the photocopiers satisfactorily throughout the contract period and also to hand over the systems to the Ministry in working condition on the expiry of the contact. In case any damage in the machines of the Ministry is found, Compensation which would be determined by the Ministry will have to be paid by the firm. The starting meter readings of all the machines are required to be submitted along with the above report. The firm will prepare separate logbooks for each of the machines to be taken under the AMC. The firm will be required to carry out preventive maintenance on quarterly basis.
- ix. Payment will be made on monthly basis for which the firm will be required to submit typed bills/invoice supported with reading duly certified/verified by the office of the concerned users.

Contd../3.

- x. The firm shall not engage any sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.
 - xi. The Ministry reserves the right to cancel the contract at any time during the currency of contract, if the services of the firm are not found satisfactory or in case of violation of terms & conditions of the CSMC.
 - xii. The quoted rates will remain in force for the entire period of the contract. No demand for upward revision of rates on any account shall be entertained during the contract period. However, there will also be a 'fall clause' remain in force and a certificate to this effect that the firm is not charging less amount for the same purpose from any other Ministry/Department/Organization is required to be submitted on quarterly basis. In case it is found that the rates charges from this Ministry are higher than others during the same period of the contract, the payment will be made on the basis of the less amount charged from other organizations for the same purpose.
 - xiii. The firm should provide the Mobile numbers of service engineers and service centers. All the faults should be taken up immediately upon reporting by the users over telephone etc. the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same and ensure that the work of the office does not suffer on this account. No transportation charges etc. would be paid for this purpose. The services should be provided beyond office hours and on holidays too. It will be the overall responsibility of the firm for maintenance of all the equipments and ensure that these remain in perfect working conditions.
 - xiv. The firms intending to participate in the tender process with their offer of tenders are expected and also advised to read and fully understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending in their tender, as no change or violation of the aforesaid terms and conditions shall be permissible once the tender is accepted by this Ministry. The unsuccessful tenderers shall send, if necessary, letter of authorization etc., to facilitate refund of the Earnest Money Deposit.
 - xv. A specific mention must also be made in the tender to the effect that the terms and conditions mentioned above are acceptable to the firm in full.
 - xvi. The L-1 firm is required to deposit security amount of Rs. 25,000/- (Rupees Twenty five thousand only) in the form of DD/FDR saving Certificate/Bank Guarantee in favour of Pay & Account Officer, Ministry of Corporate affairs, New Delhi
 - xvii. If any damage is caused due to the mechanic of the contract awarded firm, cost of the same will be recovered from the firm.
- (4.) It may again be noted that the decision of the Ministry would be final and binding in all respect and this Ministry reserves the right to accept or reject any or all tenders in full or in part without assigning any reason, whatsoever.

Yours faithfully,

(Kshitish Kumar)

Under Secretary to the Government of India
Tel: 23384502

PROFORMA FOR TECHNICAL BID

Annexure-I

[For CSMC of Photocopier machines of Ministry of Corporate Affairs]

S.	Particulars	Details to be given by the bidder
1.	Firm's name and full Postal Address	
2.	Registration No. of the firm (Sole Proprietorship/partnership/public Limited Private Limited)	
3.	EMD details (Amount, Name of Bank, Branch, DD. Date & No.	Demand Draft No. _____ Date _____ for Rs. _____ drawn in favour of _____ on (Name of Branch of the Bank) _____
4.	Registration No. with Service Tax Department.	
5.	IT return of last three year	2011-12: _____ 2012-13: _____ 2013-14: _____
6.	Details of PAN and VAT Number.	PAN: _____ VAT: _____
7.	Financial status i.e. Annual turnover details (certificate from CA to be attached)	2011-12: Rs. _____ 2012-13: Rs. _____ 2013-14: Rs. _____

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8.	Particulars of Names, Qualification, Experience of the Mechanics on roll (please furnish copies of certificates):	1..... 2..... 3.....
9.	Certified copies of Annual Maintenance Contract received from Govt. reputed private organizations. for three year or more	
10.	Certified copy of authorized service provider of any photocopier company	
11.	Whether Company Black-listed or Not be Enclosed.	

Declaration by the contractor:

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions and instructions therein and undertake myself/ourselves to abide by the said terms and conditions.

I/We hereby undertake that we shall make good any loss/damage caused to Photocopy machines or any other property of the Government through our negligence. I/We also undertake that the decision of the Director/Dy. Secretary (Admn), Ministry of Corporate Affairs at Shastri Bhavan and Paryavaran Bhavan, New Delhi in this regard as well as the matter of dispute arising due to the provision of this contract shall be final and binding on us. I/We undertake not to make any representation against the decision of the Ministry.

Signature.....
Name.....
Designation.....
Company.....
Address.....
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PROFORMA FOR FINANCIAL BID

[For CSMC of Photocopier machines of Ministry of Corporate Affairs (MCA)]

I/we hereby declare and affirm that I/we have read and understood the terms and conditions of the contract as stipulated in the tender notice No. _____ dated _____. Accordingly, I/we hereby offer the following rate for Comprehensive Service Maintenance of Photocopy Machines:

Rate per machine per month for Comprehensive Service Maintenance Contract for photocopier machines (Including all Consumable)	Rate in figure _____ Rate in words _____
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I, on behalf of M/s. _____, hereby declare that all the terms & conditions as mentioned in the letter for calling Enquiry No. _____ Dated _____ of Ministry of Corporate Affairs (MCA) are fully acceptable to us.

Signature:.....
Name:.....
Designation:.....
Company:.....
Address:.....
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