

No.MoES/6/2/2011-Genl.
Government of India
Ministry of Earth Sciences
General Section

Ministry of Earth Sciences
Prithvi Bhavan, Lodhi Road
New Delhi-110003
Dated:23/08 2012

Subject : Limited Tender /Quotation Full Comprehensive Maintenance Contract for photocopier machines (different make) for One year.

Sir,

Ministry of Earth Sciences invites Sealed Quotation for award of full Service Maintenance Agreement (FSMA) of different model/make photocopier machines as per Annexure-A on annual basis.

2 Interested firms may send their quotations in a sealed cover super-scribed "Quotation for full Service Maintenance Agreement of photocopier machines" which should reach on or before **2.30 on 20/09/2012 in Room no1 Ground Floor Ministry of Earth Sciences, Prithvi Bhavan** The sealed quotations addressed to the Section Office (General), Ministry of Earth Sciences, Prithvi Bhavan, Lodi Road, New Delhi-110003. The tenderers have to submit EMD of Rs.50,000/- in the form of Account Payee Demand Draft from any commercial bank drawn in favour of the **DDO, Ministry of Earth Sciences**, The tender will be opened on same day at 3.00 p.m. in the presence of the presence of the bidders or their representatives who may like to be present.

3. **The rates may be quoted on the basis of meter reading (per page) for Full Comprehensive Maintenance Contract which includes toner all spare parts consumables and repairing.** If the service of the firm are found satisfactory, the AMC can further be extended as admissible under Rules, if both the parties agree to it.

4. The EMD of Rs.50,000/- Through a Demand Draft payable to **DDO, Ministry of Earth Sciences**, The said earnest money will not bear any interest and will be refundable only after the successful completion of the contract subject to the adjustment of dues against the contractor, if any. The earnest money of unsuccessful tender would be returned without any interest after finalization.

5. The repair/servicing work etc. would be carried out in the premises of the Ministry. Only such repair which can not be undertaken in the office premises will be allowed to be done outside with the written permission of competent authority and for this purpose no extra payment would be made. No transportation charges will be paid by the Ministry.

6. The contract will be comprehensive which consists of corrective maintenance, preventive maintenance on regular basis and all spare parts required including consumables.

7. The Ministry of Earth Sciences also reserve the right to reduce or increase the number of photocopier machines offered for comprehensive Maintenance.

8. The firm will have to depute a qualified Engineer who should have knowledge of the repair work of different make photocopier machines on all working days from 9.30 A.M.to 5.30 P.M.
9. The firm should have minimum 3 years experience of work with the Government/Public Sector/Undertaking. Performance certificate from the existing Govt. Clients must be attached.
10. The firm should be in existence for over 3 years in the trade with the 70 photocopier machines maintenance business of more than Rs.50 lakhs per annum during the last 3 years (Documentary evidence should be enclosed).
11. The firm must be registered with the Registrar of Companies (ROC) and with the Delhi Sales Tax Department (VAT No.)/Service Tax Deptt.(Copies of Service Tax No./PAN No.must be attached)
12. The firm must have Multi-OEM product support capability i.e., Toshiba/Canon/Ricoh etc.and shall act as a single point of support contract for all products.
13. The Service Tax will be paid as per rules and as amended from time to time.
14. All the complaints/repairs would be rectified within 24 hours from the time of the complaint, failing which a penalty of Rs.20/- per working hour will be deduct from the invoice.
15. The FSMA billing shall be done on quarterly basis after completion of three months No advance payment will be made in any case.
16. The firm will prepare separate logbooks for each of the machines to be taken under the AMC.
17. The firm should be an Original Equipment manufacturer (OEM) authorized service provider of any or all brands of Photocopiers like Toshiba/Canon/Ricoh etc. and copy of authorization (current dated) in this regard should be submitted.Tenders of non-authorized firms shall be rejected.
18. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Until and unless written order of Section Officer(G) are conveyed, the original specification/characteristics/features shall not be changed.

Yours faithfully,

(Tarun Sood)
Section Officer (General)
Tel: 24669596

Copy to:-

1. NIC Division of Ministry of Earth Sciences with the request to display the above tender notice on the web site of this Ministry.
2. All Ministries/ Departments with the request to give due publicity for the above tender among the contractors working with them.

3.Computer Division, MoESwith the request to upload the tender notice in the e.Portals of NIC.

ANNEXURE- I

Brief description of photocopier machines:-

S.No	Make/Model of the photocopiers	Total Nos.	Rates per copy
1.	Toshiba e-Studio 207	02	
2.	Toshiba e-Studio 305	02	
3.	Toshiba e-Studio 555	01	
4.	Toshiba e-Studio 28 (Colour & B/W)	01	
5.	Toshiba e-Studio 352	01	
6.	Canon iR-2016	04	
7.	Canon iR-3570	02	
8.	Canon iR-3045	01	
9.	Sharp-5320AR	01	
10.	Toshiba 161	01	
11.	Ricoh Aficio MP-6001	01	
12.	Ricoh Aficio MP-8000	01	
13.	Ricoh Aficio MP- C 3501 (Colour)	01	