

**No. 17016/1/2012-GA**  
Government of India  
Ministry of Heavy Industries & Public Enterprises  
Department of Heavy Industry  
GA Section

Room No. 15, Udyog Bhavan, New Delhi.  
Dated the 10<sup>th</sup> September, 2012.

**REVISED TENDER NOTICE**

**Subject : Comprehensive Annual Service Agreement/ Full Service Maintenance Agreement (FSMA) of Photocopiers of all brands installed in the Department of Heavy Industry – Retender reg.**

Department of Heavy Industry invites revised sealed quotations for Annual Maintenance Contract for comprehensive Full Service Agreement/ Full Service Maintenance Agreement (FSMA) of Photocopiers of all brands installed in the Department of Heavy Industry in Udyog Bhawan and at the residential offices of Ministers/higher officers of this Department.

The quotations in sealed covers should be dropped in a Box for the purpose kept in Room No. 15, Udyog Bhawan, New Delhi before 3.30 P.M. on **01.10.2012** along with earnest money deposit of Rs. 10,000/- (Rs. Ten Thousand only) in the form of a demand draft/ FDR in favour of DDO, Department of Heavy Industry. The tenders would be opened on the same day at 4.00 pm in the Room No. 15, Udyog Bhawan. The terms and conditions are as under :

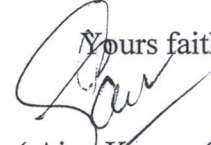
**TERMS AND CONDITIONS :**

- 1) The total number of machines is around **30 (thirty)** and the machines are of different makes & sizes viz., Sharp, Canon, Ricoh, Toshiba, Panasonic etc. The number of machines may vary from time to time (List of copiers installed in various Sections/rooms is Annexed).
- 2) The FSMA will include all spares and consumables (except manpower, power and photocopy paper). The rates should be submitted on per copy basis-both for Digital and Analogue photocopiers separately. It will be the responsibility of the company / firm to provide genuine OEM spare parts/ toner for the machines and to keep them in proper working order.
- 3) The contract will be initially for one year extendable upto three years at the discretion of competent authority in this Department but can be terminated at any time without assigning any reason, if the services are not satisfactory.
- 4) The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- 5) Quotations only from the authorized service provider of photocopiers or suppliers of the same will be considered and for this effect a letter of authorization should be enclosed with the tender. The firm should produce a certificate from any of the original equipment manufacturer that they are authorized / capable to undertake such FSMA work.

- 6) The firm / The company must be registered as a firm with the Registrar of Companies and the firm submitting quotation must be financially sound and should have a minimum turnover of Rs. 50.00 lac ( Rupees fifty lac only) per annum during the last three financial years through execution of maintenance contracts.
- 7) The firm/ company should have experience in maintenance of such equipment for at least 3 years in Government Deptt./ Public Sector Undertakings in Delhi. Necessary documentary proof must be submitted along with the quotation.
- 8) The firm/ company have to be registered dealer and the firm should produce a certificate from any of the original equipment manufacturer that they are authorized / capable to undertake such FSMA work.
- 9) The company applying for this tender would produce certificates for the previous financial year from the concerned authorities relating to the payment of Service Tax, Income Tax, Work Contract Tax and any other tax applicable.
- 10) The firm should not have been blacklisted by any Government Department or Semi-Government Department in the past.
- 11) The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement. Until and unless written order from GA Section is conveyed, the original specification/ characteristics / features shall not be changed.
- 12) All the complaints should be attended at site within one hour from the time of complaint. In case machine is required to be taken to the workshop for any major repair, the machine would be taken with permission, repaired and returned to the user in the Department within 24 hours from the time of complaint. A penalty of Rs. 500/- would be imposed for each day of delaying in attending each machine for which complaint has been lodged to the vendor/firm and this amount would be deducted from the monthly bill of the firm.
- 13) The firm will prepare separate logbook for each of the machines to be taken under the AMC.
- 14) Preventive maintenance will be carried out on quarterly basis.
- 15) Payment will be made on monthly basis on production of bills along with satisfactory performance report from the users of the machines.
- 16) The agency 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 other wise.
- 17) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration) in working condition. It shall be the responsibility of the firm to keep all the copiers working satisfactorily throughout the contract period and also to hand over the systems to the Department in working condition on the expiry of the contract. In case any damage to the machines is noticed by the Department, compensation would be determined by the Department and will have to be paid by the firm failing which the same will be deducted from the Security Deposit of the firm.
- 18) The stock of spares of old machines and its availability should be indicated before the machines are taken into FSMA. After taking into FSMA the vendor should not give any excuse that spares are not available.
- 19) Inventory of all machines before signing of contract should be taken.
- 20) The contract will be reviewed after 3 (three) months and if the services are not found to be satisfactory or the firm back-out mid-term without explicit consent of this Department the security deposit will be forfeited.

- 21) The period of AMC would be extended by one day, for each two hours of delay in attending to the fault without any additional payment.
- 22) The above act of backing out would automatically debar the firm from any future dealings with this Department and the Security Deposit amount would also be forfeited. Other Govt. Departments will also be informed accordingly.
- 23) Quotations received without earnest money will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest.
- 24) The successful bidder will have to deposit Rs. 50,000/- (Rs. Fifty thousand only) in advance as security deposit in the form of a DD/FDR in favour of DDO, Department of Heavy Industry to be retained during the currency of the contract.
- 25) In case of violation of the above terms the contract will be cancelled and the security deposit would be forfeited.
- 26) The Department of Heavy Industry reserves the right to accept or reject any or all tenders without assigning any reason.

Yours faithfully



( Ajay Kumar Gaur )

Under Secretary to the Govt. of India

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Copy to : NIC, DHI with the request to upload the tender on the official site of the DHI as well as GOI's tender portal.

अजय कुमार गौड़ / AJAY KUMAR GAUR  
अवर सचिव / Under Secretary  
भारी उद्योग एवं लोक उद्यम मंत्रालय  
Ministry of Heavy Industries & Public Enterprises  
भारी उद्योग विभाग / Department of Heavy Industry  
उद्योग भवन, नई दिल्ली  
Udyog Bhawan, New Delhi

**LIST OF COPIERS OF DIFFERENT MAKE INSTALLED IN DEPTT OF  
HEAVY INDUSTRY**

<b>S. No.</b>	<b>Make of Copier/ Model</b>	<b>Office/ Section /Room No. where Machines are installed</b>
01	ARM-205- Sharp	317
02	-do-	324
03	-do-	380A
04	MX-M450N- Sharp	390A
05	MX-M450N – Sharp	481
06	ARM-205- Sharp	59
07	ARM-276- Sharp	160
08	ARM-205-Sharp	150-A
09	MX-M 450N- Sharp	181
10	ARM-205- Sharp	318
11	ARM-205- Sharp	318-A
12	ARM-205- Sharp	62
13	-do-	385
14	-do-	389
15	-do-	381
16	-do-	388
17	-do-	172A-1
18	-do-	172E
19	-do-	58-A
20	-do-	386
21	-do-	124-A
22	-do-	332-A
23	IR-2020-Canon	521
24	-do-	18
25	-do-	14
26	-do-	333
27	Muratec	R&I (Basement)
28	DP-4530-Panasonic	481
29	-do-	481
30	-do-	481

