

M/s

All Interested bidder

**Dear Sir,**

**Subject: On-site Comprehensive Annual Maintenance Contract for canon photocopier machine installed at EdCIL House, 18A, Sector 16A, Noida.**

This corporation intends to give on-site Comprehensive Annual Maintenance Contract for canon photocopier machine installed at EdCIL House, 18A, Sector 16A, Noida as per details mentioned in the schedule of requirements at Annexure-I.

If you are in a position to provide services as per Annexure-I, you are requested to submit your sealed quotation based on the terms & conditions as set forth hereunder.

The quotation is based on single bid system. The envelope should contain the following documents.

1. Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees ten thousand only) by Demand Draft only drawn in favour of EdCIL (India) Limited' Payable at Delhi/Noida. **Any bid received without EMDs will be summarily rejected.** However, Bidders registered with DGS&D, NSIC or MSEs are exempted from payment of Bid Security.
2. Price Bid to be submitted as per Annexure- II.
3. Letter of acceptance to the terms and conditions of the NIQ.
4. The firm/ company should be Original Equipment Manufacturer (OEM) or Authorized Service Providers/Dealers.
5. The firms/ companies should have the experience of maintaining Photocopy machines listed in Annexure-I & for which they are OEM/ Authorized Service Providers/ Authorized Dealers for more than two years in any Central Government Departments / Ministries/ Govt. undertakings are eligible to participate in the bid. Copy of the work-orders should be enclosed.

Contd. 2/-

6. The company should have at least Rs. 5 Lakhs of annual turnover in last two financial years i.e. for Financial Year 2015-16 & 2016-17. A Turn-over certificate from Chartered Accountant of the company is to be enclosed.
7. The company should be the facility/ Application Service Provider partners of the company concerned to brands of the Photocopy machines for which the rates are being quoted.
8. Bidder should furnish details of Comprehensive Annual Maintenance Contracts for photocopier machine carried out by them in last three years giving complete details viz. name of the clients/ customer and their contact numbers with copies of the award letters.
9. The bidder shall furnish an undertaking regarding their non-blacklisting in any of the Government Department and Public Sector undertaking /enterprise in India and central vigilance commission during the last three financial years.

#### **TERMS & CONDITIONS:**

Your tender will be considered only for the C-AMC of machines as per details mentioned in the Annexure-I. Other terms & conditions will be as under:

1. The C-AMC firm should keep sufficient original spare parts equivalent to 2 machine for immediate repair of photocopier machine.
2. Since the C-AMC services are to be made at Noida office, GST to be charged should be shown separately in the financial quotes, if no GST is shown separately, it will be considered that GST is included in the rates.
3. You are requested to quote your GST no. for the purpose of making payment also to provide the photo copies of the same.
4. **SUBMISSION OF TENDER:** The tender should reach in a sealed cover as superscribed " **Quotation for C-AMC for photocopy machine for EdCIL Noida**" addressed to the **Deputy Manager (Admin.), EdCIL (India) Limited, EdCIL House, 18A, Sector 16A, Noida** so as to reach not later than **1500 Hrs. on 24/07/2017.** If you wish to deliver the tender/quotation personally, you are requested to drop your quotation/ tender in the tender box only available at reception of the EdCIL House, Noida. The quotation/ tender received after the due date will not be entertained. The received quotations will be opened internally by the committee.
5. **OPENING OF THE TENDER:** Sealed tender received up to **15.00 hours on 24/07/2017** will be taken up for opening. Tender received after the specified date and time will not be accepted. Ed.CIL reserves the right to disqualify any or all of the tenders in case it is not satisfied with the documents furnished or otherwise without assigning any reasons thereof. **The bids will be opened up on the same day at 1600 hrs on 24/07/2017** before the evaluation committee and the bidders in the office premises at **EdCIL (India) Limited, Sector 16A, Plot 18A, NOIDA – 201 301.**

6. All the amount shall be indicated unit wise by the vendor/tenderders in figures as well as in words. Where there is any difference between the price quoted in figures and words, amount quoted in words shall prevail.
7. Your quotations / tenders shall remain open for acceptance for 90 days or as may be specified from the date of opening. No revision/modifications in the quoted/tendered rate will be allowed during the period of validity of tender/ quotation or the extended period.
8. Successful tenderer may be allowed to undertake the AMC initially for a period of one year. The contract will automatically get terminated after expiry of the period of contract. However, on the basis of requirement of the Department to run the AMC Service the contract may be renewed/ extended for further periods on mutually agreed terms & conditions subject to satisfactory services offered by the selected agency.
9. The C-AMC provider would be required to **use only genuine spare parts** in the equipment, a certificate to that effect should be given by bidder. Where any parts need replacement, the same shall be replaced within the AMC period free of cost preferably with items of same make. In case any particular brand/model is not available, the same shall be replaced with equivalent items with existing or higher quality. In no case will permission be accorded for the machine to be taken outside the office for repair from where they are installed.
10. The C-AMC provider would be required to provide preventive maintenance to the equipment on quarterly basis. The cleaning of photocopier machines at least once in every month is also to be covered in the AMC.
11. **The C-AMC will cover all services need and all spare parts and consumables like Toner Cartridges/Drum Cartridges, fixing film, developer and spares except paper, manpower, taxes and electricity.**
12. Service Provider should be capable of providing photocopier as standby in case photocopier having problem which is unable to be rectified within 48 hours.
13. If the Service Provider is unable to attend call or resolve any problem EdCIL may get it rectified/ repaired from any other sources/ agency/ open market and the rectification charges (including spares/parts, if any) for the same thus paid will have to bear by the Service Provider; otherwise, the said charges will be recovered from the Bill/ Security Deposit submitted by the Service Provider.
14. Contract with the bidder may be terminated by EdCIL at its discretion by giving 30 days notice to the bidder in case of failure to maintain the AMC services at the satisfaction of EdCIL and the contract with EdCIL in that case will be treated as cancelled before expiry of the contract.
15. The selected agency to which the contract of AMC will be awarded should be ready to commence the AMC service within 07 days from the date of receiving the work order.
16. The standby equipment if provided should be of same make and specifications. The Corporation reserves the right to cancel the contract if the quality of material supplied/services offered fall below the required specifications and also if the deliveries are not made in accordance with the delivery schedule.

17. The successful bidders/vendors shall not sub-let or assign this contract or any part thereof without obtaining prior written permission of the Corporation otherwise the Corporation shall have the right to cancel the contract and to purchase the goods elsewhere and the successful bidders/vendors shall be liable to the Corporation for any loss of damage which the Corporation may sustain in consequence or arising out of such purchase.
18. The payment of services C-AMC will be made within 30 working days through NEFT/RTGS against submission of invoice in duplicate after completion of each month and providing the satisfactory services during the said month. If the services are not satisfactory during any quarter, 10% penalty will be imposed for that particular quarter.
19. Bidders are requested not to erase or mutilate any word (s) of figures occurring in your quotation/tender, otherwise the quotation may be ignored. Your quotation/tender should be free from overwriting. All corrections and alteration should be duly attested by the vendor/bidder. The bid will be evaluated on the total cost of services including all the rates quoted by the bidder.
20. The time to attend the fault may be indicated. **The maximum response time for maintenance complaint during C-AMC period shall not exceed 24 hours.** The agency should agree to provide service even on holidays, if required so.
21. This Corporation also reserves the right to terminate the contract without any notice in the event of your services is not being found satisfactory.
22. This Corporation also reserves the right to accept or reject any quotation/ tender in whole or in parts without assigning any reason thereof. Further, the Corporation does not bind itself to accept the lowest tender or assign any reason for non-acceptance of the same.
23. If the successful bidder will not be able to provide satisfactory services, a penalty of 5% will be imposed on the payment of the effected quarter.
24. The EMD of successful bidder will be withheld till expiry of C-AMC contract as performance guarantee. After completion of the Agreement, the agency has to handover the machines in perfect running condition (complete in all respects as per inventory) to the department.
25. This contract extends only to problems arising out of normal functioning of equipment and contract does not cover break down or services for separate cost, arising out of damages caused due to fire, theft, riots, accidents earthquake storm and other nature calamities.
26. All the documents & annexure etc. should bear the page numbers, signed & sealed by the authorized signatory of the firm.
27. Vendors registered with MSME/NSIC will be given purchase preference as per the Government Procurement Policy 2012.
28. The quotation should be unambiguous in all respects.

29. **TERMINATION FOR INSOLVENCY:** EdCIL may at any time terminate the Contract Agreement by giving a written notice to the awarding firm, without compensation to the firm, If the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to EdCIL.
30. **FORCE MAJEURE:** (i) Should any force majeure circumstances arise, each of the contracting parties shall be excused for the non-fulfillment or for the delayed fulfillment of any of its Contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- (ii) Force Majeure shall mean fires, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lock-outs beyond the control of either party.
31. **ARBITRATION:** In the event of any question, dispute or difference arising between EdCIL and the company relating to any matter arising out of or connected with the servicing, maintenance and installation/delivery, job assigned to the firm for execution under the contract agreement, the same shall be referred to the Sole Arbitration of an officer to be nominated by Chairman & Managing Director, EdCIL. The decision of the Arbitrator shall be final and binding on both the parties to the agreement with jurisdiction as Delhi only.

Yours faithfully

(Veena Singhal)  
Asstt. Manager (Admin.)

**ANNEXURE-I****TECHNICAL SPECIFICATIONS**

<b>S.No.</b>	<b>Description</b>	<b>Serial No.</b>	<b>Make</b>	<b>Type</b>
1	IR ADV 4045	HSA 01878	Canon	Photocopier machine
2	IR ADV 4045	HAS 01882	Canon	Photocopier machine

**ANNEXURE - II**

**PRICE SCHEDULE (Price Bid)**

**(in Rs.)**

<b>Items</b>	<b>Qty.</b>	<b>Rate per page (Rs.)</b>
Photocopier machines	02	

\* The rates for maintenance quoted should be inclusive of all taxes. Rates must be shown in figures as well as in words. However, net price (exclusive of all taxes) to be considered as offer price. In case of any variance between amount quoted in figures and in words, the quotations will be summarily rejected

Authorized signature with date & Seal of organization

