

No. F. 5-10/2012-S&S
Government of India
Ministry of Human Resource Development
(Department of Higher Education)
(S&S Section)

Shastri Bhawan, Room No.123-C Wing,
New Delhi, the 6th March , 2012


Subject: Annual Maintenance Contract (AMC) in respect of Risograph Machines in the Ministry of Human Resource Development for the year 2012-13 - regarding

I am directed to invite sealed quotations (make-wise) for Annual Maintenance Contract (including supply of toner/ink) in respect of three Risograph machines installed in the Department of Higher Education under the Ministry of Human Resource Development initially for a period of one year w.e.f. the date of award of contract. Reputed firms having experience of minimum of 5-6 years in the field of maintenance of Copyprinters in Government / Semi- Government Organizations, including Public Sector Undertakings, and those having the requisite competence/capacity to handle the jobs in question may submit their quotations to the undersigned by name in double sealed cover, the outer cover being addressed to the undersigned may be deposited in the tender Box at Information and Facilitation Centre, Ministry of Human Resource Development, Gate No.-6, Shastri Bhawan, New Delhi-110001 **by 03-00 PM on or before 27.03.2012**. The envelop should be prominently superscribed as "QUOTATIONS FOR THE MAINTENANCE OF COPY PRINTERS IN DEPARTMENT OF HIGHER EDUCATION". The details of Risograph machines are as under:-

- i) Riso EZ2300AG - Two Machines
- ii) Riso CZ180 - One Machine

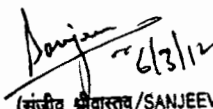
2. The tenders will be opened at 03-30 PM on 27.03.2012 in Room No. 123, 'C' Wing, Shastri Bhawan, New Delhi. You may present at that time, if you desire so, or may depute one of your representatives to be present at the time of opening of tenders.

3. An earnest money of ₹ 10,000/- (**Rupees Ten Thousand only**) should be deposited in the form of a crossed Demand Draft/ Banker's Cheque drawn **in favour of Pay and Accounts Officer, Department of Higher Education, Ministry of Human Resource Development payable at New Delhi**. Payment of earnest Money Deposit in cash or in any other form will not be accepted. The quotations received without the Earnest Money Deposit shall be summarily rejected and no tenderer shall have any right to make any representation against it even if his quotation happens to be the lowest. The earnest money will be liable to be forfeited, if the tenderer withdraws or amends impairs or derogates from the tender in any respect within the period of validity of his tender.


- 6/3/12
(संजीव श्रीवास्तव/SANJEEV SHRIVASTVA)
अवर सचिव/Under Secretary
मा. सं. वि. मन्त्रालय/Min. of H. R. D.
उच्चतर शिक्षा विभाग/D/o Higr. Edn.
भारत सरकार/Govt. of India
नई दिल्ली/New Delhi

4. The terms and conditions of the said contract are as under:-

- i) The successful tenderer will be required to undertake the 'maintenance' and other related job works for a **period of 12 months w.e.f. the date of award of contract**. This can be extended on year to year basis upto three years, depending on the performance of the contractor. The performance of successful contractor firm shall be reviewed at the end of every quarter. The Department however, reserves the right to terminate the contract at any time, if the services of the successful tenderer are found to be unsatisfactory. The decision of the Department shall be final and binding on the firm in this regard.
- ii) **The maintenance contract shall be comprehensive in nature and shall, therefore, essentially include servicing and repairs/replacement of any or all parts/spare parts (genuine company brand) including supply of toner/ink during the currency of the contract at the exclusive risk, responsibility and the cost of the contractor.** The rates to be approved on the basis of quotations shall be valid for the whole of the period of contract and no upward revision will be allowed during the period of contract under any circumstances. **In a nutshell, it shall be responsibility of the successful tenderer to provide proper replacements for the damaged/worn-out parts, etc. that are very much necessary for the proper maintenance/upkeep of the copy printer concerned throughout the period of contract.**
- iii) The work will have to be carried out in the premises of the Departments, the offices of which are located in Shastri Bhawan, New Delhi.
- iv) **The firm who is awarded the contract will be required to depute a well-experienced service engineer/mechanic for the maintenance/servicing repair of the gadgets concerned. All the complaints/calls should be attended to by the contractor firm within one hour of receipt of such calls in their office. The contracting firm should also, on their own, inspect the copy printer once in three months and carryout servicing and repairs, if any, in order to ensure smooth functioning of the gadgets. A report in this regard should also be submitted along with the bills.**
- v) No Advance payment will be made under any circumstances. Subject to the satisfactory performance of the contractor, payment of the total contractual value of 'maintenance' only will be made on monthly basis. The pre-receipted invoices required to be submitted for claiming these payments should be accompanied by the 'certificates' obtained from 'users' as an evidence in support of the 'satisfactory' functioning/working of the gadgets/apparatus concerned and/or the job works carried out by the Contractor firm as per the instructions of the Department.
- vi) Rate per copy should be quoted on separate sheet duly signed by the proprietor and stamped by the firm. The rate quoted shall be mentioned by the tenderer both in figure and words. There should be no erasing or overwriting

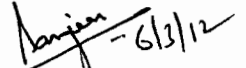

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whatsoever. Additional information, if any, having relevance on the subject may also be furnished in the quotation.

- vii) The department reserves the right to accept or reject any quotation, in whole or in part thereof, without assigning any reason thereof. The Department also reserves the right to renew the contract for such period(s), as it may deem necessary, taking into account the performance of the contractor during the currency of the contract.
- viii) The successful tenderer will be required to furnish a "Security Deposit" of ₹ **25,000/- (Rupees twenty five thousand only)** within ten days from the date of acceptance of the tender through FDR from Nationalized Bank, duly pledged in favour of **Pay and Accounts Officer, Department of Higher Education, Shastri Bhawan, New Delhi-110001**. The security deposit money will be refunded only after the expiry of the contract, subject to the satisfactory service/performance during the period of contract. The security deposit will be forfeited, if, during the period of contract the services of the contracted agency are found to be unsatisfactory in any respect.

5) You are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before submitting your quotation, as no change or violation of the aforesaid terms and conditions shall be permissible once this Department accepts the quotation. The successful tenderer will be required to sign a copy of the tender in token of having accepted the terms and conditions.

Yours faithfully,


(Sanjeev Shrivastva)

Under Secretary to the Govt. of India

Tele. No. 23073100
(निजी प्रियाकर) (SANJEEV SHRIVASTVA)

अध्यक्ष सचिव/Under Secretary
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एन. डी. 110001

Copy to:

1. All Ministries/Department of the Govt. of India. It is requested that wide publicity of this tender notice may please be given and contractors engaged by them for this job, may be informed to submit their quotations if they are willing and fulfill the conditions.
2. Webmaster, CMIS with request to place the aforesaid notice on the website of the Ministry for wide publicity.
3. Central Public Procurement Portal.
4. All notice boards of MHRD.