

IMMEDIATE

No. D-17016-11-2018-Ad.III
Government of India
Ministry of Home Affairs

New Delhi, 27th August, 2018

E-Tender notice

Subject: TENDER FOR FULL SERVICE MAINTENANCE AGREEMENT (FSMA) OF SHARP PHOTOCOPIERS- regarding.

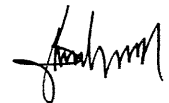
Date of issue of Bid document: 27.08.2018
Due Date of Receipt: 16.09.2018, Time 3:00 PM
Date of opening of Technical Bid: 17.09.2018, Time 3:00 PM
Date of opening of Financial Bid: To be intimated later

This Department invites online quotations for Full Service Maintenance Agreement for Sharp Photocopiers in the Department as per dual bid system (i) Technical Bid and (ii) Financial Bid.

2. The terms and conditions of the contract may be seen at **Annexure-I**. Quotations may be submitted online by 3:00 p.m. **16th September, 2018**. **Technical bid shall contain all the documents in support of technical qualification of the bidder as per annexure IV and as per terms & conditions mentioned in Annexure-I**.

3. Earnest Money Deposit of Rs. 30,000/- (Rupees Thirty Thousand) in the form of Bank Demand Draft drawn in favor of **DDO (Cash), Ministry of Home Affairs, New Delhi** may be submitted in a separate envelope as per Annexure IV at Hall No. 2, Jalebi Chowk, North Block, New Delhi before the last date of submission of bids.

4. The firms should submit their Technical and Financial bids online only on Central Public Procurement Portal website: <http://eprocure.gov.in/eprocure/app> in the format as given in respective annexure on or before 3:00 p.m. 16th September, 2018. The technical bids shall be opened on 3:00 p.m. on 17th August, 2018. The technical bids of all the companies will be evaluated and technically qualified bidders will be declared accordingly. Financial Bids of technically qualified companies will **tentatively** be opened after 7 days of opening of the **technical bids in the presence of duly constituted financial committee**. The Department reserves the right to accept or reject any or all quotations without assigning any reasons thereof.



(Sunil Bareja)


Under Secretary to the Govt. of India

Tele: 23094956

Copy to: IT Cell for uploading the Tender Notice on MHA website.

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GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS

TERMS AND CONDITIONS

1. The firm should be in existence for more than 5 years in the field of maintenance services of Sharp Photocopiers in any Government department.
2. The Firm must **have GSTIN No. and PAN No.**
3. The firm must be an authorized service provider of Sharp Photocopier Machines. The original certificate (Ink signed) must be uploaded with e-tender and also to be shown in its original form at the time of opening of technical bid.
4. The scope of work covers comprehensive maintenance of Sharp Photocopier Machines installed in **North Block, NDCC-II Building, Major Dhyan Chand National Stadium, Jaisalmer House, Vigyan Bhawan and Lok Nayak Bhawan.**
5. The 'Full Service Maintenance Agreement' shall be comprehensive in nature and include servicing and repairs/fixing replacement of all the electrical/electronic, and/or mechanical components and parts of the Sharp Photocopiers (including toners/developer/drum, fusing unit/blade etc.) The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid photocopier machines. 
6. Along with this it may also be noted that this Department at times require condemning the old/obsolete articles therefore, the company will be bound (when asked by the department) to inspect the articles on as is where is basis and submit a certificate stating the condition of certain articles.
7. The work shall be carried out in the premises of this Ministry located in **North Block, NDCC-II, Major Dhyan Chand National Stadium, Jaisalmer House, Vigyan Bhawan and Lok Nayak Bhawan.** Only such works which is not possible to be executed in the premises of the Department shall be allowed to be executed at the workshop of the firm and for that period, the firm has to

provide a **standby machine** so that the office work does not suffer. In any case no system or any other items/parts thereof shall be taken out of the premises without formal/written permission of this Department. No transportation/freight charges on this account shall be paid.

8. Interested firms/companies should quote for all the photocopier machines (as per list at Annexure-II) and partial quote will be rejected summarily. **The value of the AMC should be written as per copy basis per machine.**
9. The maintenance contract would be initially for a period of two years w.e.f. date of award of contract. The ministry may extend the contract by another year/years on the existing rates and terms & conditions, if the services of the firms are found satisfactory. Department, however, reserves the right to terminate the contract at any time without assigning any reason. The decision of the Department in this regard shall be final and binding on the successful Firm/Company. The firm entrusted with the work will have to do the work at the rates approved. **If for any reason, the firm is not able to rectify any machine and the same will be got done from some other firm/open market by the department, then the expenditure incurred on such repairs shall be recovered from the contractor.**
10. The photocopiers shall be inspected by the Firm/Company. **The firm will not be allowed to charge any extra amount for repair/replacement, if any, after entering into Annual Maintenance Contract (AMC).**
11. The firm should specify the down time of a system, which should not be more than 48 hours. **After 48 hours a sum of Rs. 100/- per day per machine will be charged.**
12. Before finalizing the contract, the firm **will specify all the parts, which they will not replace in case of damage. The details of the same may be enclosed in the technical bid.**
13. For regular and proper maintenance of the equipments and for instant response to the minor issues, the firm will have to depute **TWO qualified Engineer on full day basis** in the Department from 0900 hrs to 1800 hrs on all working days. **They should be equipped with mobile connectivity, valid driving license and self conveyance.**

14. On expiry of the contract **after two years, the firm will have to hand over the photocopier machine in perfect working condition to the Department, failing which suitable amount will be deducted from the security deposit.**
15. No advance payment will be made. **Payment will be made on monthly basis after rendering satisfactory performance.**
16. The earnest money deposited by the successful bidder will be returned on receipt of **Performance Security Deposit of Rs. SIXTY thousand** in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank in favour of DDO (Cash), Ministry of Home Affairs. It should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of your firm. The Performance Security will be refunded without interest after the successful completion of the AMC.
17. **The firm must have expertise to provide maintenance of various Sharp photocopier machines.**
18. The firm must be maintaining currently not less than 25 Sharp Photocopier each in at least three govt. Ministries/ Departments (proper) and furnish its performance certificate issued by the competent authority.
19. If any information furnished by tenderer is found to be incorrect or false at any time, the tender will be liable to be terminated without any notice and the earnest money/performance security is liable to be forfeited.
20. In the event of any dispute arising out in connection with the interpretation of any clause in the terms and conditions of the tender agreement, will be subject to jurisdiction of Courts of Delhi/New Delhi.
21. Bills shall be submitted along with signed satisfactory report of the user in Ad.III Section.

No. 17016-11-2018-Ad.III
Government of India
Ministry of Home Affairs

North Block, New Delhi

NAME OF WORK-Full Service Maintenance Agreement of Sharp Photocopiers

Schedule I

Machines to be taken in CSA Contract

S No	Model	Machine Sr. No.	Location
1	MXM 310 N	25026245	1st Floor, (N Stdm.)
2	MXM 452 N	25013323	1 st Floor, N Stdm. (JS - IC)
3	MXM 452 N	15014407	2nd Floor, (N Stdm.)
4	MXM 452 N	43001321	3rd FLOOR (NDCC - II) (IC Sec.)
5	MXM 452 N	3300054Y	2nd Floor, (N Stdm.)
6	MXM 452 N	23000435	4th FLOOR, (NDCC - II)
7	MXM 452 N	23001545	4th FLOOR, (NDCC- II)
8	MXM 452 N	23001515	2 nd Floor, N Stdm. (NI - 1)
9	MXM 452 N	25013343	2 nd Floor, N Stdm. (Judicial & PP)
10	MXM 452 N	1500811X	2 nd Floor, N Stdm.
11	MXM 452 N	43001371	2 nd Floor, N Stdm. (M & G)
12	MX 3111 U	33001642	1 st Floor, N Stdm. (JS-BM) Mono Rdg.
13	MXM 452 N	25014151	2 nd Floor, N Stdm. (SR Sec, CS Div.)
14	MXM 452 N	1501769Y	2 nd Floor, N Stdm. (CSR II)
15	MXM 452 N	25013353	2 nd Floor, N Stdm.
16	MXM 452 N	33000896	218, North Block (US PF VI)
17	MXM 452 N	25014221	219-A, North Block
18	MXM 310 N	25026155	264-B, North Block
19	MXM 452 N	25014141	276-D, North Block
20	MXM 452 N	33000675	IFC Sec, Gate # 8, North Block

21	MXM 452 N	15001695	31, DSB, JSH
22	MXM 452 N	1501763Y	32, JSH
23	MXM 310 N	15030176	27, JSH
24	MXM 452 N	23001505	36, JSH
25	MXM 452 N	1500807X	1st Floor, N Stdm. (IMM Sec)
26	MXM 452 N	43001381	1 st Floor, N Stdm. (JS, IS-II)
27	MXM 452 N	23001485	1 st Floor, N Stdm. (Legal Cell)
28	MXM 452 N	23002509	1 st Floor, N Stdm.
29	MXM 452 N	23002579	1 st Floor, N Stdm. (FCRA - III)
30	MXM 452 N	23001585	1 st Floor, N Stdm. (JS, IS-II) Clr. Rdg.
31	MXM 452 N	33000725	2nd floor NDCC II,
32	MXM 452 N	1500194Y	3rd FLOOR (NDCC - II)
33	MXM 452 N	3300066Y	3 rd Floor, NDCC (DS- DM)
34	MXM 452 N	1500193Y	Hall 2, Jalebi Chowk, North Block
35	MXM 452 N	25014211	Hall 4, Jalebi Chowk, North Block
36	MXM 452 N	33000846	171 E, Shifted from Hall 4, North Block
37	MXM 452 N	23001040	Hall 7, Shifted from 81 A, North Block
38	MXM 452 N	33000645	10 B-I, North Block
39	MXM 452 N	2300071X	11 A Shifted from 81 A, North Block
40	MXM 452 N	25014201	15, North Block
41	MXM 452 N	33000505	25 B/ IV, North Block
42	MXM 452 N	1501765Y	B-54, NORTH BLOCK
43	MXM 452 N	33000685	92 B, Shifted from 93, North Block
44	MXM 452 N	15017870	95, North Block
45	MXM 452 N	33000836	96, North Block
46	MX 3111 U	33004465	118, North Block (Black Copies)
47	MX 2614 N	43000962	122, North Block (Black Copies)
48	MX 3111 U	23001187	126 C, North Block (Black Copies)
49	MXM 452 N	23001555	171-F, North Block
50	MXM 452 N	33000585	172-A, North Block
51	AR 5731	25053395	172-B, North Block,

52	MXM 452 N	33000604	172 C Shifted from 197 B, North Block	
53	MXM 452 N	25013383	208- B, North Block	
54	MXM 452 N	23001120	209 B, North Block	
55	MXM 452 N	43000812	212, North Block (IS-II, D)	
56	DX 2500 N	6300096X	193/A-I	
57	MXM 464 N	75026581	2 nd Floor, N Stdm.	
58	MXM 464 N	75004213	226, North Block	
59	AR 6031 N	6301777Y	92 A, North Block	

Place

Seal of the firm

Signature
(Authorised Signatory)

ANNEXURE - III

F. No. 17016-11-2018-Ad.III
Government of India
Ministry of Home Affairs

North Block, New Delhi
Dated.....

Name of the company.....

It is hereby declared that we have submitted the online bid against the tender of even No. dated..... vide reference No..... A Demand Draft No.datedis attached herewith.

Signature
(Name of the signatory)

*this letter along with Demand Draft may be submitted in a sealed envelope (the name of the company may be scripted on the envelope) shall be submitted before the scheduled last date to the Under Secretary (Ad-III), Room No. 2, North Block , New Delhi.

Annexure-IV to Tender Notice issued vide F. No.17016-11-2018-Ad-III (TECHNICAL BID)

S.N.	Particulars	To be filled by the Tenderer	Please indicate the page no. of the attached proofs/documents.
1.	Name of the firm / agency		
2.	Complete Address (with documentary evidence)		
3.	Telephone, FAX, Mobile No(s)		
4.	GST / PAN / Income Tax Return (Proof to be attached)		
5.	Name of the authorised person with mobile No.		
6.	Details of EMD submitted		
7.	Whether an authorised dealer/ channel partner/distributor of Sharp photocopier?		
8.	Experience of maintaining Sharp photocopiers. (Proof to be attached)		
9.	Details of Bank Account (for electronically transfer of funds) (enclosed a copy of the cancelled cheque)		
10.	Annual Turnover Certificate by CA for Rs.50 Lakhs each year in last three financial years i.e.2014-15, 2015-16 & 2016-17		
11.	Token for acceptance of all terms and conditions as specified in tender notice		

Note:- All documentary proofs to be enclosed for above items.

I hereby agree to abide by all the term & conditions of the tender document.

Name & Designation of the
Authorized signatory of the firm
(with seal of the Agency affixed)