

IMMEDIATE

No. D-17016-18-2017-Ad.III
Government of India
Ministry of Home Affairs

New Delhi, 21th December, 2017

E-Tender notice

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

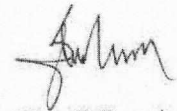
Date of issue of Bid document: 21.12.2017
Due Date of Receipt: 11.01.2018, Time 3:00 PM
Date of opening of Technical Bid: 12.01.2018, Time 3:00 PM
Date of opening of Financial Bid: To be intimated later

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. 11th January, 2018. Technical bid shall contain all the documents in support of technical qualification of the bidder and financial bid shall strictly be submitted as per annexure III only.**

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 annexures on or before 3:00 p.m. 11th January, 2018. The technical bids shall be opened on 3:00 p.m. on 12th January, 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 ten 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

No. 17016-18-2017-Ad.III
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 'Annual Maintenance Contract' 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 one year 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 24 hours. **After 24 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 one year, 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 20 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.
22. The tender is governed under 'Fall Clause.'

ANNEXURE - II

No. 17016-18-2017-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**

S.No.	Model no.	M/c Sr. No.	Location	Rate per Copy
1	MXM 452 N	43000767	# 1st Floor, N. Stdm. F-II Section	
2	MXM 452 N	43000757	# III Floor, NDCC	
3	MXM 452 N	43000707	# 1, North Block	
4	MXM 452 N	43000698	# 81 D, North Block	
5	MXM 452 N	43000737	# 205, North Block	
6	MXM 452 N	43000678	# 2 nd Floor, N Stdm. Coastal Security	
7	MXM 452 N	43000758	# 226 A, North Block	
8	MXM 452 N	43000638	# 264 B, North Block	
9	MXM 452 N	43000718	# 2 nd Floor, N Stdm. BM-III Section	
10	AR 6031 N	53038387	# 13 A, North Block	
11	AR 6031 N	53039587	# B 56 Basement, North Block	
12	AR 6031 N	53039687	# 38, PM III, Jaiselmer House	
13	AR 6031 N	53039617	# DM II, NDCC-II	
14	AR 6031 N	35039347	# Hall no. 5, legal cell, North Block	
15	AR 6031 N	53026028	# 92 A, North Block	
16	AR 6031 N	53027218	# 126 C, North Block	
17	AR 6031 N	53027028	# 1 st Floor, N. Stdm. (MU Section)	
18	AR 6031 N	53027238	# II Floor, FFR Div, NDCC-II	
19	AR 6031 N	53026908	# 1 st Floor, N. Stdm. (IC-III Section)	
20	AR 6031 N	53027288	# I Floor, NDCC-II	
21	AR 6031 N	53027308	# 29, Jaiselmer House	
22	AR 6031 N	53027198	# Hall No. 3, Pass Cell, North Block	
23	AR 6031 N	53027268	# 1 st Floor, N. Stdm. CIC - I Section	
24	AR 6031 N	53026548	# 7, Jaiselmer House	
25	AR 6031 N	53026868	# 109, North Block	
26	AR 6031 N	53026918	# 213, North Block	
27	AR 6031 N	53026518	# 109 C, North Block	
40	MX 2010 U	5300120Y	# VIII Floor, NDCC-II	
41	AR 6031 N	53019149	# 93 D, North Block	
42	MX 2010 U	63000391	# 122, North Block	

43	AR 6031 N	53016330	# 127 C, North Block
44	AR 6023 N	63028555	# LGF, NDCC
45	AR 6023 N	63020865	# 2ND Floor, JSH
46	AR 6023 N	63020555	# 28, JSH
47	AR 6023 N	63020545	# 81 D, North Block
48	AR 6023 N	63020875	# JS-PM 1st floor, JSH
49	AR 6023 N	63024335	# 8TH Floor, NDCC (Tech. Adviser)
50	AR 6023 N	63020585	# 97, North Block
51	AR 6023 N	63020415	# 13-B, North Block
52	AR 6023 N	63020465	# 17, Akbar Road
53	AR 6023 N	63024295	# 214 B, North Block
54	AR 6023 N	63024325	# 2 nd Floor, N. Stdm. (BM-V Section)
55	AR 6023 N	63021025	# 109 A, North Block
56	AR 6023 N	63020625	# B 54, Basement, North Block
57	MXM 310 N	O5021276	# 19, Jaiselmer House (DS - PROV)
58	MXM 310 N	O5042445	# 1st Floor, N. Stdm. (F-IV Sec.)
59	MXM 310 N	O5021346	# 209, North Block, (DIR - M) J&K Affairs
60	MXM 310 N	O5021426	# 116, North Block, (DIR. - Services)
61	MXM 310 N	O5021296	# 1 st Floor, N. Stdm. (PAK Cell)
62	MXM 453 N	0501773X	# 204, North Block,
63	MXM 453 N	0500731Y	# 210-B, North Block,
64	MXM 453 N	0500729Y	# 95-A, North Block
65	MXM 453 N	0500725Y	# 22, North Block, Library
66	MXM 453 N	0500730Y	# 220, North Block
67	MXM 453 N	0500737Y	# 13, North Block
68	MXM 453 N	0500727Y	# 2, North Block
69	MXM 550 U	0500515Y	# 94, North Block
70	MXM 310 N	15025392	# B-54, North Block
71	MXM 453 N	15001195	# 8, North Block, (ADG Media & Comm.)

Place

Seal of the firm

Signature
(Authorised Signatory)

ANNEXURE - III

F. No. 17016-18-2017-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.

Copy To:- SO (IT) Cell, for Publishing on MHA
website (mha.nic.in) —

Annexure-IV to Tender Notice issued vide F. No.17016-18-2017-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 two 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 failing which quotation will be rejected forthwith.

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)