



No. 9/3/2011-Adm.III

भारत सरकार

Government of India

विद्युत मंत्रालय

Ministry of Power

Shram Shakti Bhawan, Rafi Marg, New Delhi – 110001

February 04,2011

To

Subject: Full Service Maintenance Agreement (FSMA) for Photostat Machine in the Ministry of Power.

Sir,

.....

I am directed to say that this Ministry invites quotations for award of FSMA of Photostat Machines of this Ministry (list at Annexure-I). The interested firms may send their quotation enclosed in single cover and super scribed as "QUOTATION FOR FSMA OF PHOTOSTAT MACHINES". Quotation should be accompanied with bank draft of Rs. 10,000/- (Rs. Ten thousand only) drawn in favor of Pay & Accounts Officer, Ministry of Power, New Delhi.

2. Last date of receipt of quotation is 21<sup>st</sup> February, 2011 (3.00 PM sharp). The quotation will be opened on the same day at 4.30 PM in the presence of tenderers, if any. The Ministry reserves the right to reject any or all the tenders received without assigning any reason.

3. The terms and conditions of FSMA are as follows:-

- A. The firm should be in existence for over 3 years in the trade with the maintenance business (service business turn over) of more than Rs.25/-lakhs per annum during the last 2-year.
- B. The firm must have product support capability of Canon & Sharp and shall act as a single point of support contact for all the products. Preference will be given to the authorized firm.
- C. The firm must have previous experience in maintaining minimum 60 nos. of Photostat Machine (of Canon and Sharp photocopiers taken together) in Govt. organizations/ PSUs/other offices.

Performance Certificates from the existing clients (Organizations) must be attached otherwise the quotation is liable to be dismissed for non- fulfillment of the terms and conditions.

- D. The firm must have expertise in the requisite preventive measures, on site maintenance and repair of machine parts and accessories.
- E. The AMC shall be on Full Service Maintenance Agreement (FSMA) basis i.e. no. extra charges for any spare parts, toner cartridges etc. will be paid.
- F. In case of repetitive problems/failure due to improper diagnosis or repair, the system will be treated as continuously down from day one & penalty of Rs. 200/- per day or part thereon will be charged from the date of non-functioning of the machine.
- G. The firm must be registered with the Registrar of Companies and with the Delhi Sales Tax Department Service Tax (VAT/TIN/PAN No.). Attested copies of the documents in support of their registration with above Authorities should invariably be enclosed with the technical Bid. Otherwise, the quotation is liable to be rejected outrightly.
- H. The scope of service and maintenance converge:
- (i) Scheduled preventive maintenance at least once in a month.
  - (ii) Unscheduled, or on call corrective and remedial services to set right the malfunctioning of the machine which includes replacement of unserviceable parts. The parts replaced will either be new or equivalent/higher in performance/capability.
- I. The rate may be quoted on FSMA basis for the Photostat Machines in the Performa at Annexure-I.
4. **The other terms and conditions for awarding the FSMA shall be as below:**
- i The vendor should provide services of a qualified engineer within 8 hours. The engineer of the firm should be equipped with Mobile phones to ensure their availability.
  - ii The contract will be valid for a period of one year and the period of FSMA will be informed after finalization of the contract. 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 contact period. It will be open to the Ministry of Power to extend/curtail the term of agreement for a further period, if necessary.



- iii. The successful vendor has to provide services in Shram Shakti Bhawan, Nirman Bhawan, at the residence office of Minister of Power & at the residence office of Minister of State for Power.
- iv. The firm will prepare separate logbook for each of the machines to be taken under the FSMA and Preventive maintenance with special cleaning of the Machines from outside and inside with liquid cleaner will be carried out on, quarterly basis. A preventive Maintenance Report from the user would be submitted to Administration III Section failing which an appropriate penalty would be imposed. The quarterly payment will be strictly be made on the basis of satisfactory report from the user at the end of each quarter.
- v. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a standby machine in good working condition beside providing maintenance and repair services on holidays in case of emergency.
- vi. If the firm fails to repair or provide a stand-by Photostat Machine within 2 days, then a penalty of Rs.200/- (Rupees two hundred only) per day or part thereon will be charged from the date of non-functioning of the machine till such time the same is repaired completely.
- vii. It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Department, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Department on maintenance of machines for the balance period of contract through alternative means.
- viii. The above act of backing out would automatically debar the firm from any further dealing with this Department and the EMD amount/security deposit would also be forfeited.
- ix. No advance payment in any case would be made. However, quarterly payment after completion of each quarter would be made on production of satisfactory reports from the concerned users.
- x. The contract can, however, be terminated by the Department any time without assigning any reason. If the work of the contractor is found to be unsatisfactory and the contract is entrusted to any other party at the risk and expenses on the defaulting contractor, the contract is liable to be cancelled.

5. The firm whose quotations is finally accepted shall have to deposit a sum of Rs. 25,000/- (Rs. Twenty five thousand only) in the form of Bank Guarantee or fixed deposit pledged in

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favour of Pay and Accounts Officer, Ministry of Power, New Delhi, as security. The security deposit will be released after satisfactory completion of the contract.

6. The earnest money of Rs. 10,000/- (Rs. Ten thousand only) through a demand draft on any scheduled bank in Delhi/New Delhi, drawn in favor of Pay & Accounts Officer, Ministry of Power, New Delhi, must accompany along with Quotation letter. **Quotation received without earnest money will not be considered.** Earnest money received from the tenderers will be returned without interest immediately after the process of finalizing the contract is over. The other requisite documents mentioned should be accompanied with quotation letter.
7. Quotations received after due date and with rates not quoted in specified performa will not be accepted. The Ministry reserves the right to reduce or increase the number of photocopiers offered for maintenance during the contract period of FSMA. The Ministry also reserves the right to reject any or all quotations without assigning any reason.
8. The rates quoted should be for per copy, including all taxes and Govt. levies including service tax/VAT prevailing at the time of quoting rates.
9. Quotation of the firms not fulfilling any of the above conditions will be rejected summarily.
10. List of Documents to be attached:-
  - (i) Documents in proof of firm being in existence for minimum 3 years on the date of submitting quotation.
  - (ii) Proof of firm having turn over of minimum Rs. 25 lakh per annum for the 2 years on the date of submitting quotation.
  - (iii) Proof of previous experience of maintaining minimum 60 machines as per 3(c) above.
11. The quotations received without any of the documents mentioned in this letter including those mentioned at para 10 above will be summarily rejected for being non-responsive quotation.

Yours faithfully,

  
(P.K. Singh)

Section Officer

Tel.No. 23358367

S.No.	Model	Quantity	Rate Per copy (Including all Taxes)
.1	Sharp AR- 163	07 Nos.	
.2	Canon IR -2022 N	01 Nos.	
.3	Sharp AR- 5320	01 Nos.	
.4	Sharp AR- 5127	01 Nos.	
.5	Sharp AR- 205	03 Nos.	
.6	Canon IR -2016	03 Nos.	
.7	Canon IR- 3530	02 Nos.	
.8	Canon IR- 2545	01 Nos.	
.9	Canon IR- 3225	01 Nos.	
.10	Canon IR- 2320	03 Nos.	