



No. D-19015/2014/MFCGA/Admn./526

Government of India
Department of Expenditure
Office of Controller General of Accounts
Mahalekha Niyantak Bhawan,
E-Block, GPO Complex, INA
New Delhi. 110023

Dated: 01.09.2017

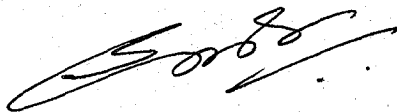
TENDER NOTICE

**Subject: Full Service Maintenance Agreement (FSMA) of Photocopier in O/o CGA,
Ministry of Finance.**

Sealed Tenders/quotation are invited for the award of Full Service Maintenance Agreement (FSMA) of Photocopier Machines working in O/o CGA, Ministry of Finance initially for a period of one year on the terms and condition enumerated in the following paragraphs.

1. Information in Annexure 'A' and rates should be quoted in typed form on company's letter-head duly signed and having company's stamps/seal on each and every page in prescribed Performa (copy enclosed) including details of taxes, if any, in a sealed envelope clearly super scribing "Quotation for FSMA of Photocopiers" and should be addressed to "Accounts Officer (Admn.) Ministry of Finance". The sealed covers mentioned as above should be given Admn Section, R.No.203, 2nd Floor, Mahalekha Niyantak Bhawan, E-Block, GPO Complex, INA, New Delhi. The bids must be submitted on or before by 03.30 p.m. 21.09.17. The quotations received after due date and time will not be entertained in any case. In case no tax details are indicated it will be presumed that the amount quoted includes all taxes.
2. The bids will be opened on the same day at 3.30 p.m. in room No. 203, 2nd Floor , Mahalekha Niyantak Bhawan, E-Block, GPO Complex, INA, New Delhi.. The bidders may be present at that time, if they desire or may depute one of their representatives
3. A " Bank Draft amounting to Rs 25000/- (Rupees Twenty Five Thousand only)" payable to "Pay & Accounts Officer,(CGA), Ministry of Finance", towards Earnest Money Deposit (EMD) should also be enclosed with the quotation which will be returned after finalization of the process, EMD in any other form i.e. cash etc. shall not be accepted. Any quotation received without earnest money as stated above, will be summarily rejected and not entertained.

4. Only authorized contractors having adequate experience of at least 2 years, in the relevant field i.e. having FSMA contract in the Government Ministries/Departments/Government or Semi-Government Organizations, including Public Sector Undertakings/ Corporate Sector and having the requisite Competence/ capability to provide excellent services are eligible to participate in this tender process. The contractors desirous of taking part should be registered and have a good experience in similar fields. While submitting the tenders, the intending/tendering contractors shall have to furnish the proof of the pre-qualification, experience, antecedents, financial standing valid ITCC, STCC, etc. Tenders having no authorization will not be considered. Tenderer should be authorized service provider and should have authorization from Original Equipment Manufacturer (OEM) of photocopier machines of Sharp/Ricoh/Canon/Toshiba make.
5. The following may be noted before submitting the tenders:
 - (a) The EMD shall stand forfeited if a bidder withdraws or amends the bid/tender or in case successful bidder fails to sign or accept the contract within the stipulated period. No interest will be payable on the EMD amount. The EMD shall also stand forfeited in the event of premature withdrawal of the tender by any of the tenderers.
 - (b) The O/o CGA reserves the right to accept or reject any tender, in whole or in part thereof, without specifying any reason therefor.
6. A list containing models of photocopier machines installed in O/o CGA, Ministry of Finance is enclosed. The tenderers may note that these machines are located in Mahalekha Niyantarak Bhawan, New Delhi.
7. The FSMA shall essentially consist of the following Terms and Conditions:-
 - (i) The FSMA will remain valid for a period of one year from the date of award of contract and the right to any extension beyond the contract period will solely vest with the O/o the CGA including terms and conditions.
 - (ii) The FSMA will include all spares and consumables (except operator, power and photocopy paper). The rates should be submitted on per copy basis which includes the cost of all the repairs, servicing, maintenance, preventive check-ups, all spare parts and all the consumable items including toner/drum. The detail of taxes, if any, is also required to be indicated separately and in case no tax detail is submitted, it will be presumed that the quoted rates include all the taxes.



(iii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use only original consumables & spare parts for replacement. If O/o CGA, Ministry of Finance finds consumables and spare parts used by the firm are not genuine, then O/o CGA reserves the right to terminate the contract immediately and all damage recovery due to non genuine consumables, will be borne by the firm. The firm will maintain the original configuration/specification/characteristics/features intact which shall not be changed until and unless under the approval/order of the authorized official/officer in O/o CGA.

(iv) Immediately on award to the contract, the contractor would give a report taking over all equipment in working condition. It shall be the responsibility of the contractor to keep all the photocopiers satisfactorily working throughout the contract period and also to hand over the machines to O/o CGA in working condition on the expiry of the contract. In case any damage in the machines of this office is found, compensation which would be determined by this office will have to be paid by the firm. The starting meter readings of all the machines are required to be submitted along with the above report. The firm will prepare separate logbooks for each of the machines to be taken under the AMC.

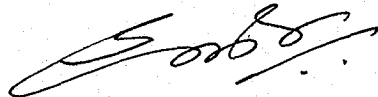
(v) Payment will be made on monthly basis for which the contractor will be required to submit typed bills/invoice supported with meter reading duly certified/verified by the office of the concerned users. The firm will also submit reports of the services/items provided every month, supported by the office of concerned users along with monthly bill.

(vi) The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.

(vii) The contractor should not have been blacklisted by any Government Ministry/Department or Semi-Government Department in the past.

(viii) The Ministry reserves the right to cancel the contract at anytime during the currency of contract, if the services of the firm are not found satisfactory or in case of violation of terms and conditions of the FSMA.

(ix) The quoted rates will remain in force for the entire period of the contract. No demand for upward revision of rates on any account shall be entertained during the contract period.




(x) The contractor will be required to allocate at least one (01) whole time service engineer with mobile phones on duty exclusively for this office on all working days, if required on holidays also, to attend the photocopier machines and whenever, defect arises therein or any complaint to this effect is made. In case the complaints of maintenance/repair of the items are not attended to within two hours, penalty of Rs. 100/- will be levied per day upto two days. If any photocopier is not repaired within twenty-four hours, the contractor will provide a stand-by photocopier. If, however, the contractor fails to carry out repairs/provide a stand-by copier within 02 days, to the satisfaction of the user, a penalty of Rs. 500/- (Rupees Five Hundred Only) per day or part thereof will be charged for delay beyond two days till such time the copier gets repaired. No payment for FSMA for a particular photocopier machine will be made if the same is out of order for two consecutive days.

(xi) The firm should provide the Mobile numbers of service engineers and service centers. All the faults should be taken up immediately upon reporting by the users over telephone etc. The repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by machine for the same and ensure that the work of the office does not suffer on this account. No transportation charges etc. would be paid for this purpose. The services should be provided during office hours on all working days and in case of urgency and whenever felt necessary by the office, the service should be provided beyond office hours and on holidays too. It will be the overall responsibility of the firm for maintenance of all the equipment and ensure that these remain in perfect working conditions.

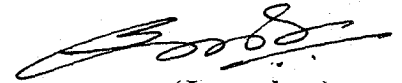
(xii) Registration Certificate of the firm (Public Limited or Private Ltd.), Registration of GST, copy of PAN and GST number and list of minimum 10 technician/mechanic on the pay roll of the firm alongwith experience should be given.

(xiii) The contractors intending to participate in the tender process with their offer of tenders are expected and also advised to read and fully understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before submitting their tender, as no change or violation of the aforesaid terms and conditions shall be permissible once the tender is accepted by O/o CGA. The unsuccessful tenderers shall send, if necessary, letter of authorization etc. to facilitate refund of the Earnest Money Deposit.



(xiv) A specific mention must also be made in the tender to the effect that the terms and conditions mentioned above are acceptable to the contractor in full.

8. It may again be noted that the decision of this office would be final and binding in all respect and this office reserves the right to accept or reject any or all quotations in full or in part without assigning any reason whatsoever.
9. Earnest Money Deposit of the successful bidder will be returned after submission of the Performance Security. Successful bidder shall submit a Performance Security. The Performance Security of Rs.50,000/- (Rupees Fifty Thousand Only) shall be submitted by way of Account payee Demand Draft/ Fixed Deposit receipt from a Commercial bank/ Bank Guarantee from Commercial bank which will be refunded on satisfactory completion of the contract. No interest will be paid on performance security deposit.
10. Any information thereto, if required, may be collected from Accounts Officer (Admn.), Ministry of Finance, O/o Controller General of Accounts, Block-E, GPOA Complex, INA, New Delhi-110023 or on Telephone No. 24621268/24665339.



(Jagmohan)
Accounts Officer (Admn.)

Copy to:-

1. R.D. K. Automation Service, B-125(B), Suraj Mal Vihar, New Delhi-110092
2. Multi System Copier, 62, Noor Nagar, Okhla, New Delhi-110025
3. M&S Solution, 18, Amril Nagar, Kotla Mubarakpur, New Delhi.
4. Galaxy Telecommunication, 48, DSIDC Complex, Kotla Mubarakpur, New Delhi.
5. Frank Copier Pvt. Ltd. , 4402-03, Street No.5, Ansari Road, Darya Ganj, New Delhi-110002
6. Prompt Solve, 3/130, Lalita Park Laxmi Nagar, Delhi-110092
7. Quality Business System, B-17/9, Krishna Nagar, Delhi-110051
8. Sympoh Marketing Pvt. Ltd., 4658-A, Ansari Road, 21, Darya Ganj, New Delhi-110002.
9. Divas Technology, 3080, Charkhewalan, Chawri Bazar, Delhi-110006
10. Sh. K.V. Hamza, Sr. A.O., ITD, for uploading tender on cga.gov.in and www.eprocure.in,