

No. D-21014/01/2013-GA.  
Government of India  
Ministry of Science and Technology  
Department of Scientific and Industrial Research

Technology Bhavan,  
New Delhi - 110016  
Dated 24 September, 2013

**TENDER NOTICE**

**Subject:** Limited Tender / Quotation for **Full Service Maintenance Agreement (FSMA)** for photocopy machines.

Department of Scientific and Industrial Research [DSIR] invites Sealed Quotations from authorized service providers / dealers for award of *Full Service Maintenance Agreement (FSMA)* of different model/make photocopy machines installed in the Department. The details of machines are at Annex-I. The firms may submit their quotations/financial bids in the proforma given in Annex-II & Annex-III of the Tender Document.

2. Interested firms may send their quotations in a sealed cover superscribed "**Quotations for Full Service Maintenance Agreement for photocopy machines**", addressed to Under Secretary (Admin.), Department of Scientific and Industrial Research, Room No. T-38, TIFAC Hutments, Technology Bhavan, New Mehrauli Road, New Delhi - 110016, which should reach on or before **3.00 PM on 7.10.2013** along with an E.M.D. of Rs.5000/- (refundable) in the form of Account Payee Demand Draft from any commercial bank drawn in favour of the D.D.O., DSIR, New Delhi. The quotations will be opened on the same day at 4.30 PM. Interested parties or their authorized representatives who wish to be present at the time of opening of quotations may remain present.

3. The Tender Document can be downloaded from the Department's website, [www.dsir.gov.in](http://www.dsir.gov.in) or can be collected in person free of cost from the Section Officer[GA], Room No. T-37, TIFAC Hutments, Technology Bhavan, New Mehrauli Road, New Delhi-110016, on any working day till 12 noon, 7.10.2013.

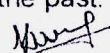
4. Sealed quotations may be dropped in the Tender Box of DSIR kept near the Reception of Technology Bhawan, New Delhi, or sent by Post / courier so as to reach the undersigned latest by 3.00 PM on 7.10.2013. Tenders sent by fax will not be considered.

**5. TERMS & CONDITIONS:...**

- i. At present, the total number of machines for servicing in the Department is 15 { 10 *Sharp* make and 5 *HCL* [ *Toshiba e studio*] make}. The Department reserves the right to reduce or increase the number of photocopy machines offered for comprehensive Maintenance during the period of FSMA.



- ii. The FSMA will include all spare parts and consumables including toner and repairing. The rates may be quoted on the basis of meter reading (per page) basis for Full Comprehensive Maintenance Agreement. The per page rate covers providing Toner, Spare parts, service maintenance etc. and all other paraphernalia to keep the machine in excellent working condition.
- iii. The quotations should contain two parts: Technical Bid and Financial Bid. Technical Bid and Financial Bid may be placed in separate sealed covers superscribed as "TECHNICAL BID" and "FINANCIAL BID" respectively and thereafter both the covers should be placed in a bigger third sealed cover superscribed as "**Quotations for Full Service Maintenance Agreement for photocopy machines**" and addressed to the Under Secretary (Admn.), Department of Scientific and Industrial Research, Room No.T-38, TIFAC Hutments, Technology Bhawan, New Mehrauli Road, New Delhi-110016.
- iv. The EMD of Rs.5,000/- will not bear any interest and will be refundable only after the successful completion of the contract subject to the adjustment of dues against the contractor, if any. The earnest money of unsuccessful bidder would be returned without any interest after finalization.
- v. The firm must be registered with the Registrar of Companies (ROC) and with the Delhi Sales Tax Department/Service Tax Deptt.. Service Tax No./PAN No./ VAT No. must be provided.
- vi. Quotations from only authorized service providers of photocopiers or suppliers of the same will be considered. The bidders have to submit letters of authorization [ current dated ] in this regard along with their bids confirming that they are authorized /capable of undertaking such FSMA work in respect of Sharp and HCL [Toshiba e studio photocopy machines]. Tenders of non-authorized firms shall be summarily rejected.
- vii. The firm should be in existence for over 3 years in the photocopy machine maintenance business, with a minimum turnover of Rs. 50 lakhs per annum during the last 3 years (Documentary evidence should be enclosed).
- viii. The firm should have minimum 3 years experience of work with the Government/Public Sector Undertakings. Documentary proof in this regard must be submitted along with quotations.
- ix. Bidders should produce certificates from the concerned authorities relating to payment of Service Tax, income tax, work contract tax and any other tax applicable for the previous financial year.
- x. Bidders should give the following declarations in their official letter head together with the bid document:
  - (a) they are not involved in any major litigation that may affect or compromise the delivery of services, as required under the tender; and
  - (b) they are not blacklisted by any Central Government Department / attached or subordinate office/ State Government / PSUs etc. in the past.



- xi. The firms are required to furnish documents in support of their financial/technical standing viz. Registration/Dealership, Authorized service center certificate awarded by manufacturers, Sales Tax No./VAT No./PAN No. etc.
- xii. It would be open for bidders to question the bidding conditions and bidding process. Communications in this regard may be sent to Under Secretary (Admn.), Department of Scientific & Industrial Research, and the Department will respond to such references as are received till 30.9.2013, *i.e.*, earlier than 7 days prior to the deadline for submission of bids. The responses thereto would be sent to the bidder(s) who sought the clarifications and it also would be uploaded in the Department's website simultaneously without revealing their identity(identities).
- xiii. Tenders not conforming to any of the terms and conditions will be summarily rejected.
- xiv. Incomplete quotations and or without EMD will be summarily rejected.
- xv. The reasons for rejecting a tender or non-issuing a tender document to a prospective bidder would be disclosed where enquiries are made.
- xvi. The L1 firm will be determined on rate per copy quoted by them.
- xvii. The successful bidder has to submit Performance Guarantee of Rs.50,000/- in the form of DD/FDR in favour of DDO, Department of Scientific and Industrial Research, which would be retained by the Department during the period of the contract. The Performance Guarantee shall remain in force for a period of 60 days beyond the date of expiry of the contract.
- xviii. The act of backing out would automatically debar the firm from any future dealings with this Department. Other Government Departments will also be informed accordingly.
- xix. The contract will be comprehensive, which consists of corrective maintenance, preventive maintenance on regular basis and all spare parts required, including consumables.
- xx. The contract will be initially for one year; if the services of the firm are found satisfactory, the FSMA can further be extended upto three years, at the same rate, subject to mutual agreement.
- xxi. The firm will have to depute a qualified Engineer who should have knowledge of the repair work of different makes of photocopier machines on all working days from 9.00 A.M. to 5.30 P.M. and in case of emergency, beyond office hours and on holidays.
- xxii. All the complaints/repairs would be attended at site in the Department within one hour from the time the complaint is lodged. In case the machine is required to be taken to the workshop for any major repair, it would be done with written permission of US(Admin.), DSIR, and duly repaired and returned within 24 hrs., no extra payment / transportation charge would be made in this regard.
- xxiii. A penalty of Rs.500/- would be imposed for each day of delay in attending each machine for which complaint has been lodged to the vendor/firm and this amount would be deducted from their monthly bill.



- xxiv. The firm will prepare separate logbooks for each of the machines to be taken under the FSMA.
- xxv. FSMA billing shall be done on monthly basis after completion of the first month of Contract, subject to satisfactory performance report from users of the machines. No advance payment will be made in any case.
- xxvi. Service Tax will be paid as per rules and as amended from time to time.
- xxvii. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Until and unless written order of Under Secretary(Admin.), DSIR are conveyed, the original specification/characteristics/features shall not be changed.
- xxviii. Immediately on award of the FSMA, the firm should give a report taking over all equipments in working condition, mentioning their configurations. It shall be the responsibility of the firm to keep all copiers in satisfactory working condition throughout the contract period and to hand over the systems to the Department in working condition on the expiry of the contract, along with accessories. In case any damage to the machines is noticed by the Department at any time during the contract period or immediately after the expiry of the contract, quantum of compensation will be determined by the Department and the firm would be liable to pay the same, failing which it will be deducted from the Security Deposit of the firm.
- xxix. The stock of spares of the machines should be indicated before the machines are taken into FSMA. After taking into FSMA, the vendor should not give any excuse that spares are not available.
- xxx. 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 validity period of the FSMA.
- xxxi. The contract will be reviewed after 3 months of signing of contract. If the services are not found satisfactory or the firm backs out mid-term without explicit consent of the Department, the security deposit of the firm will be forfeited.
- xxxii. The firm will 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 organization.



(Kuldip Kumar)  
Under Secretary (Admin)  
Tel. No. 26590682

Copy to :- Shri Vimal Kumar Varun, Scientist 'F', DSIR, for posting the Tender Document on website of DSIR.

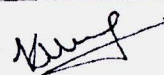
Copy also to :- All Ministries/Departments with the request to give due publicity for the above tender among the contractors working with them.

ANNEXURE - I**List of Sharp Photocopy Machines**

Sl. No.	Model No.	Sr. No. of the machine	Installed at	Date of purchase
1.	55058884	AR-5127	Room No. T-5	26.05.2006
2.	55058824	AR-5127	Hall - B	26.05.2006
3.	55058864	AR-5127	Room No. T-31	29.04.2006
4.	65023582	AR-M 351U	Room No. 2/A. Admin. Block	29.04.2006
5.	65022131	AR-M 351U	Room No T-40	29.04.2006
6.	75041241	AR-M 420U	Room No. 2/A. Admin. Block	26.03.2007
7.	6501580Y	AR-M 420U	Hall -- B'	26.03.2007
8.	6501592Y	AR-M 420U	Hall - B (Sh. Ram Khilari, Sc. 'F')	26.03.2007
9.	75041301	AR-M 420U	Room No. T-6	26.03.2007
10.	75041451	AR-M 420U	Room No. T-42	26.03.2007

**List of HCL (Toshiba e-studio) Photocopy Machines**

Sl. No.	Model No.	Sr. No. of the machine	Installed at	Date of purchase
1.	e-Studio455	CQK032837	Room No. T-36	23.02.2011
2.	e-Studio455	CQK032880	Hall - B	23.02.2011
3.	e-Studio555	CBF121368	Room No. T-34	16.12.2011
4.	e-Studio555	CBF121369	Hall - B	16.12.2011
5.	e-Studio455	CQA248518	Room No. T-37	23.03.2012



DSIR Tender Enquiry No. No. D-21014/01/2013-GA. Dated 12 /09/2013

TECHNICAL BID

S.No.	Particulars	
1.	Name of the Firm/Company/Agency	
2.	Address of Firm/Company/Agency	
3.	Telephone No.	
4.	Year of Registration/Incorporation Certificate to be enclosed	
5.	Number of Employees as on 1.4. 2013	
6.	Annual Turnover as on 1.4. 2013, 1.4.2012 and 1.4.2011 (along with proof)	
7.	15 Digits Service Tax Code No. and PAN No. (Proof to be attached)	
8.	Whether EMD of Rs. 5,000/- enclosed in the form of Bank Draft/Pay Order (No. and Date)	
9.	Name and Address of the Departments/Ministries and other organizations where, at present, implementing FSMA for photocopy machines (self certified and duly stamped copies of contract letter be attached)	
10.	Satisfactory Service Certificates from at least three Government Ministries / Departments/PSU/	
11.	Name, Designation and Address of the person to whom all references shall be made regarding this tender	
12.	Telephone No.	Office: Residence:
13.	Mobile No.	
14.	Name, Address and Telephone Number of the proprietor	

It is hereby certified that I/we, before signing this tender, have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Date:

Place :

(Signature of the Authorized person)

Name

Designation

Business Address

Seal

DSIR Tender Enquiry No. No. D-21014/01/2013-GA. Dated 12/09/2013

**Financial Bid  
Regarding Full Service Maintenance Agreement**

**1. Sharp Photocopy Machines**

Sl. No.	Model No.	Sr. No. of the machine	FSMA rate per copy	Initials
1.	55058884	AR-5127		
2.	55058824	AR-5127		
3.	55058864	AR-5127		
4.	65023582	AR-M 351U		
5.	65022131	AR-M 351U		
6.	75041241	AR-M 420U		
7.	6501580Y	AR-M 420U		
8.	6501592Y	AR-M 420U		
9.	75041301	AR-M 420U		
10.	75041451	AR-M 420U		

**2. HCL (Toshiba e-studio) Photocopy Machines**

Sl. No.	Model No.	Sr. No. of the machine	FSMA rate per copy	Initials
1.	e-Studio455	CQK032837		
2.	e-Studio455	CQK032880		
3.	e-Studio555	CBF121368		
4.	e-Studio555	CBF121369		
5.	e-Studio455	CQA248518		

I/We accept the terms and conditions stipulated in your above quoted tender enquiry and agree to abide by the same.

Dated

(Signature of the Authorized Person)

Place

Name of the Company/Bidder

Address with Stamp and seal Tel. No.