TENDER NOTICE

Subject:- Annual Maintenance Contract (AMC) of two Risograph and one Duplo machines in the Ministry of Labour & Employment for the year 2016-17 - regarding.

Sealed Tenders (make wise) are invited for Annual Maintenance Contract in respect of two Risograph machine and one Duplo machine of this Ministry for a period of one year w.e.f. 01.08.2016 or from the date of award of contract whichever is later. The details of Risograph/Duplo machines are as under:-

1. Risograph RN-2030
2. Risograph RZ-3700
3. Duplicating Machine DP-U850

The sealed cover containing the tenders super-subscribed as "Tenders for Maintenance of Risograph/Duplicating Machines of the Ministry of Labour & Employment" and complete in all respects should be dropped in the tender box placed at reception area near Gate No.1 of Shram Shakti Bhawan, Rafi Marg, New Delhi-110001 at 3.00 P.M. on 27th July, 2016. The Quotations will be opened on the same day at 4.00 PM in room No. 518, Shram Shakti Bhawan, Rafi Marg, New Delhi.

2. Earnest money by means of a Bank Guarantee/Demand Draft/Pay Order of Rs. 5000/- (Rupees Five Thousand only) may be enclosed with the quotation. It is also clarified that the quotations received without Earnest Money will be summarily rejected. The Pay Order/DD/ Bank Guarantee may be prepared in the name of Pay & Account Officer (Main Sectt.) Ministry of Labour & Employment, New Delhi and payable at New Delhi.

3. The successful tenderer shall be required to deposit Rs.10,000/- (Rs. Ten Thousand only) as Security Deposit in the form of Bank Guarantee in the name of Pay & Account Officer (Main Sectt.) Ministry of Labour & Employment, New Delhi. Security Deposit shall be returnable after 03(Three) months after successful completion of the contract.

Continued......2/-
4. The contract shall be on a comprehensive service basis and no extra charges for any general wear & tear /spare parts etc. shall be made by the Ministry. During the contract period, it will be the responsibility of the company to keep the Risograph/Duplicating machines in perfect working order.

5. The repair/service works will have to be carried out at the location of the Risograph/Duplicating machines except in the exceptional circumstances where the machine or any component may be required to be taken out for repair/service in workshop.

6. The payment towards comprehensive Annual Service Maintenance Contract shall be made in four installments each at the end of each quarter on production of satisfactory reports from concerned users.

7. The firms are required to furnish following documents along with 'Tender', failing which their bids will not be considered:
   i. Complete address and telephone number of the firm/company;
   ii. PAN Number;
   iii. TIN Number / VAT Number;
   iv. Central Service Tax Number;
   v. Copy of previous three years of Income Tax Statement;
   vi. List of present contracts at least three Government Ministry/Departments;
   vii. The firm should be in existence for over 05 (Five) years in the trade with the maintenance business (service business turn over) of not less than Rs. 10 Lacs per Annum during the last three years;
   viii. The firm must quote for all the three mentioned models(machines) and under no circumstances should be outsourced to maintain.
   ix. The firm should not have been blacklisted by any Government Department and no criminal case should be registered against the agency /firm or its owner/proprietor/partner anywhere in India. An UNDERTAKING to this effect on Rs.100/- Stamp Paper, duly nororized (name of Notary must be clearly visible), must be submitted along with Tender (Format at Annexure-II).

8. Unrealistic prices/rates quoted by the bidders shall not be entertained.

9. The firms should have a work permit or registered with local authority including Sales Tax/Tin with 03(Three) years experience in the operational area.

10. The Ministry reserves the right to select or reject any or all quotations without assigning any reasons thereof.

11. The terms and conditions for comprehensive AMC are on Annexure-I.

Continued...... 3/-
12. The Contract will be valid initially for a period of one year with effect from the date of award of the Contract. However, the contract may be extended up to further for a period of one year with mutual consent on satisfactory performance during tender period on the same rates and terms & conditions as in the present contract on the basis of satisfactory services. The grant of extension of contract will be sole discretion of the Ministry depending upon the satisfactory services of the firm.

(Atul Kumar Singh)
Under Secretary to the Government of India
Tele.No. 2376 6320

Copy to:

1. All Ministries/Departments of the Govt. of India. It is requested that wide publicity of this ‘Tender Notice’ may please be given and contractors engaged by them for this job, may be informed to submit their quotations, if they are willing and fulfill the conditions.

2. NIC, S.S. Bhawan, with the request to float the ‘Tender Notice’ on the website of the Ministry for wide publicity.

3. Hindi Section for Hindi version.

4. Notice Board.
TERMS & CONDITIONS OF CONTRACT FOR COMPREHENSIVE SERVICING
MAINTENANCE OF 2 RISO MACHINE AND ONE Duplicating MACHINE OF
MINISTRY OF LABOUR & EMPLOYMENT (MS)

PART-I: GENERAL

1. The number of machines to be placed under AMC is 03 (Three). The number of
   machine may increase or decrease during the period of contract and the
   payment will be made on pro-rata basis.
2. The Company will be required to depute Technician/Engineer in this Ministry,
   on call immediately.
3. The company/firm will be required to intimate to users the telephone/mobile
   numbers where complaints can be lodged. Complaints should be attended within
   03 (Three) hours. In case, any complaint is lodged after 3.00 PM, it should be
   attended by 11.00 AM next day positively.
4. The company/firm will be required to maintain a record of complaints,
   consumables used, parts replaced on every machine under contract indicating
   date, meter reading etc. It should be signed by technician and user on every
   visit.
5. The machines should be serviced every month or earlier and cleaned (outer &
   inner ) every fortnight or earlier, as required, even if there is no complaint
   from users. A report, in this regard dually signed by users, will have to be
   submitted by the company/firm at the end of every month.
6. During the period of contract, the Company/firm will be responsible for proper
   and consistent functioning of all machines under contract. In case any machine
   goes out of order, the repair should be carried out by the Company/ firm in the
   premises of this Ministry. Only such work, which cannot be executed in the
   premises of this Ministry, will be allowed to be done in the workshop of
   Company with prior permission of this Ministry for which no extra charges like
   cartage etc. will be payable.
7. In case any repair cannot be carried out immediately or within that day due to
   unforeseen circumstances, the Technician should report it to the user and
   concerned official in Adm.II Section of this Ministry.
8. If this Ministry feels that any of the machines, under the contract, was not
   properly maintained/ serviced by the Company or does not function for
   reasonable period after, a penal deduction from the bills will be made as
   decided by competent authority in the Ministry.

Continued.. 2/-
PART-2: EARNEST MONEY, SECURITY DEPOSIT AND PAYMENTS

1. This PERFORMANCE SECURITY is liable to be forfeited, if the services of the company are found to be unsatisfactory in any respect and/or if any of the conditions of the contract is contravened/breached and/or towards any damage is caused to Govt. Property due to the negligence or otherwise of the firm or its employees. This Ministry will be at liberty to entrust the same to any other firm/Company at the risk and expense of the defaulting company. The decision of this Ministry, in this regard shall be final.

2. This PERFORMANCE SECURITY is also liable to be forfeited, if the company backs out of the contract midterm without any express consent to this Ministry. This Ministry will be at liberty to entrust the same to any other firm/Company at the risk and expense of the defaulting company. The decision of this Ministry, in this regard, shall be final.

3. The payment will be made to the AMC holder on quarterly basis on presentation of bill, in triplicate, on the rates approved by this Ministry.

PART-3: OTHER CONDITIONS

1. In all matters of any dispute relating to this contract, the decision of this Ministry will be final and binding upon the Company.

2. The contract will be awarded on "as is where is basis"

3. The firm may be required to prepare & submit report etc. In respect of machines as may be directed by the Company Authority.

4. While submitting the quotation, the bidder will be deemed to have read, understood and accepted all the terms and conditions stated in this document and no change, whatsoever desired, will be entertained by this Ministry.

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Format for Undertaking on Rs. 100/- Stamp Paper duly attested by Notary Public

I, (Name of Owner/Proprietor etc. of the firm) S/W/D/O ______________________ and r/o ______________________ do hereby solemnly affirm and declare as under:

1. That I am owner/proprietor etc. of (Name of firm/agency with complete address).
2. That I am citizen of India.
3. That I have never been in custody or jail and no criminal or judicial case is pending against me or my firm/agency in any court of law in any part of India and abroad and that I have never been convicted for any offence under the law.
4. That my firm/agency has never been blacklisted by any Govt. office or agency.
5. That contract of my firm/agency has never been cancelled or terminated prematurely by any Govt. office/agency due to non-satisfactory service.
6. That the above statement is true.

DEPONENT

VERIFICATION

Verified at Delhi on (date) that the contents of this affidavit are true and correct to the best of my knowledge and belief.

DEPONENT