

D-25011/2/04-Protocol
Government of India
Planning Commission
(Protocol Section)

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Yojana Bhavan,  
Sansad Marg,  
New Delhi-110 001,  
Date: March 14, 2007.

Sub: Quotation for comprehensive annual maintenance contract for Fax machines.

Sir,

I am directed to request you to submit sealed quotations on company letter head, for comprehensive maintenance contract for fax machines installed in different office rooms and at the residential Office of VIPs / Sr. Officers of Planning Commission and Economic Advisory Council to the Prime Minister. Details regarding models / quantity of fax machines are given below:

| A       | B                  | C                                                          |
|---------|--------------------|------------------------------------------------------------|
| Sl. No. | Machine model name | No of machines proposed to be covered under AMC in 2006-07 |
| 1.      | Xerox F-2800       | 1                                                          |
| 2.      | Xerox F-2900       | 1                                                          |
| 3.      | Xerox F-4000       | 13                                                         |
| 4.      | Xerox F-4200       | 1                                                          |
| 5.      | Xerox L-711        | 1                                                          |
| 6.      | Sharp FO - 1660    | 6                                                          |
| 7.      | Sharp- FO-650      | 25                                                         |
| 8.      | Canon B-120        | 4                                                          |
| 9.      | Canon B-822        | 5                                                          |
| 10.     | Canon L-220        | 1                                                          |
| 11.     | Canon L-380        | 3                                                          |
| 12.     | Samsung-SCX-4216F  | 1                                                          |
| 13.     | Samsung-SFO-5100P  | 3                                                          |
|         | Total              | 65                                                         |

The terms and conditions will be as under:

1. The tenderer should be a regular service provider for fax machines. Copies of certificates proving company's registration, tax registration, previous experience certificates from Govt. Departments, etc. should be enclosed with the quotation.
2. The contract should be comprehensive in nature, and should clearly state such items that cannot be covered under the contract.

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3. The selected Firm will be required to depute a Service Engineer once in two weeks, for preventive maintenance and also as and when required to attend to complaints. If the Firm fails to attend to a complaint within stipulated time, a penalty on a daily basis for any delay, equivalent to pro-rata contract charges payable per day or charges that may be required to be paid to an outside agency, to have the complaint attended to, whichever is higher, will be deducted from the Firm's quarterly bill towards contract charges. In case of delay, the machine if got repaired from outside agency will be at the risk and responsibility of the Firm that has been awarded the contract.
4. Payments will be made on quarterly basis (at the end of every quarter) after satisfying that the services provided have been of the desired level and that the preventive maintenance checks were fully performed. Payment will be made on a pro-rata basis, for only those number of machines, which are functional but not covered under warranty, at the time of making payment.
5. Government Taxes as applicable from time to time on charges for maintenance, shall be payable by this Office. The bill raised by the Firm should have all tax registration numbers printed on the bill. Validity of the tax registration during the currency of contract shall be the sole responsibility of the Firm.
6. The selected Firm will have to deposit a maintenance contract surety of Rs.10,000/- in the form of F.D.R. hypothecated to Planning Commission. The FDR should be from a Commercial Bank and valid for a minimum period of 14 months from the date of award of contract.
7. The contract will initially be valid for a period of one year, w.e.f. the date of award of contract. The contract may be extended beyond one year on request of the awardee Firm, subject to satisfactory performance during the course of the previous years contract and the awardee Firm agrees for extension on the same rates and terms and conditions. The contract would, however, be extendable, for a maximum period of three years.
8. If Planning Commission purchases more fax machines, during the currency of the contract, which may not be necessarily of the same models listed in Para-1 above, whose warranty may expire during the period of extension of contract, if such extension is agreed to by the competent authority, the tenderer would be required to maintain such machines also at the rates quoted by the tenderer for models of compatible machines, listed in Para-1 above.
9. Tenders on company letter head alongwith a Pay Order / Banker's Cheque for Rs.5,000/-, from a Commercial Bank, drawn in favour of "Pay & Accounts Officer, Planning Commission, New Delhi", towards Earnest Money Deposit should be submitted. The EMD will be returned to unsuccessful tenderers after finalisation of the contract. Any tender that is received without the EMD money will outrightly be rejected.
10. The sealed envelope should be captioned with the words " Quotation for maintenance of fax machines".
11. Tenders can either be sent by post to the address mentioned below, or dropped in the tender box, captioned with the words "Tender for CAMC of Fax Machines", kept at the Reception Area of Planning Commission. The closing time and date for acceptance of tenders will be 1600 hours of Friday the 23<sup>rd</sup> March, 2007.

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12. If any tender is dropped in any box other than the tender box, captioned with the words "Tender for CAMC of Fax Machines", kept at the Reception Area of Planning Commission, the same would be deemed as not received. Representation in this regard would not be entertained.
13. The tenders will be opened on the same day in Com. Room No:344 at 1630 hrs. in the presence of such tenderers who may wish to be present at the time of tender opening.
14. Any enquiry after submission of the quotation will not be entertained.
15. The competent authority reserves the right to conduct performance review at any time during the contract period and deficiencies, if any, noticed will be required to be rectified by the awardee Firm and compliance reported. The competent authority further reserves the right to suo-moto terminate the contract without assigning any reason, by giving one month's notice at any point of time.

Yours faithfully,

(Ravjit Singh)  
Under Secretary to the Govt. of India