

New Delhi, 29th Nov, 2019

E-Tender notice

Subject: TENDER FOR FULL SERVICE MAINTENANCE AGREEMENT (FSMA) OF KYOCERA PHOTOCOPIERS- regarding.

Date of issue of Bid document: 02.12.2019
Due Date of Receipt: 23.12.2019, Time 2:00 PM
Date of opening of Technical Bid: 24.12.2019, Time 3:00 PM
Date of opening of Financial Bid: Decided after examination of technical bid

This Department invites online quotations for Full Service Maintenance of Kyocera Photocopiers as per two bid system (i) Technical Bid and (ii) Financial Bid.

2. The terms and conditions of the contract may be seen at **Annexure-I**. Quotations may be submitted online by **2:00 p.m. 23rd December, 2019**. **Technical bid shall contain all the documents in support of technical qualification of the bidder as per annexure IV and as per terms & conditions mentioned in Annexure-I**.
3. Earnest Money Deposit of Rs. 15,000/- (Rupees Thirty Thousand Only) in the form of Bank Demand Draft drawn in favor of **DDO (Cash), Ministry of Home Affairs, New Delhi** may be submitted in a separate envelope as per Annexure III at Hall No. 2, Jalebi Chowk, North Block, New Delhi before the last date of submission of bids.
4. The firms should submit their Technical and Financial bids online only on Central Public Procurement Portal website: <http://eprocure.gov.in/eprocure/app> in the format as given in respective annexure on or before **2:00 p.m. 23rd December, 2019**. The technical bids shall be opened on **3:00 p.m. on 24th December, 2019**. The technical bids of all the companies will be evaluated and technically qualified bidders will be declared accordingly. This Ministry reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reasons thereof.


(S. Samanta)

Under Secretary to the Govt. of India
Tele: 23094956

Copy to - IT Cell for uploading the tender on MHA's website
for wide publicity.


2/12/19

Done. 
2/12

Annexure-I

No. 17016-11-2019-Ad.III
GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS

TERMS AND CONDITIONS

1. The firm should be in existence for more than 3 years in the field of maintenance services of Kyocera Photocopiers in at least two Government departments and copies of award letters in this regard should be uploaded.
2. The firm must have an annual turnover of Rs.50 lakh or more every year during last 3 years. Copies of proof in this regard should be uploaded. The Firm must **have GSTIN No. and PAN No.**
3. The firm must be an authorized service provider of Kyocera Photocopier Machines. The original certificate (Ink signed) must be uploaded with e-tender and also to be shown in its original form at the time of opening of technical bid.
4. The scope of work covers comprehensive maintenance of Kyocera Photocopier Machines installed in **North Block, NDCC-II Building, Major Dhyan Chand National Stadium and Jaisalmer House.**
5. The number of machines may be increased or decreased during the period of contract. At present, the number of machines to be placed under FSMA (Full Service Maintenance Contract) is 43. The Kyocera photocopiers installed in this Ministry and which are under warranty at present, will be kept under FSMA whenever their warranty expires.
6. The 'Full Service Maintenance Agreement' shall be comprehensive in nature and include servicing and repairs/fixing replacement of all the electrical/electronic, and/or mechanical components and parts of the Kyocera Photocopiers (including toners/developer/drum, fusing unit/blade etc.) The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid photocopier machines. It will be the responsibility of the firm to provide and use genuine spare parts and consumable of machines of Manufacturer Company.
7. Along with this it may also be noted that this Department at times require condemning the old/obsolete articles therefore, the



company will be bound (when asked by the department) to inspect the photocopiers and submit a certificate stating the exact condition of photocopiers.

8. The work shall be carried out in the premises of this Ministry located in **North Block, NDCC-II, Major Dhyan Chand National Stadium and Jaisalmer House**. Only such works which is not possible to be executed in the premises of the Department shall be allowed to be executed at the workshop of the firm and for that period, the firm has to provide **a standby machine** so that the office work does not suffer. In any case no system or any other items/parts thereof shall be taken out of the premises without formal/written permission of this Department. No transportation/freight charges on this account shall be paid.
9. Interested firms/companies should quote for all the photocopier machines (as per list at Annexure-II) and partial quote will be rejected summarily. **The value of the FSMA should be written as per copy basis per machine.**
10. The maintenance contract would be initially for a period of one year w.e.f. date of award of contract. The ministry may extend the contract by another year/years on the existing rates and terms & conditions, if the services of the firms are found satisfactory. This Ministry, however, reserves the right to terminate the contract at any time without assigning any reason. The decision of the Ministry in this regard shall be final and binding on the successful Firm/Company. The firm entrusted with the work will have to do the work at the rates approved. **If for any reason, the firm is not able to rectify any machine and the same will be got done from some other firm/open market by the department, then the expenditure incurred on such repairs shall be recovered from the contractor.**
11. The photocopiers shall be inspected by the Firm/Company. **The firm will not be allowed to charge any extra amount for repair/replacement, if any, after entering into Full Service Maintenance Agreement (FSMA).**
12. The firm should specify the down time of a system, which should not be more than 48 hours. **After 48 hours a sum of Rs. 500/- per day per machine will be charged.**
13. For regular and proper maintenance of the photocopiers and for instant response to the minor issues, the firm will have to depute **ONE qualified Engineer on full day basis** in this Ministry from 0900 hrs to 1800 hrs on all working days. He should be equipped with mobile connectivity, valid driving license and self conveyance.

The firm will be required to intimate to all the users the telephone/mobile numbers where complaints can be lodged, for this purpose stickers bearing name of company, engineer and telephone numbers will have to be put on all the machines.

14. The 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 concerned user on every visit.
15. The initial servicing of the machines will have to be completed with meter readings within 10 days from the commencement of contract and a report duly signed by users will be submitted to the Ad.III Section in this Ministry. The machines should be serviced every month even if there is no complaint from the users as a preventive maintenance measure. A report in this regard duly signed by users will have to be submitted by the firm at the end of every month.
16. On expiry of the contract, the firm will have to hand over the photocopier machines in perfect working condition to the Ministry, failing which suitable amount will be deducted from the security deposit.
17. No advance payment will be made. Payment will be made on monthly basis after rendering satisfactory performance.
18. The earnest money deposited by the successful bidder will be returned on receipt of **Performance Security Deposit of Rs.25,000/-** in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank in favour of DDO (Cash), Ministry of Home Affairs. It should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of your firm. The Performance Security will be refunded without interest after the successful completion of the FSMA.
19. The firm must have expertise to provide maintenance of various Kyocera photocopier machines. The firm should not have been blacklisted by any Govt. Department. An undertaking in this regard, duly signed by Owner/proprietor, should be uploaded.
20. The firm must be maintaining Kyocera Photocopiers in at least two govt. Ministries/Departments and performance certificate issued by the competent authority in at least two Govt. Ministries/Departments must be uploaded in Technical Bid.



21. If any information furnished by tenderer is found to be incorrect or false at any time, the tender will be liable to be terminated without any notice and the earnest money/performance security is liable to be forfeited.
22. In the event of any dispute arising out in connection with the interpretation of any clause in the terms and conditions of the tender agreement, will be subject to jurisdiction of Courts of Delhi/New Delhi.
23. Bills shall be submitted along with signed satisfactory report of the user in Ad.III Section.
24. Conditional Bids shall be rejected summarily.

No. 17016-11-2019-Ad.III
Government of India
Ministry of Home Affairs

North Block, New Delhi

NAME OF WORK- Full Service Maintenance Agreement of Kyocera Photocopiers
(machines to be taken under FSMA)

S.No.	Machine Model No.	Serial No.	ROOM No.	
1.	4500I	NHZX00116	NDCC-II Building, MHA	
2.	4500I	NHY3100251	M.D.C.N.S, MHA	
3.	4500I	NHY3100244	M.D.C.N.S, MHA	
4.	4500I	NHY3200255	North Block	
5.	4500I	NHY3100252	NDCC-II Building, MHA	
6.	4501I	LJE3900274	North Block, MHA	
7.	4501I	LJE3900276	North Block, MHA	
8.	4501I	LJE3900275	North Block, MHA	
9.	4501I	LJP3900280	North Block, MHA	
10.	4501I	LTF5500418	North Block, MHA	
11.	3510	LUN4300615	Jaisalmer House	
12.	3510	LUN3Z00065	Jaisalmer House	
13.	3510	LUN4300596	NDCC-II Building, MHA	
14.	3510	LUN3Z00345	North Block, MHA	
15.	2201	LX16302414	North Block, MHA	
16.	2201	LX16Y04194	NDCC-II Building, MHA	
17.	5002I	BPL7601213	North Block	
18.	3010I	LUM7205373	NDCC-II Building, MHA	
19.	4052	VPT8100536	North Block	
20.	5002I	VPL8202539	M.D.C.N.S, MHA	
21.	5002I	VPL7601261	North Block	
22.	5002I	VPL873105	NDCC-II Building, MHA	
23.	5002I	VPL8603132	M.D.C.N.S, MHA	
24.	3510I	LUN4300611	North Block, MHA	
25.	4501I	LJE4500835	M.D.C.N.S, MHA	
26.	4500I	LJE4500777	M.D.C.N.S, MHA	
27.	4501I	LJE3Y00403	M.D.C.N.S, MHA	
28.	4501I	LJE3X00364	M.D.C.N.S, MHA	
29.	4501I	LJE6Z04612	M.D.C.N.S, MHA	
30.	4500I	NHY2700081	M.D.C.N.S, MHA	
31.	4501I	LJE4500785	NDCC-II Building, MHA	
32.	4501I	LJE3Y00396	NDCC-II Building, MHA	
33.	4501I	LJE6804258	North Block	
34.	4501I	LJE3Y00385	North Block	
35.	5501I	LJF7201596	North Block	
36.	4501I	LJF5200359	North Block	

37.	2201I	LX1630Z414	M.D.C.N.S, MHA	
38.	2201I	LX16Z04353	NDCC-II Building, MHA	
39.	2201I	LX16Y04194	NDCC-II Building, MHA	
40.	3510I	LUN3Z22328	M.D.C.N.S, MHA	
41.	5002I	VPL8703486	M.D.C.N.S, MHA	
42.	5002I	VPL7701414	NDCC-II Building, MHA	
43.	4501I	LUN4300609	NDCC-II Building, MHA	

Place

Seal of the firm

Signature
(Authorised Signatory)

ANNEXURE - III

F. No. 17016-11-2019-Ad.III
Government of India
Ministry of Home Affairs

North Block, New Delhi
Dated.....

Name of the company.....

It is hereby declared that we have submitted the online bid against the tender of even No. dated..... vide reference No..... A Demand Draft No.datedis attached herewith.

Signature
(Name of the signatory)

*this letter along with Demand Draft may be submitted in a sealed envelope (the name of the company may be scripted on the envelope) shall be submitted before the scheduled last date to the Section Officer (Ad-III), Hall No. 2, Jalebi Chowk, North Block , New Delhi.

Annexure-IV to Tender Notice issued vide F. No.17016-11-2019-Ad-III (TECHNICAL BID)

S.N.	Particulars	To be filled by the Tenderer	Please indicate the page no. of the attached proofs/documents.
1.	Name of the firm / agency with complete details		
2.	Complete Address (with documentary evidence)		
3.	Telephone, FAX, Mobile No(s)		
4.	GST / PAN / Income Tax Return (Proof to be attached)		
5.	Name of the authorized person with mobile No.		
6.	Details of EMD submitted (DD No., Amount, Date and Duration)		
7.	Proof regarding Authorized Service dealer of Kyocera photocopier		
8.	Experience of maintaining Kyocera photocopiers in Govt. Departments. (Proof to be attached) alongwith performance certificates		
9.	Details of Bank Account (for electronically transfer of funds) (enclosed a copy of the cancelled cheque)		
10.	Annual Turnover Certificate by CA for Rs.50 Lakh each year in last three financial years.		
11.	Token for acceptance of all terms and conditions as specified in tender notice		
12.	Undertaking of non blacklisting of the firm		

Note:- All documentary proofs to be enclosed for above items.

I hereby agree to abide by all the term & conditions of the tender document.

Name & Designation of the
Authorized signatory of the firm
(with seal of the Agency affixed)