Notice Inviting Tender for Comprehensive Annual Maintenance Contract of 8 Photocopier Machines

Sealed quotations are invited from reputed service providers/prospective bidders under two bid system viz. (a) Technical Bid containing information relating to all aspects other than the price quoted and (b) Financial Bid containing the price quoted; both to be provided separately in sealed covers, for Comprehensive Annual Maintenance Contract (AMC) of the following 8 Photocopier Machines installed at the Office of the Commissioner of Customs (Export), Inland Container Depot, Tughlakabad, New Delhi-110020, for a period of one year from the date of contract or agreement, as per the terms and conditions mentioned in the “Annexure A” attached with this Tender notice:

List of Photocopier Machines-

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Machine</th>
<th>Brand/ Model</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Photocopier Machine</td>
<td>Sharp MXM-354U</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>Photocopier Machine</td>
<td>Sharp AR-5620N</td>
<td>1</td>
</tr>
</tbody>
</table>

Interested parties are required to submit their bids/Tender documents duly signed and stamped as per two bid systems i.e. Technical Bid as per “Annexure B” and Financial bid as per “Annexure C”, separately in two different sealed envelopes. These envelopes shall be super scribed ‘Technical Bid’ & ‘Financial Bid’ and put inside a bigger sealed envelope which shall be super scribed with the words “Quotation for AMC of Photocopier Machines” and address to ‘The Assistant Commissioner (Admin.), O/o the Commissioner of Customs (Export), Inland Container
Depot, Tughlakabad, New Delhi- 110020’. The quotations may be sent by post or delivered at the receipt/dispatch section of this office premises. The last date of receipt of the Tender is 25.05.2020 at 17.00 hrs.

The sealed envelopes of technical bids shall be opened and evaluated on 26.05.2020 at 11.30 am in the chamber of the Assistant Commissioner (Admin.), Room No. 21, Ground Floor, O/o the Commissioner of Customs (Export), Inland Container Depot, Tughlakabad, New Delhi-110020, by the Local Purchase/Tender Committee constituted by this office. The financial bids shall be opened of only those bidders, whose technical bids are qualified and the lowest bidder/supplier, fulfilling all the criteria, shall be chosen based on the figures quoted. The bidders who wish to be present at the time of opening of the Tenders may represent themselves or authorize their representatives with an authority letter for the said purpose.

Assistant Commissioner of Customs (Admin.),
Inland Container Depot (Export), Tughlakabad,
New Delhi-110020

Copy to:-
1. EDI/Technical section for uploading on the website of department.

3. Notice Board
Terms and Conditions:

1. Interested agencies are requested to submit their quotation/tender in two parts in two separate sealed covers, one containing “Technical Bid” as per Annexure-“B” and the other containing “Financial Bid” as per Annexure-“C”. Both these bids should be kept together in another sealed cover superscripted as “Quotation for AMC of Photocopier Machines”. The format of the Technical Bid and Financial Bid is enclosed as Annexure-“B” & “C”.

2. The list of machines is only tentative. The Department reserves the right to increase or decrease the actual quantity required. However, the actual quantity of machines for AMC will be given at the time of placing order.

3. The Tenders/Quotations which are received incomplete and/or filed after the due date shall be summarily rejected.

4. This office reserves the right to accept or reject any or all tenders without assigning any reason.

5. The AMC shall be on maintenance service basis @per page and no extra labor charges will be paid in any case. Any conditional tenders will not be considered.

6. The contract shall be valid for an initial period of One Year from the date of award of contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate or taxes on any account shall be entertained during the contract period. The Commissioner of Customs (Export), Inland Container Depot, Tughlakabad, New Delhi-110020 reserves the right to reduce or extend the agreement for further period as deemed after the expiry of initial period of agreement on the same terms and conditions.

7. The agency/firm shall have sufficient numbers of Technicians and Engineers with them. List of Service engineers / support staff along with their contact no. has to be provided along with their qualifications. The firm should submit the list of Service Engineers along with their contact numbers, whom they will be able to provide to this office in case they are selected in the tender. One permanent Service Engineer should be placed in the office for resolving problems during office hours and beyond normal office hours in case of exigency. The supporting Service Engineers will have to maintain a Complaint Log Book for each of the machines to be taken under the AMC.

8. The firm intending to submit the tender should be a reputed organization in the field of maintenance and must have provided AMC to at least two Central Government Organizations for at least one year. Satisfactory performance certificate regarding AMC from at least one government departments shall have to be furnished.
9. A general undertaking shall be given in the format placed at Annexure “D” to this document, that all terms and conditions of the Bid Document are acceptable. This needs to be signed by an authorized person of the applying firm. Only the firms meeting the above technical terms & conditions should submit their quotations in sealed covers. Technical Bid shall include documentary proof in respect of each of the above points of Technical terms and conditions and filled up format as mentioned in the Annexure-D. Financial bids of Firms who fail to fulfill any of the above conditions will not be considered.

10. Any matter during the period of this agreement which has not been specifically covered by this agreement shall be decided by this office whose decision shall be final and conclusive.

11. The service provider should have GST Registration and ISO Registration number.

12. The department is not liable to pay any other charges in addition to the above (AMC charges inclusive of all taxes). No advance payment would be made in any case. However, payment will be made on monthly basis.

13. TDS will be deducted as per rules.

14. The contract can be terminated by this office at any time without assigning any notice/reason or without giving any reason. If the work of the Service Provider is found unsatisfactory during the period of this contract, decision of the Competent Authority of this office shall be final and binding on the firm/vendor on contract.

15. Shifting of equipment (including wires) within the building as and when required will be required to be done without any extra charges.

16. At the end of the contract period, both the user and the AMC holder shall certify separately that the photocopiers machines are in satisfactory working condition and that no fault or complaint is pending.

[Signature]
15/5/2020

Assistant Commissioner of Customs (Admin.),
Inland Container Depot (Export), Tughlakabad,
New Delhi-110020
(TECHNICAL BID)

(To be enclosed in a separate sealed envelope which shall be super scribed ‘Technical Bid’)

1. Name of the Organization/Firm:

2. Name(s) of the Proprietors/ Partners/Director:

3. Registered Address, Telephone (Landline/Mobile) & Fax No.:

4. Other Address of any branches with their telephone no. & faxes:

5. Address and Contact Number of the Workshop:

6. Whether firm is registered under GST:

7. GST Registration No. (Copy to be enclosed):

8. Permanent Account Number of the firm. (Copy of PAN Card to be attached):

9. Certificate of Engineers attached with this firm:

10. Whether firm is registered in ISO:

11. ISO Registration Certificate No. and validity date:

12. Minimum one year experience in this field:

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Office Seal:
(FINANCIAL BID)

(To be enclosed in a separate sealed envelope which shall be super scribed ‘Financial Bid’)

<table>
<thead>
<tr>
<th>Total AMC charges @ per page (in Rs.):-(inclusive of all taxes, charges)</th>
<th>(In digits) Rs. /-</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>(in words)</td>
</tr>
</tbody>
</table>

Signature of authorized signatory with date:

Name:

Designation:

Company:

Address:

Office Seal:
DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED IN THE TENDER DOCUMENT

To

The Assistant Commissioner of Customs (Admin),
Inland Container Depot- Export, Tughlakabad,
New Delhi-110020

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice issued under ___________________________ dated ____________ regarding on site Annual Maintenance Contract (AMC) of 8 nos. of Photocopier machines installed in the office of the Commissioner of Customs (Export), Inland Container Depot, Tughlakabad, New Delhi-110020.

I declare that all the Terms and Conditions of this Tender Notice are acceptable to me/my Company/firm. My Company/firm does not have any terms and conditions of its own in respect of quotation being submitted for AMC. Our agency/firm is not blacklisted by any organization/govt. Department as on the date of submission of the tender notice. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Truly,

Signature of authorized signatory with date

Name:

Designation:

Name of firm:

Address: