

F. No. 19019/1/2014-Admn.
Government of India
Ministry of Chemicals & Fertilizers
Department of Pharmaceuticals
(Admn. Section)

Shastri Bhawa, New Delhi,
Dated the 24th June, 2014

Subject: Annual Comprehensive Maintenance Contract and providing Cartridge for Fax Machine jointly or separately.

Sir,

I am directed to invite sealed quotations from reputed and experienced firms for Annual Comprehensive Maintenance Contract of Fax Machine in the Department of Pharmaceuticals. A list of Fax Machine may be seen at **ANNEXURE – I**. The detailed terms and conditions of the Annual Maintenance Contract (AMC) are as follows: -

1. The firm must have an experience of four years of maintaining fax machine in a Ministry/Department/PSUs/Autonomous body of Govt. of India.
2. The AMC will start from the date of award and will be for a period of 12 calendar months.
3. The Comprehensive Maintenance Contract would inter alia include replacement of defective parts change of ink in the fax machine for time to time and would not include papers and other consumable items.
4. The fax machines will be serviced periodically so that preventive action is taken for malfunctioning and non-functioning of the machines.
5. The firm will provide skilled engineer to attend the fax machine as and when complaints are received within 24 hours.
6. The rates quoted by the firm will be valid for one year after the date of commencement of contract.
7. The payment will be made in four equal instalments on completion of the quarter after awarding of the contract and will be subject to the satisfactory service thereof.
8. Complaints if any regarding functioning or non-functioning of the fax machine is to be attended expeditiously and in any case not later than one clear working day.
9. The contract may be terminated at any time without assigning any reason thereof. The contract shall be comprehensive maintenance service contract i.e no extra charges for any spare parts including rubber/plastic part etc. except consumable items will be paid by this Department. No extra charges would be paid for providing/service of fax machine.

10. Servicing replacement, renewals etc. will be carried out on site and only genuine company specific spare parts/assemblies will used for the purpose.
11. In the event of defects remaining unattended for more than one clear working day a penalty of Rs. 100/- per day will be imposed on the firm.
12. The firm will be responsible for smooth and satisfactory working of the fax machines in all respects and will obtain certificate from the users that the fax machine has been working satisfactory during the relevant period.
13. The successful tendere will be required to furnish a security deposit of Rs. 10,000/- (Rupees Ten thousand only) within 10 days from the date of acceptance of the tender. The security deposit shall be in the form of bank guarantee drawn on any nationalized bank in favour of DDO, Department of Pharmaceuticals, New Delhi – 110001. The Security deposit shall be refundable after the successful completion of the contract.
14. The quotations must be submitted with an earnest money of Rs. 5,000/- (Five thousand only) in the form of DD/Cheque drawn in favour of the DDO, Department of Pharmaceuticals, New Delhi – 110001. The quotations received without EMD will not be considered.

The interested firms are requested to deposit their quotations in a sealed cover superscribed quotations for “AMC on Fax Machine” addressed to Under Secretary (Admn.), Department of Pharmaceuticals in tender box kept in **Garage No. - 19, 'A'-Wing, Shastri Bhawan, New Delhi**, by 3.00 P.M on 17.07.2014. The tender shall be opened at 3.30 P.M on the same day i.e 17.07.2014

Encl:- As above

Yours faithfully,



(S.R Meena)

Under Secretary to the Govt. of India

Tel. No. 23382096

Copy to: 1. TD (NIC), upload the Website of Department of Pharmaceuticals.
2. Ministry of Finance (E-Portal)

List of Fax Machine in DOP

Sl. No.	Name of the Officers/Sections	Room No.	FAX Model No.	Cartridge No.	Rate per unit Per annum AMC of Fax Machine	Rate of Cartridge/Toner per unit.
1.	Office of Secretary (Pharma)	218A	Canon- L220	FX-3		
2.	Office of JS (Vacant)	208D	Samsung SF-565	SF-560		
3.	Office of JS (SK)	340A	Samsung SF-565	SF-560		
4.	Sh. B.K Singh	227A	Samsung 4521	SF-4521		
5.	Sh. Devendra Kumar	346A	Samsung 4521	SF-4521		
6.	Sh. R.K Maggo	JB	Samsung 4521	SF-4521		
7.	Sh. A.V Lakra	JB	Samsung 4521	SF-4521		
8.	Sh. R. Mathur	UB	Samsung 3401	SF-4521		
9.	Sh. S.R Meena	G-19	Samsung 371	M-43		
10.	Estt./Cash Section	G-32	Samsung 371	M-43		
11.	PI-IV/PSUs Section	348A	Samsung 3401	SF-4521		
12.	PI-II/Vig. Section	347A	Samsung 3401	SF-4521		
13.	Hindi Section	JB	Samsung 371	M-43		
Total Amount						
Discount/Rebate/Reduction (-)						
Net Amount						

Seal of the Firm

Signature of the Owner / Authorised Signatory

Place:

Date: