

No.19018/7/2009-Admn.
Government of India
Ministry of Chemicals & Fertilizers
Department of Pharmaceuticals
(Administration Section)
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218-A, Shastri Bhawan, New Delhi
Dated:- 17.3.2011

To

1. As per list
2. NIC with the request that it may be placed in the website of Dept.

Subject:- Annual Comprehensive Maintenance Contract of Fax machines
and Supply of Ink Cartridges of this Dept.

Sir,

I am directed to invite sealed quotations for Annual comprehensive Maintenance Contract for 13 Fax machines (in working condition) installed in this Department for a period of one year as per details enclosed. The rates may be quoted per machine. The detailed terms and conditions of the Annual Maintenance Contract (AMC) are as follows:-

2. The firm must have an experience of atleast two years of maintaining fax machines in a Ministry / Department.
3. The AMC will start from the date of award and will be for a period of 12 calendar months.
4. The comprehensive maintenance contract would inter alia include replacement of defective parts, change of ink in the fax machine from time to time but would not include papers and other consumable items.
5. The fax machines will be serviced periodically so that preventive action is taken for extinguishing any possibility of malfunctioning and non-functioning of the same.
6. The firm will provide skilled engineer to attend the fax machine as and when complaints are received on the same day failing which at the earliest, the next day.
7. The rates quoted by the firm will be valid for one year from the date of commencement of contract.

8. The payment will be made in four equal installments on completion of the quarter after awarding the contract and will be subject to the satisfactory service thereof. The engineer will obtain certificate from the users that the fax machine has been working satisfactory during the relevant period and a copy of the same will be annexed with the bill for payment.

9. The contract may be terminated on account of unsatisfactory service or inordinate delay in attending to the complaints, or due to the Admn. decision taken by the Competent Authority.

10. Servicing, replacement, renewals etc. will be carried out on site and only genuine company specific spare parts/assemblies will be used for the purpose.

11. The quotations must be submitted with an earnest money of Rs. 2500/- in the form of DD in favour of the DDO, Deptt. of Pharma, New Delhi-110001. The quotations received without EMD will not be considered. The EMD of the unsuccessful tenderers will be refunded. The successful tenderer has to deposited 10% of the total amount of the tender amount in the form of Bank Guarantee or FDR in the name of Pay & Accounts Officer, Department of Pharma, New Delhi.

The interested firms are requested to deposit their quotations in a sealed cover superscribed quotations for "ACMC of Fax Machines and supply of Ink Cartridges", addressed to Section Officer (Admn.), Dept. of Pharmaceuticals and drop in the Tender Box kept in Room No. 218, A-Wing, Shastri Bhawan, New Delhi, not later than 3.00 P.M. on 28.3.2011. The tender shall be opened at 3.30 P.M. on the same day. The authorized representative of the firm may like to be present at the time of opening the Tenders.

Yours faithfully,

(M.R. Sankla)
Section Officer
Ph: 23387202

LIST OF FAX MACHINE – INSTALLED AT

S.No.	Name of Officer / Section	Room No	Machine Model
1	Secretary (Pharma)	218-A, S.B.	Cannon - 220
2	JS(DC)	340-B, A-Wing, S.B.	Samsung 565
3	JS(AJ)	208-D, S.B.	Samsung 565
4	Director (SCS)	346-A, S.B.	Cannon 820
5	Director (BKS)	228-A, S.B.	Samsung 4521
6	Director (RCJ)	235-A, S.B.	Ricoh 50
7	Director (MV)	303, Janpath Bhawan.	Samsung 4521
8	Under Secy. (RC)	347-A, S.B.	Samsung 565
9	Admn. Section	218-A, S.B.	Samsung 371 P
10	PSU Section	348-A, S.B.	Samsung 371 P
11	Estt. Section	Garage No. 33	Samsung 371 P
12	Hindi Section	Janpath Bhawan	Samsung 371P
13	Norms Section	Udyog Bhawan	Samsung 371 P