

No. D-21014/09/2017-ADMIN
Government of India
Ministry of Petroleum & Natural Gas

Shastri Bhawan, New Delhi
Date: 17.8.2020

Tender Notice

Subject: Comprehensive Annual Maintenance Service contract for maintenance/repair of the 03 Copy printers and 01 Duplo Collator Machine in the Ministry of Petroleum & Natural Gas.

Bids under the two bid system are invited for Comprehensive Maintenance Service contract for maintenance/repair of the following Copy printers/Collator in the Ministry of petroleum & Natural Gas. The initial contract would be for one year which may be extended on the same terms & conditions for further period of two years, on the basis of satisfactory performance and mutual willingness of both parties, one year at a time.

S.No	Copy printer	Date of Installation	Units
1.	DPS-650	4/11/2008	01 (One)
2.	DPS-850	25/3/2011	01(One)
3.	DUPLO DP-850	3/8/2013	01(One)
4.	Duplo Collator DFC-100	15/2/2016	01(One)

2. Interested firms authorized dealers who have experience of working with the Ministries/Departments/PSUs of the Government of India may and/or send their quotations in sealed covers super scribed with the words **“Quotations for Comprehensive Annual Maintenance Service Contract for maintenance/repair of the Copy printers/Collator in the Ministry of Petroleum & Natural Gas”** and addressed to the Under Secretary (Admn), Ministry of Petroleum & Natural Gas, Room No. 212-B, 2nd Floor, Shastri Bhawan, New Delhi-110001.

3. The terms and conditions for the tender are at Annexure-I and the prescribed format for financial bid is at Annexure-II.

4. Both sealed envelopes containing technical bids and financial bids should be kept in third envelope super scribing **“Quotation for Comprehensive Annual Maintenance Service contract for maintenance/repair of the Copy printers/Collators in the Ministry of Petroleum & Natural Gas”** addressed to the Under Secretary (Admn), Ministry of Petroleum & Natural Gas, Shastri Bhawan, New Delhi-110001. The tender should be dropped in the tender box kept at facilitation centre, garage No. 13, Ground floor, Shastri Bhawan, New Delhi on or before 03:00 PM on 25th August, 2020 i.e ; the last date of submission. Quotation received through other mode of correspondence will not be entertained. The Technical bid will be opened on 25th August, 2020 at 04:00 PM. Financial bids of only technically qualified bidders will be opened, the notice of which will be issued accordingly.

5. The quotation should be in clear words. Any kind of ambiguous/obscure/unclear terms and incomplete quotation would lead to the rejection of quotation. The Ministry reserves the right to reject any or all the tenders without assigning any reason thereof.

Parveen Kumar

(Parveen Kumar)
Under Secretary to the Govt of India
Tel No 23384518

Copy to:

1. Technical Director, NIC with request to upload the soft copy of Tender notice on the website of this Ministry.
2. www.eprocure.gov.in
3. All Ministries/Departments of Central Govt.
4. Hindi Section with request to provide the soft copy of Hindi Version of the Tender Notice.

TERMS AND CONDITIONS FOR THE TENDER

- (i) The Financial Bids in separate envelope should be strictly as per the format given in **Annexure-II**. The rates quoted in the Financial Bids should be in both words and figures and quotations with any cutting or overwriting in figures will not be considered unless corrections are counter signed. The financial bid should be properly sealed/signed and kept in separate sealed envelope. The rates quoted should be indicated in figures as well as in words and there should not be any overwriting.
- (ii) The firms are requested to submit their quotations with a draft of RS 10,000/- as an Earnest Money Deposit (EMD) in the favour of DDO, Ministry of Petroleum & Natural Gas. The EMD shall be returned to unsuccessful firms after award of tender.
- (iii) The Registered Office or Branch Office of the Company/Firm/Agency must be located in Delhi/NCR region. The bidding company/firm/agency should submit duly self attested copies of proof of its office address along with telephone number
- (iv) The participating firm shall either be an OEM or authorized dealers for service and maintenance or firms which have atleast three years experience in the field of service and maintenance. (A copy of the authorization letter from OEM, Proof of experience in the form of certificates obtained from various Government Ministries/Departments/PSUs to be enclosed).
- (v) The firm should have at least 03 on-going AMCs with Government Ministries/Departments/PSUs. A photocopy of 03 ongoing AMC award letters should be enclosed with the quotation.
- (vi) The maintenance shall be on a comprehensive basis (which includes Original spares and consumable items to keep the machines in perfect working order. An undertaking to this effect on Rs 100/- stamp paper shall be furnished by the successful firm. Failing to supply original material shall be treated as damage to the machine life and shall be recovered from the contractor. The decision to the competent authority shall remain final & binding in this regard.
- (vii) Payment towards Comprehensive Service maintenance Contract (CSMC) will be made on quarterly basis on completion of each quarter subject to production of satisfactory service report from concerned users.
- (viii) The firms are required to furnish following documents along with Tender failing which their bids will not be considered:-
 - (a) PAN
 - (b) GST TIN number
 - (c) The firm should not have been blacklisted by any Government Department and no criminal case should be registered against the

agency/firm. An undertaking to this effect must be submitted along with the Tender.

- (ix) The machines should be serviced every month and cleaned (outer & inner) every fortnight or earlier, as required even if there is no complaint received from the users. A report in this regard duly signed by users will have to be submitted by the company at the end of every month.
- (x) All the machines shall be repaired on the site and only in case of major repairs work, the machine shall be allowed to be taken out from the premises of this Ministry to his service centre.
- (xi) Any complaint/breakdown call will be attended promptly and defects rectified within 24 hours or shall provide with a standby unit, wherever required, failing which penalty of Rs 500/- per complaint per day will be imposed for the delay and/or the Ministry will also have the option to get the machine/defect rectified/repared from other sources at the cost of the contractor to be recovered from the AMC bill/performance security. In case of three successive failures, the contract may be terminated forthwith and the performance security deposit would be forfeited.
- (xii) The CSMC will be initially for one year. However, it may be extended at the same terms & conditions for a further period of two years, one year at a time, subject to satisfactory performance during CSMC period. The contract is, however liable for cancellation in case the service is not found to be satisfactory and the decision of the Ministry shall be final and binding on the firm.
- (xiii) The number of machines to be placed under AMC is four (03 Duplo copy printer and 01 Duplo Collator). However, the number of machine may increase or decrease during the period of contract and the payment will be made on pro-rate basis.
- (xiv) The firm will be required to depute an Engineer in this Ministry. All complaints to be attended immediately within 03 hours. The service engineer so deputed to this Ministry, will attend to all the calls from this ministry from 9:00 AM to 5:30 PM on all working days. In unavoidable circumstances and during parliament sessions, the Service Engineer shall remain available beyond normal office working hours and on holidays as well.
- (xv) If this Ministry feels that any of the machine under the contract was not properly maintained/serviced by the company or does not function or complaint not attended within the prescribe time, a penal deduction from the bill will be made, as per SCA's prescribed at Annexure-I.
- (xvi) A security deposit of Rs 30,000/- will be submitted in the form of FDR in the name of DDO, Ministry of Petroleum & Natural Gas, valid for a period of 60 more days than the period of contract or extended period of contract as the case may be, ny the successful bidder.
- (xvii) In all matters if any dispute relating to this contract, the decision of this Ministry shall be final and binding upon the company.
- (xviii) The contract will be awarded on 'as is where is basis'.

ANNEXURE-II

Subject: Comprehensive Annual Maintenance Service Contract for maintenance/repair of the Copy printers in the Ministry of Petroleum & Natural Gas- Reg

FINANCIAL BID DOCUMENTS

S.No	Copy printer	Units/No. of machines	Rate (exclusive of taxes)	
			Per Copy	Per Master
1.	DPS-650	01(One)		
2.	DPS-850	01(One)		
3.	DUPLO DP-850	01(One)		
4.	DUPLO Collator Model DFC-100	01(One) *Rate should be per year		

- (i) In the case of Copy Printer machines, the rate shall include consumables items viz. Ink and master roll repair/replacement of Tetron Screen, Drum unit etc. and service/replacement of all spare parts and labour.
 - (ii) In the case of Collator Machine, the rate shall include all consumable or non-consumable items and all spare parts & labour.
1. Certified that all terms and conditions of the ministry of Petroleum & Natural Gas acceptable to us.
 2. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of the services as required under this Ministry.
 3. We are not blacklisted by any Central/State Government/Public Sector Undertaking in India.

(Signature of Authorized person)
Name and designation/Address

Date:
Place: