

By Speed Post

F.No.21014-1/2011-Admn.II  
Government of India  
Ministry of Agriculture  
Department of Animal Husbandry, Dairying & Fisheries

Krishi Bhavan, New Delhi  
Dated the 18<sup>th</sup> March, 2011

To,  
As per list attached.

Subject: Annual Maintenance Contract (AMC) of Fax Machines  
installed in the Department of Animal Husbandry,  
Dairying & Fisheries – regarding.

Sir,

I am directed to invite quotations for awarding Annual Maintenance Contract (AMC) for a period of one year to maintain the FAX Machines (*as per list annexed*) in the Department of Animal Husbandry, Dairying & Fisheries. You are requested to indicate the rates for the above said work in the enclosed annexure and drop the same in the Tender Box kept in **Room No. 436-A**, Krishi Bhavan, R.P Road, New Delhi in a sealed cover **up to 3.00 PM on 11/04/2011**. The tender will be opened at 3.30 PM on the same day i.e. 11/04/2011 in the presence of bidders or their authorized representatives, if any, present at that time. The rates quoted shall be both in words and figures. There should not be any erasing or overwriting on the rates quoted. The quotations will be accepted of those quotationers who have sufficient experience of maintenance/servicing of FAX Machines in the Govt. Departments. Sufficient proof in this regard may be attached with the quotations. The Department reserves the right to reject any quotation in full or part without assigning any reason thereof. **The quotations shall be accompanied with a Demand Draft for Rs. 2000/- (Rs. Two Thousand only), as earnest money drawn in favour of P&A.O (Sectt.), Department of Animal Husbandry, Dairying & Fisheries.** Earnest money will be refunded to the bidders only after the work has been awarded to the successful bidder and no interest will be paid on earnest money.

2. The terms and conditions for the maintenance of the FAX Machines are as under:-

i) The Annual Maintenance Contract (AMC) covers comprehensive maintenance of FAX machines installed at different location in Delhi/New Delhi and no extra charges for any general wear & tear/spare parts etc shall be made by the Ministry.



ii) The Annual Maintenance Contract covers provision of deployment of one expert engineer by the firm with an experience of not less than 3 years who will attend the complaints on all working days, within 24 hours.

iii) The firms shall also be responsible for regular cleaning and replacing parts if required in respect of items not covered under AMC. Each Fax machine has to be inspected every month till the contract is valid. **The engineer will submit verification report of each fax machine to the Under Secretary (Admn.) duly signed by the user by 15<sup>th</sup> of every month.**

iv) The firm shall be responsible for preventive and corrective maintenance of fax machines. Any lapse in the maintenance in the maintenance of fax machines by deployed person shall be viewed seriously.

v) It shall be obligatory on the part of the contractor to carry out repair/maintenance of Fax machines under his direct supervision and under no circumstances the work shall be assigned to sub-contractor.

vi) The firms shall maintain the equipment as per manufacturer's guidelines and shall use genuine parts for replacement. Before replacing any part, the firm has to submit invoice duly signed by the user to the Under Secretary (Admn.) and after getting the written order, the part will be replaced. The part so replaced should be deposited in the Admn.II Section. Proportionate deduction will be made in respect of period for which fax machine was non-functional for, whatever reason.

vii) The repair work is to be carried out in the premises of this Department in Krishi Bhavan, Shastri Bhavan, DMS Complex.

viii) The work that cannot be done within the office premises shall be allowed to be done outside the building with the written permission of this Department. No extra charges will be paid for such works. In such cases, the transport and labour charges will be borne by the contractor himself. After repairing the fax machine in the workshop, this should be reached to the user **within five days** and satisfactory report from the user along with the bill, if any, should reach the Under Secretary (Admn.) immediately.

ix) The contractor shall maintain job Cards for all Fax Machines invariably indicating date and time of complaint attended, nature of fault, parts replaced, if any, and the signature of users. The job card will be submitted along with the bill for making payment.

2

x) In case the contractor fails to rectify the fault and put the equipment in order within 24 hours, 2% of total amount of contract will be deducted in the form of penalty. Decision of the department shall be final and binding.

xi) **The contract will remain in force for one year from the date of award of contract. The contractor will continue to undertake work of the Fax Machines on the same rate, till the new contract is finalized unless otherwise directed.**

xii) The contract can be terminated by the Department at any time without assigning any reason. If the work of the contractor is found to be unsatisfactory, it would be entrusted to any other party at the risk and expenses of the defaulting contractor. In this connection, decision of the Department shall be final and binding upon the contractor.

xiii) **The successful bidder will have to furnish a Security Deposit of Rs. 5,000/- (Rs. Five thousand only) in the form of fixed deposit in any of the Public Sector Banks duly pledged in favour of the P & A.O. (Sectt.), Department of Animal Husbandry, Dairying & Fisheries.**

XIV) This amount will be returned only after the expiry of the contract period successfully and to the satisfaction of the competent authority. Government has the right to forfeit the security money, in case of non-cooperation, disobedience of instructions, non-attending of the complaints within time or due to any damage of equipment on the part of the bidder/employees of the bidder etc.

XV) The Department reserves the right to reject the quotation in whole or any part thereof and decision of Head of the Department in the matter will be final.

**XVI) The payment will be made in four equal installments after successful completion of each quarter. The final installment will be paid on the completion of the contract.**

XVII) The firm black listed at any point of time by any Ministry/Department need not apply. In case, the fact is concealed and it comes to the notice of the Government during the period of contract, the contract will be terminated straightway and the security deposit will be forfeited. If the fact comes to notice before award of contract, its bid will be rejected outright.

XVIII) All disputes will be subject to the jurisdiction of the Govt. of NCT of Delhi court.



XIX) The firm must be financially sound and possess requisite technical expertise of working in the Government Ministries/Department for at least three years. The contractor has to furnish his PAN details.

XX) The acceptance of the tender is subject to a written confirmation from the contractor to abide by all the terms and conditions as mentioned above.

Yours faithfully,



(S.C. Khatri)

Under Secretary to the Government of India  
Tele. No. 23383340

Enclosure: As above,

Copy to:- NIC, Department of Animal Husbandry, Dairying and Fishries with request that this may please be displayed on the web site of the Department.



## ANNEXURE-1

S.No.	Make Model	Quantity	Amount (Per Machines Annually) (In Rs. & Words)
1.	Panasonic KX-FM-131-BX	- 2 Machines	
2.	Panasonic KX-FM-131-FX	- 1 Machine	
3.	Panasonic KX- F-130-BX	- 1 Machine	
4.	Panasonic KX-FM-131	- 5 Machines	
5.	Canon – 4150	- 1 Machine	
6.	Samsung – SF-565PR	- 12 Machines	
7.	Samsung – SF-565P	- 4 Machines	
8.	Samsung – SCX-4521	- 4 Machines**	
<b>TOTAL</b>		<b>30 Machines</b>	

\*\* Under warranty period up to 12<sup>th</sup> October, 2011.

68