

F.No.9/1/ 2013-Genl.  
GOVERNMENT OF INDIA  
MINISTRY OF INDUSTRY & COMMERCE  
DIRECTORATE GENERAL OF FOREIGN TRADE  
UDYOG BHAWAN, NEW DELHI

New Delhi, the 28<sup>th</sup> February, 2013

**Tender Notice**

Subject: Full Service Maintenance Agreement (FSMA) of Ricoh/ Toshiba/Sharp photocopier machines during the year 2013-2014.

The Directorate General of Foreign Trade invites quotations from desirous firms for the Full Service Maintenance Agreement for maintenance of Modi/ Ricoh/ Minolta (Setmaker) /Sharp /Toshiba photocopier machines in a sealed cover addressed by name to the Dy. Director General of Foreign Trade (Genl) on or before 22.3.2013 at 3.00 P.M. The quotation will be opened on 22.3.2013 at 4.00 P.M. The inner cover containing quotations should be properly sealed. The tender may be delivered in person to the undersigned in Room No. 207, Udyog Bhavan, New Delhi – 11001 or to Shri Harit Kumar Sharma, FTDO, Room No. 202, Udyog Bhavan, New Delhi . The cover should be superscribed in bold letters indicating **“Quotations for FSMA of photocopier machines”**.

2. The tender must be accompanied by earnest money for an amount of Rs.10,000/- by Bank Draft in favour of CPAO(DGFT), Udyog Bhawan, New Delhi. The Bank draft should be attached with the quotation letter failing which the quotation shall not be entertained. The earnest money shall not bear any interest. The earnest money of the unsuccessful firms will be returned after the finalization of the FSMA contract. In case the offer is withdrawn by any firm, the earnest money so deposited will be forfeited.
3. The firm is advised not to erase or mutilate any rate quoted by them otherwise their quotation may be ignored. The quotations, if found erased, overwritten or mutilated are liable to be rejected. The rate should be indicated both in words and figures. The quotations received after the expiry of last date of receipt will not be accepted.
4. The firms participating in the tender must fulfill the validity criteria laid down in the Value Added Tax on. The documentary proof of registration

Certificate should be attached. Copy of Service Tax Registration also should be attached.

5. The firm submitting quotation must be financially sound and should have achieved a minimum turn over of Rs.1 Crore/per annum during the last three financial years through contracts. Copies of TDS certificate issued by the Govt. Deptts. should be attached as documentary proof of turn over from the same business. Failing which, the quotation will be not entertained.
6. The Tenderer should have experience of such works with minimum 10 Govt. Deptts./Public Enterprises etc. and also should have minimum five years experience in this field. In this regard copies of award letter should be attached.
7. The firm should be a Pvt. Ltd. Firm in existence for over 10 years in this trade.
8. The Tenderer should not be blacklisted from any Govt. Department/Public Enterprises etc. In this regards, undertaking should be attached.
9. The firm should have 500 Photocopiers in contract at present. In this regard, copies of contract letter should be enclosed.
10. The agency should provide the following details:-
  - i. PAN
  - ii. Sale Tax/Service Tax Registration No.
  - iii. Bank Account No.
  - iv. Bank Code No
  - v. Bank Full Address:
  - vi. E-Mail Address:  
(proof in this regard should be attached.)
11. The firm mechanic should have minimum 2 years experience about repair/service work of Modi/sharp/Ricoh/Minolta (Set maker) /Toshiba photocopier machine.
12. The firm shall attend the complaint within two hours of lodging of the complaint. If need be the firm's mechanic shall have to attend complaints after office hours and on Saturday/Sundays/holidays, if required by this office. The firm

shall provide its help desk telephone number and mobile number of the mechanic who will normally attend to this Directorate's complaints.

13. All the FSMA photocopier machines will be repaired with genuine spare parts free of cost /along with Toners and no payment will be made for supply of spare parts and toners. The equipment must be kept neat and clean by firm during the service contract.

14. Advance payment will not be made in any case.

15. The rates quoted by the firm shall be valid for a period of two years from the date of award of the FSMA contract and contract may be extended for another one year with the consent of both the party.

16. All the complaints/repairs would be rectified within 24 hours from the time of booking of the complaint or replacement of the firm's machine (without any additional charges.) failing which a penalty of Rs. 50/- per working hour may be levied.

17. Departments will not be bound to accept the lowest quotation of any firm. The decision of the Directorate will be final in this regard. The Directorate reserves the right to reject the quotation at its discretion without assigning any reason whatsoever.

18. The contract is not transferable.

19. The successful bidder shall deposit security money of Rs. 40,000/- in the form of an Account payee Demand Draft/ FDR from a Commercial Bank Guarantee from a Commercial Bank in favour of DGFT. The security deposit shall be deposited with the undersigned within a period of 15 days from the date of award of contract.

20. It is mentioned here that if the firm fails to fulfill the FSMA contract, the security Deposited shall be forfeited.

21. The firm will have to arrange the genuine toner of every photocopier machine in advance, free of cost, so that the work of DGFT does not suffer.

22. The firm will have to arrange the developer in advance and free of cost so that the quality of photocopy print should be good in quality.

23.. This Directorate reserves the right to cancel the contract at any time without assigning any reason.

Yours faithfully,

  
(A.K.Sinha)

Deputy Director General of Foreign Trade