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File No. 9/5/2014-Genl
Government of India
Ministry of Commerce & Industry
Directorate General of Foreign Trade
(General Section)

Udyog Bhawan, New Delhi.
Dated: 14th October. 2014

Tender Notice

Sub:- Quotation for Annual Maintenance Contract for the servicing/maintenance of different Fax Machines in the DGFT (Hqrs), Udyog Bhawan, New Delhi.

The Directorate General of Foreign Trade invites quotations for Annual Maintenance contract for servicing/maintenance of Fax machines. Interested firms are requested to send their quotation. The last date of receipt of quotation is by **3.00 P.M 29th October, 2014**. The quotations in sealed cover superscribed "Tender for Annual Maintenance contract of Fax machines" containing Technical and Financial bids in separate sealed covers should be addressed to the Foreign Trade Development Officer (General Section) Room No. 202 (Tele: 23063451), Udyog Bhawan, New Delhi. The quotation should be accompanied with an **EMD of Rs. 5,000/-** drawn in favour of "Accounts Officer, Central Pay & Accounts Office (DGFT), New Delhi" without which the quotation will not be considered. The technical bid will be opened on **29th October, 2014 at 3.30 P.M.** The financial bids of only those firms which will qualify the technical bid shall be opened after 2-3 working days. Those Tenderers who wish to be present, may do so at this office.

2. The prospective bidders are requested to go through the enclosed Terms and Conditions of the contract carefully. **The bid documents (Technical and Financial) are to be submitted as per Annexure I & II.** The quoted should be inclusive of all charges except taxes. Incomplete or ambiguous bids without documentary proof will not be considered.

Harit Kumar Shakya
14.10.2014

(Harit Kumar Shakya)

Foreign Trade Development Officer
Tele: 23063451

1. Copy to EDI for putting tender notice on DGFT's website.
2. CPP Portal

Terms and conditions

- (1) **The quotations should be accompanied with Attested copies of PAN Number and Service Tax Number of the firm, ESI & EPF registration number. Experience and Satisfactory service certificate for the last two years from at least 5 Govt. Ministries/Department must be attached with quotation.**
- (2) The currency of the contract will be initially for one year which will be extended for another one year, if work/services found satisfactory;
- (3) It shall be responsibility of the contractor to carry out maintenance work all Fax machines satisfactorily throughout the year;
- (4) It shall be responsibility of the contractor to hand over back to this office all the equipments under contract in working condition, at the end of the contract period;
- (5) The mechanic/Engineer deputed by the firm will report to General Section of this office in Udyog Bhavan at least twice a week even if there is no complaint. Normally, a mechanic of the firm should be available within an hour of making complaint. In case that mechanic/Engineer is not available due to leave etc, the firm shall make arrangement for another mechanic/Engineer. If need be the firm's mechanic/engineer shall have to attend complaints after office hours and on Saturdays/Sundays/Holidays. The Fax machines have to be set right on the same day or latest by the next working day. The mechanic/engineer should have minimum of 2 years experience about repair/service work of Fax machines. The mechanic/engineer should have their own mobile No.,/Help desk No. In case of need, the firm shall provide qualified engineer(Diploma/Degree Holder) also;
- (6) The work is to be carried out in the office premises itself. However, only such work which cannot be done in the office premises will be allowed to be done outside with the written permission of the Foreign Trade Development Officer or any higher officer. No extra payment would be made on this account;
- (7) If a complaint is not rectified within 24 hours from the date of booking of the complaint, penalty of Rs. 20/- per working hour may be levied. Further, this Directorate may put appropriate cut in the payment if service is not found upto the mark;
- (8) The contractor will ensure all Fax machines are serviced every quarter;
- (9) The rate quoted by the firm shall be valid for a period of one year from the date of award of the AMC which may be extended for another one year with the consent of both the parties;
- (10) If the work is found un-satisfactory or in disregard of the contract, this office is at liberty to entrust the job to any other firms/party at your risk/expenses;
- (11) Payment will be made on quarterly basis;
- (12) The contract is not transferable;
- (13) The firm should have 5-10 years experience in the field;
- (14) The successful bidder shall have to deposit Security Deposit of 5% value of the contract amount in form of Demand Draft, FDR or a commercial Bank Guarantee from a commercial Bank in favour of DGFT. Security deposit shall be valid for a period of sixty days beyond the period of the contract. The security amount shall be deposited with this Directorate within 15 days from the date of award of the contract;
- (15) This office shall not be responsible for damages of any kind for any mishap/accident/injury caused to the worker(s) while performing duty for the Department. All liabilities legal or monetary shall be borne by the firm;

- (16) No transportation charges on this account will be paid by this office;
- (17) No advance payment in any case would be made;
- (18) The Department reserves its right to terminate the maintenance contract at any time without assigning any reason and the decision of this Directorate shall be final and binding;. The firm will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is 'due to the contractor for services already performed in terms of the contract, the same would be paid to it as per terms and conditions.

Annexure-I

PROFORMA FOR TECHNICAL BID

To,

The Foreign Trade Development Officer,
Directorate General Of Foreign Trade
Room No-202, Udyog Bhawan
New Delhi-110011

Sub:- Quotation for Annual Maintenance Contract for the servicing/maintenance of Fax machines - regarding.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General of Foreign Trade letter No. 9/5/2014-Genl. dated 14th **October, 2014**. The information regarding technical details as desired is as per following details:-

1. Name of tendering Company/Firm/Agency : _____
2. Name of Proprietor/Director of Company/Firm Agency : _____
3. Full Address of Reg. Office : _____
Telephone No : _____
Fax No. : _____
Email Address : _____
4. The details of the PAN, Service tax number and other Statutory Registration.(Attested Copy) : _____
5. Name of the organizations with similar contract : _____
(Copies of contracts & Satisfactory certificates from concerned Departments/PSUs etc. is to be enclosed)
6. EMD details (Amount, Name of the Bank, Branch: _____
DD date and No. etc.)

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorised Signature)

Name of the bidder:

Complete Address:

Address(Work), If any,

Contact Nos.

PERFORMA FOR FINANCIAL BID

To,

The Foreign Trade Development Officer,
Directorate General Of Foreign Trade
Room No-202, Udyog Bhawan
New Delhi-110011

Sub:- Quotation for Annual Maintenance Contract for the servicing/maintenance of Fax machines - regarding.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General of Foreign Trade letter No. 9/5/2014-Genl. dated 14th **October, 2014**. The information regarding financial details as desired is as per following details:-

S.N.	Unit	Fax Machine model no	Rate per unit for 1 year
1	4	Panasonic KXMB 772 X	
2	2	Panasonic KXFL 613	
3	3	Canon L 220	
		Total without Tax	

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorised Signature)

Name of the bidder:

Complete Address:

Address(Work), If any,

Contact Nos.