



दिल्ली विश्वविद्यालय UNIVERSITY OF DELHI

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General Branch-II, Room No. 210, New Administrative Block, University of Delhi, Delhi – 110007, Ph: 27666764

No.: GEN-II/121/2014-15/02 D

Dated: 7th July, 2014

TENDER NOTICE

Subject: Comprehensive Annual Service Agreement/Full Service Maintenance Agreement (FSMA) of Photocopiers of all brands installed in the University of Delhi for a period of one year from 1st September 2014

University of Delhi invites sealed tender in two bid system (Qualifying Bid & Price Bid) for Annual Maintenance Contract for Comprehensive Full Service Agreement/Full Service Maintenance Agreement (FSMA) of Photocopiers of all brands installed at different Offices/departments of the University.

The qualifying bid, price bid should be sealed separately and same may be put in an outer envelope addressed to the Registrar. The tender complete in all respect along with EMD of Rs. 20,000/- (twenty thousand) and Tender cost of Rs. 500/- (five hundred) should reach to the office of the Section Officer, General Branch – II, Room No. 210, New Administrative Building, University of Delhi, Delhi – 110007 on or before 28th July 2014 by 3:00 p.m. DD relating to the EMD and the Tender Cost may be drawn in favour of **The Registrar, University of Delhi**, Delhi-7. Tender received without EMD and Tender cost will be rejected. DD relating to EMD must be valid for a period of 45 days beyond the final bid validity period. EMD may be in the form of Account payee Demand Draft, Fixed Deposit, Banker's Cheque or Bank Guarantee.

The qualifying bid in Annexure-A shall be opened on 28th July 2014 at 4:00 p.m. Further, the price bid of only those technically qualified vendor will be opened at the date and time that will be communicated to the technically qualified tenderers subsequently. Price Bid is furnished as Annexure–B.

The tender document can be download from the University website www.du.ac.in. The terms and conditions are as under:

TERMS AND CONDITIONS

1. The total number of machines is around 75 (seventy five) and the machines

are of different makes & sizes viz. Canon, Toshiba & Xerox. The number of machines may vary from time to time.

2. The FSMA will include all spares and consumables (except manpower, power and photocopy paper). The rates should be submitted on per copy basis for photocopiers. It will be the responsibility of the company/firm to provide genuine OEM spare parts/toner/drum for the machines and to keep them in proper working order.
3. The contract will be initially for a period of one year from 1st September 2014 which may be extendable upto three years at the discretion of the competent authority in this Department but can be terminated at any time without assigning any reason, if the services are not satisfactory.
4. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
5. Tender only from the authorized service provider of photocopiers or suppliers of the same will be considered and for this effect a letter of authorization should be enclosed with the tender. The firm should produce a certificate from any of the following original equipment manufacturer i.e. Toshiba/Xerox and Cannon that they are authorized/capable to undertake such FSMA work.
6. The firm/company must be registered as a firm with the Registrar of Companies and the firm submitting quotation must be financially sound.
7. The company applying for this tender would produce certificates for the previous financial year from the concerned authorities relating to the payment of Service Tax, Income Tax, Work Contract Tax and any other tax applicable.
8. The firm should not have been blacklisted by any Government Department or Semi-Government Department in the past.
9. The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement. The original specification/ characteristics/features shall not be changed.
10. The complaint of the functioning of the photocopiers made by the user in the morning session must be satisfactorily attended on the same day and the complaint received in the afternoon session should be satisfactorily attended in the next day morning session without fail.
11. The vendor will have to make the machine operational maximum within 02 days from the date of lodging the complaint by user. If vendor fails to keep any machine operational for less than 25 days in a month, no payment will be made for that machine for that month.

12. **Penalty Clause:** Repeated failure on the part of the vendor would attract penalty @1% of contract value per week subject to a maximum of 5% of the contract value. This is without prejudice to any other right available to the University.
13. Preventive maintenance will be carried out on quarterly basis to ensure that frequent breakdown does not take place.
14. The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.
15. Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration) in working condition. It shall be the responsibility of the firm to keep all the copiers working satisfactorily throughout the contract period and also to hand over the systems to the Section/Department in working condition on the expiry of the contract. In case any damage to the machines is noticed by the University, compensation would be determined by the University of Delhi and will have to be paid by the firm failing which the same will be deducted from the performance Security as well as from the bill/claim of the firm.
16. The stock of spares of old machines and its availability should be indicated before the machines are taken into FSMA. After taking into FSMA the vendor should not give any excuse that spares are not available.
17. Inventory of all machines before signing of contract should be taken.
18. The contract will be reviewed after 3 (three) months and if the services are not found to be satisfactory or the firm back-out mid-term without explicit consent of the University of Delhi the performance security will be forfeited.
19. The above act of backing out would automatically debar the firm from any future dealings with the University and the performance security amount would also be forfeited.
20. Tender received without earnest money and tender cost will not be considered. Earnest money received from other unsuccessful tenderer will be returned without interest after finalization of tender.

21. The successful bidder will have to furnish a performance bank guarantee amounting to Rs. 1,00,000/-(one lakh only) in favour of **The Registrar, University of Delhi** in the form of a DD/FDR. The PBG shall remain valid for a period of 3 months beyond the validity date of the contract period. The successful tenderer is required to enter in to an agreement with the University.
22. In case of any violation of the above terms and condition of the contract, the contract will be terminated and the performance security will be forfeited.
23. The University of Delhi reserves the right to accept or reject any or all tenders without assigning any reason.
24. The service provider should be based in or around Delhi.
25. In the matter of interpretation of any terms and condition or any dispute arising out of the maintenance contract the decision of the University will be final and binding.
26. Before quoting the rate the physical inspection of machines can be made, if desired by the firm, during normal working hours on any working day.
27. If any disputes arising out of this contract will have the jurisdiction of Delhi courts.

REGISTRAR

Annexure-B

PRICE BID

Tender for FSMA of the Photocopier

S. N.	Description	Rate per copy [B/W]	Rate per copy [Colour]	Vat/Taxes	Total Amount inclusive of all Taxes per copy
1.	A/3 size paper				
2.	A/4 size paper				

Authorised signatory
With seal of the firm

Note: Rate/amount should be quoted both in figure and words.

QUALIFYING BID

Qualifying bid should contain the following documents:-

1. Tender cost of Rs. 500/- in the form of A/c payee demand draft in favour of "The Registrar, University of Delhi, Delhi-110007".
2. Earnest Money Deposit in the form of Account payee Demand Draft, Fixed Deposit, Banker's Cheque or Bank Guarantee.
3. Letter/Certificates as authorized service provider of photocopier from Toshiba/Xerox/Cannon.
4. Company profile.
5. Experience Certificate/Copy of the Agreement/Purchase Order/Work order issued by Govt. Department/PSU if any.
6. Certificate relating to VAT/Service Tax/Work Contract Tax/Income Tax and any other Tax applicable.
7. Self declaration statement with regard that the firm has not been blacklisted by any Govt. Department or Semi Govt. Department in the past.

Authorized signatory
With seal of the firm