

F.No. 2-2/2016-CCRAS/Admn./Store



केन्द्रीय आयुर्वेदीय विज्ञान अनुसंधान परिषद्

आयुष मन्त्रालय, भारत सरकार
जवाहर लाल नेहरू भारतीय चिकित्सा एवं होम्योपैथी अनुसंधान भवन
61-65, सांस्थानिक क्षेत्र, सम्मुख 'डी' ब्लॉक, जानकपुरी, नई दिल्ली-110058

CENTRAL COUNCIL FOR RESEARCH IN AYURVEDIC SCIENCES

Ministry of AYUSH, Govt. of India

Jawahar Lal Nehru Bhartiya Chikitsa Evam Homoeopathy Anusandhan Bhawan
61-65, Institutional Area, Opp. 'D' Block, Janakpuri, New Delhi-110058

ग्राम : आयुष
Gram : "AYUSH"
Fax : 28520748

EPBX

28525852, 28520501
28522524, 28525831
28525862, 28525883
28525897

Sub: Tender for Comprehensive AMC of Fax Machines in CCRAS Hqrs. Office at New Delhi

The CCRAS invites sealed quotations from Original Equipment Manufacturer (OEM) or their authorised centre for comprehensive AMC of Fax Machines in CCRAS Hqrs. Office at New Delhi, for a period of one year from the date of signing of contract:-

2. General information about the tender:-

a)	Tender Reference No.	F. No. 2-2/2016-CCRAS/Admn./Store
b)	Last date and time for receipt of Tenders	26/03/2018 upto 02.00 PM
c)	Time and date of opening of Tenders	26/03/2018 upto 03.00 PM
d)	Place of opening of Tenders	Conference hall Room No. 223, 2 nd Floor, CCRAS HQs Office, No. 61-65, Institutional Area, Opp. 'D' Block, Janakpuri, New Delhi-110058.

3. The Tender shall be submitted in two bid system, technical bid and financial bid:-

- Technical bid (as per Annexure-I) consisting of all technical details; and
- Financial bid (as per Annexure-II) indicating photocopier machines mentioned in the technical bid.

Technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly supersubscribed "Bid for Comprehensive AMC of Fax Machines". The sealed Tenders may be put in the Tender Box placed on the 2nd floor near in the chamber of Deputy Director (Admn.), Room No. 222, CCRAS or by post at the aforesaid address by due date and time. Tenders received late will be rejected outright. Before submission of tender, the prospective bidders may inspect the machine during office hours from 11.00 AM to 5.00 PM.

4. The tenders shall be subject to the following condition:-

- The authorisation service centre certificate shall be in the form of a Ink signed letter issued by the original manufacturer firm i.e. for comprehensive AMC of Fax Machines as applicable.
- Each bidder should submit an EMD of ₹ 3,000/- alongwith the quotation for comprehensive AMC of Fax Machines. EMD should be in the form of Demand Draft, drawn in favour of Director General, CCRAS, New Delhi. The EMD of unsuccessful Bidders will be refunded

- after award of contract and EMD of successful bidder will be returned on receipt of performance security of 10% of the bid amount.
- iii. The firm should not handover execution of order to any other/sister firm(s) and in such a case it will amount to violation of contract and may entail cancellation of contract and forfeiture of Performance Security.
 - iv. The tenders will be opened on stipulated date and time in the presence of the tenderers or their authorized representatives who may like to be present.
 - v. The tenderers should quote their rates (excluding taxes) for all the machines mentioned in the enclosed list.
 - vi. If any tenderer withdraws his tender before the expiry of the period fixed for keeping the rates firm for acceptance, the earnest money, if any, deposited will be for-feited and no correspondence in this regard will be entertained thereafter.
 - vii. Communication of acceptance of the tender constitutes concluded contract.
 - viii. In case where a successful tenderer, does not provide the service in time or to provide the same the Council at its discretion may obtain such source from the next higher tenderer and the loss, if any, caused to the Council due to increased rates shall be borne by the defaulting tenderer.
 - ix. The performance security shall be returned to the contractor within two months after expiry of the contract period, but in the event of any dispute arising between the Council and the contractor, the Council shall be entitled to deduct such sums which in the opinion of the Council is due from/not payable to the contractor.
 - x. Any sum of money due and payable to the contractor, including Performance Security under this contract may be appropriated by the Director General, CCRAS and set off against any claim of the Director General, CCRAS against the tenderers.
 - xi. No enhancement of rates will be considered during period of contract.
 - xii. Firm should furnish valid registration number/GST No.
 - xiii. The Director General has every right to reject/accept any bid without assigning any reasons.
 - xiv. The detailed terms and conditions of contract are enclosed at Annexure-I.
 - xv. The service provider should have a minimum three years experience in the comprehensive AMC field of the brand.

(A.K. Meena)
Administrative Officer (Admin.)

**TERMS AND CONDITIONS OF ANNUAL COMPREHENSIVE SERVICE
MAINTENANCE CONTRACT**

- (i) The contractor will depute qualified and experienced service engineer (s) for the upkeep and maintenance of the Fax machines. Call should be attended promptly and within a reasonable time on all days, including Sundays and holidays. In case of system dead complaints, calls shall be attended after office hours also.
- (ii) During the contract period the contractor will make periodic preventive checks of the machines to minimize the breakdown.
- (iii) All the repair works will be carried out within the premises of **CCRAS, JLN BCEHAB, 61-65, Industrial Area, opp. 'D' Block, Janakpuri, New Delhi**. However, the works that cannot be carried out within the premises can be allowed to be done outside but no extra payment will be made for that.
- (iv) The payment of comprehensive AMC charges will be made @ 25% on quarterly basis after completion of three months, subject to rendering of satisfactory service. No advance payment will be made in any case.
- (v) The rates quoted shall remain valid for the contract period. In case of satisfactory service, the contract may be extended for further periods as deemed fit as per the requirement.
- (vi) If the system is not repaired within two days, the contractor will provide standby machine. Penalty @ ₹ 250/- per day will be imposed on failing in repair/providing standby machine within the assured time period. Only those firms, which are in position to provide standby machine in the contingency mentioned in this clause, should submitted quotations.
- (vii) The Contract covers listed systems/machines only.
- (viii) The Contractor shall replace the components free of charge, which may be necessary during the period of contract. In cases of replacement of faulty parts, they shall be replaced only by genuine spares should be new parts. The old parts will be handed back.
- (ix) In case of intermittent failures of repetitive problems due to improper diagnosis of repair, the machines shall be treated as continuously out of order.
- (x) The period of contract shall be for one year from date of award of contract extendable for one more year on same rate, terms & conditions subject to satisfactory performance of the agency/contractor.

TECHNICAL BID

M/s. _____

(Name, address Landline and Mobile Nos.
of the bidding firm/agency firm/ agency):-

Sl. No.	Documents kept in the Technical Bid envelope	Whether enclosed (The firm would write Yes OR No in the respective columns)
1.	EMD Amount	
2.	Copy of Registration/License and other documents as proof of trade in comprehensive AMC of fax machines	
3.	Self certificate in respect of not being blacklisted by any Govt. /Semi. Govt. Office	
4.	Details & copy of GST No., if applicable to the firm	
5.	Copy of PAN of firm	

It is hereby declared that the Terms & Conditions of the CCRAS NIT No. 2-2/2016-CCRAS/Admn./Store dated __ / __ / ____ are fully acceptable to our firm/agency.

(To be signed by the Authorized Signatory
of the Firm/Agency with Name and Stamp)

Financial bid:

List of Fax Machines:-

Sl. No.	Model No.	Qty.	Price quoted in ₹ (Excluding GST) for comprehensive AMC
1.	CANON MF-4450	01 No.	
2.	PANASONIC KXMB-2030	01 No.	
3.	PANASONIC KXMB-2030	01 No.	

Signature & Seal of the Bidder/Agency/firm

To,

Director General,
Central Council for Research in Ayurvedic Sciences,
Jawahar Lal Nehru Bhartiya Chikitsa Evam Homoeopathy Anusandhan Bhawan
No. 61-65, Institutional Area,
Opp. 'D' Block, Janakpuri,
NEW DELHI – 110058

Respected Sir,

I/We who are established and reputed firm
dealing with comprehensive AMC of fax machines hereby offer our quotation against the tender ref.
No. and accept the terms & conditions of the tender and enclose
a copy of the tender document duly signed by the authorised signatory.

Yours faithfully,

(Name) for and on behalf of M/s.....
(Name of Manufactures)

**Note: This letter of authority should be on the letterhead of the concern and should be signed
by a authorized signatory.**