

TENDER DOCUMENT

Governor's Secretariat, Lucknow (U.P.) invites sealed tenders from desirous firms with well-equipped work shop and trained personed for the Full Service Maintenance Agreement for maintenance of SHARP Photocopier machines, in a sealed cover addressed by name to the undersigned for a period of one year extendable for further one year subject to satisfactory services. The machines are in installed in Raj Bhavan/Governor's Secretariat and these are ten in number.

INSTRUCTIONS TO THE BIDDER

1. General instructions

The interested bidders shall have to purchase tender documents from the office of Governor's Secretariat, Lucknow (U.P.) from Treasurer and submit their Bid on prescribed formats with necessary documents, on or before the time and date fixed for the receipt of offers as set forth herewith in the tender documents. Offers received after stipulated time and date shall be summarily rejected.

2. Last date for Submission of Bid:

Sealed tender along with the earnest money should be deposited in the camp office of Under Secretary, Governor's Secretariat, Lucknow (U.P.) on or before 17.08.2015 up to 11.00 AM. Received tenders will be opened by the tender committee on dated 17.08.2015 at 11.30 AM. An authorized representative of the firm will be allowed to be present at the time of opening of the tender.

3. Submission of Bid:

(a) The bidder should submit bids in two parts viz. "Technical Bid" and "Financial Bid". The Technical Bid should be sealed in a separate sealed envelop along with DDs for EMD, super scribing "Technical Bid for AMC of photocopier machines" and Financial Bid should be sealed in a separate sealed envelope super scribing "Financial Bid of AMC of photocopier Machines".

(b) The Financial Bid must be submitted on comprehensive basis in the proforma placed at Annexure-II.

4. Terms and Conditions

- i) The tender must be accompanied by earnest money for an amount of Rs. 1000/-. The earnest money can be deposited by a Bank Draft in favour of Under Secretary, Governor's Secretariat, U.P., Lucknow. The bank draft should be attached with the tender letter failing which the tender shall not be entertained. The earnest money shall not bear any interest. The earnest money of the unsuccessful tenderer will be returned after the finalisation of the FSMA contract. In case the offer is withdrawn by any tenderer, the earnest money so deposited will be forfeited.
- ii) The firm should be in existence for over 3 years in Lucknow. The firm must have expertise in preventive on-site maintenance.
- iii) The tenderer are advised not to erase or mutilate any rate quoted by them. The tender/quotaions, if found erased, overwritten or mutilated are liable to be rejected. The rate Should be indicated both in words and figures. The tender received after the expiry or last date and time of receipt will not be accepted.
- iv) Only experienced firms for providing maintenance services to the photocopiers of the q quoted make i.e. SHARP and having Income tax/service tax registration nos. need to apply. A copy of company authorisation current certificate, Income Tax Return (of three years consecutive years i.e. F.Y. 2011-12,

- v) 2012-13 and 2013-14) filed, along with PAN No. & Service Tax No. should be attached with the tender form.
- vi) All the FSMA photocopier machines will be repaired with genuine spare parts free of cost, if not, the recovery of the cost of the parts will be made and the amount of security money will be forfeited. The equipment must be kept neat and clean by firm during the service contract.
- vii) 1% wastage will be deducted on net billable copies. No advance payment will be made in any case. Payment shall be made on quarterly basis and subject to satisfactory performance.
- viii) The rate quoted by the tendered shall be valid for a period of one year from the date of award of the tender.
- ix) The Contract shall be on **comprehensive** basis **inclusive of repairs and replacement of parts with original spares** of the brand /make of computer system without any extra payment.
- x) The contract will be valid for a period of one year and the period of FSMS will be informed after finalization of the contract. The rates quoted will remain enforce for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period.
- xi) It will be open to Raj Bhavan Lucknow for extending the term of the agreement on the same terms and conditions for a further period of one year, if necessary.
- xii) 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. 20/- per working hour for down tume of FSMA of SHARP photocopier machine will be levied.
- xiii) The service Tax will be paid as per rules and as amended from time to time.
- xiv) The tender is not transferable.
- xv) The successful tender / firm will be required to furnish a security deposit of Rs. 10,000.00(Rupees ten thousand)only through FDR or demand draft drawn on any scheduled bank in Lucknow & pledged in favour of the Principal Secretary to Governor, Uttar Pradesh, which will be released to the contractor on successful completion of the contract and it will accrue no interest.
- xvi) It is mentioned here that if any tenderer fails to fulfill the FSMA contract during the currency of period, the security Money Deposited shall be forfeited.
- xvii) The above act of backing out would automatically debar the firm from any further dealing with Raj Bhawan Lucknow and the security deposit amount of Rs. 10,000.00(Rupees ten thousand) only would also be forfeited.
- xviii) The firm have to arrange the toner of every photocopier machine in advance free of cost so that the work of Raj Bhavan/Governor's sectt. U.P. does not suffer.
- xix) It may also be noted that Principal Secretary to the Governor, U.P. reserves the right to cancelled the tenders.

(RAM PRASAD)
Under Secretary

Annexure-I

QUOTATION FOR TECHNICAL BIDDING

Annual maintenance contract for Raj Bhawan Lucknow

The Technical Bids should include the following details / documents:-

1. The date of Commissioning of the firm and a certificate of its continuous functioning in the maintenance business.
2. Indicate the date from which the firm is continuously registered with the Uttar Pradesh Trade Tax Department for Works Contract. Please enclose a certified photocopy of the Firm's Registration Certificate with the Uttar Pradesh Trade Tax Department for Works Contract.
3. Indicate whether the firm is the authorized service provider / has tie-up with SHARP. If yes, please attach certified photocopies of all the supporting documents.
4. Please provide the details of maintenance contracts executed by the firm during the last three years-

Sl. No.	Name and Address of the Client Organization	Maintenance Site / City	Details of Equipments	Number of Equipments	Period of Contract	Contract Value (Rs. In Lakhs)

5. Indicate whether the firm has expertise in maintaining of photocopier machines. If so, provide supporting documents.
6. Whether the firm has a repair lab in Lucknow? Provide supporting document.

Signature & full address of the Tenderer

Annexure-II

QUOTATION FOR FINANCIAL BIDDING

Annual maintenance contract for Raj Bhawan Lucknow

Sl. No.	Details of Model No. of photocopier machines & with toner(in paisa in figures and words)	Quote the Rate per copy with toner and spare parts

Signature & full address of the Tenderer

**LIST OF SHARP PHOTOCOPIER MACHINE INSTALL IN RAJ
BHAVAN/GOVERNOR'S SECRETARIAT, U.P.**

		<u>INSTALLATION DATE</u>
1-	MODEL- AR-5320E - 03 NOs -	31-12-2007
2-	MODEL -AR-5320E - 01 NOs -	29-08-2008
3-	MODEL- AR-5520 - 01 NOs -	31-03-2010
4-	MODEL- AR-5520 - 01 NOs -	17-03-2011
5-	MODEL- AR-5520 - 01 NOs -	11-06-2011
6-	MODEL- AR-5516 - 01 NOs -	21-06-2011
7-	MODEL- AR-5620D- 01 NOs -	06-01-2012
8-	MODEL- AR-5618S - 01 NOs -	13-02-2014