No. /AIIMS/Pat/IT/Prt AMC/2013-14/05

To,

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Subject: AMC of Photocopiers & Digital Copy Printers.

Dear Sir,

The All India Institute of Medical Sciences, Patna is an Apex Body in the field of Health and Family Welfare, which is located at Patna, Bihar. The Institute has 143 numbers of Photocopiers & Digital Copy Printers machines installed at various sections/departments of the Institute (list enclosed). However, the number of machines to be awarded for contract may increase/decrease.

The Institute intends to give their maintenance under Annual Maintenance Contract. The interested Companies/Firms/Agencies may send their bid complete in all respect along with Tender Fee of Rs 1500/- (Rupees Fifteen hundred) and Earnest Money Deposit (EMD) of Rs 30,000 (Thirty thousand) in the form of Demand Draft issued in favour of AIIMS, Patna, drawn on any scheduled bank payable at Patna and other requisite documents to the undersigned duly superscripted “Bid for Tender No AIIMS/ Pat/IT/Prt AMC/2013-14/05” before 1200 hrs on 8th July, 2014. The Pre Bid meeting will be held on 24.06.2014 at 12:30. The bids received after this deadline shall not be entertained under any circumstances whatsoever. In case of postal delay this Institute will not be responsible.

TERMS AND CONDITIONS

The Annual Maintenance Contract is comprehensive in nature and including of supply and installation of all the necessary spares and consumables, including compatible Cartridges/Toners.

1. The work includes maintenance and up keeping of printers, as per the printer list mentioned in Price bid.

2. The contract will be awarded initially for a period of one year. The successful bidder must sign agreement with Institute for award of AMC.

3. The contract may be renewed on year-to-year basis for a maximum period of next 2 years subject to providing satisfactory services as per terms and conditions in contract.

4. The payment will made on the basis of pages printed.

5. The Contractor shall maintain the printers and do the requisite troubleshooting against failure of the printers, inclusive of all the essential spares and consumables INCLUDING COMPATIBLE CARTRIDGES/TONERS.
The “**Compatibles**” must be equivalent to the OEM products in the requisite parameters like formula, weight, size of particles, melting print of the toner etc., to mention a few. In fine, only industry grade toner and best components/parts must be used in the supplied Compatibles.

6. Any problem likes spillage/leak or incompatibility etc., will be treated as “faulty supply” and the same will be summarily rejected. Any repeat of the same problem will make the Vendor solely responsible and will attract penalty or even termination of Contract forthwith without any further payment or notification.

7. In case of any defect/fault in the machine, the firm will have to undertake the job immediately on receipt of complaint and ensure the machine in working order (within 1 working day). Printers shall be repaired on site. The company must provide a spare printer of same model or higher at no extra cost if it is not repairable within 1 working day. If the services are not provided within the stipulated date and time, the contractor shall be liable for payment of penalty charges per day @ 1% (one percentage) of the value of contract to maximum of 10% (ten percentage) of the contract value or more as may be deemed fit by competent authority. Thereafter AIIMS, Patna holds the option for taking services from other agencies and recover the cost from the bill/security deposit.

8. The requisite spares & consumables shall be provided by you free of cost, as and when required. The spares and consumables to be supplied, as a replacement of defective parts, shall essentially be good quality, genuine & compatible with the existing printer in operation.

9. Any replacement of spares is to be done by the Contractor, with prior intimation/permission of AIIMS, Patna. The defective parts shall be returned to the Contractor.

10. All the maintenance activities shall be written in Log books and corresponding records. Registers should be maintained as directed by the AIIMS, Patna and should be made available for verification, whenever required.

11. The firm must have at least 5 years’ experience of maintenance of Photocopiers & Digital Copy Printers machines in Govt./Autonomous Bodies/PSU. (Proof to be attached)

12. In case, no action is taken on complaint from AIIMS, Patna within a week, the security will be confiscated and contract may be terminated without notice. Such companies will be blacklisted and forbidden for future tender activities of the Institute.

13. Annual turnover should be more than Rs.20 lakh. The firm must have all necessary registration and clearance prescribed by the government / concerned agency. The firm must have PAN / TAN, Sales Tax, ESIC, EPFO, registration as per rule. (Proof to be attached)

14. The contract can be cancelled at any stage, if the services are not found satisfactory, without assigning any reason.

15. The firm must have its office and proper workshop having all the facilities for repair of Photocopiers & Digital Copy Printers machines in Patna only. The Institute will inspect the premises, before award of contract. The work awarded cannot be outsourced to other agency. The agencies/firm not located in Patna need
not apply.

16. The firm shall have to deposit an earnest money of Rs.30,000/- along with the Tender Performa, through a Bank Draft in favour of the Director, AIIMS, Patna, failing which the quotation will not be considered for acceptance and will be out rightly rejected.

17. A security deposit of 10% of cost of Annual Maintenance Contract in form of bank draft in favour of Director, AIIMS, Patna from a national bank will have to be deposited by the successful firm before undertaking the contract. The same shall be refunded after expiry of the contract.

18. The earnest money of the firm whose quotations are not accepted will be refunded, after acceptance of AMC by the successful firm.

19. Tenderer must be a part of companies partner, co-partner, authorized service agents only.

20. The earnest money of the successful firm will be refunded after the security money is deposited.

21. The successful firm will sign a contract agreement with the Institute on a non-judicial stamp paper of Rs.100/- before undertaking the contract.

22. Payment shall be made on quarterly basis, on satisfactory execution of the contract and submission of bills. The contractor shall raise quarterly bill in the 1st week of succeeding month for release of payment after fulfilling the necessary formalities.

23. Only genuine/branded parts should be used. The old parts can be retained by the agency/company. The cost of the replaced part may be adjusted from the next bill of company.

24. Periodical visit should be made by the firm/company, at least once in a month, for preventive maintenance of the machines and visit will be recorded in the separate register kept separately by the office. Failing to provide preventive maintenance may attract penalty upto half of monthly charges of AMC for the machine.

25. The company has to depute a service engineer for half day on all working days. However, engineer may also be called on holidays as per requirement. The service engineer must have company ID Card and mobile phone. The contract number must be provided to I/C of photocopy machines at AIIMS, Patna. The person must bear good character and well behaved.

26. It is not mandatory to award the contract merely on lowest quotation basis only until the bidder fulfils all criteria in tender document.

27. Director reserves the right to award AMC contract for all/less number of machines or reject all quotations without giving any reasons.

28. The Institute will recover TDS and other applicable taxes, etc. as per rule from the payment to be made to the firm.
29. The rates should be quoted inclusive of all applicable taxes, etc. The tender will be on total cost quoted in the sheet.

30. In case of any dispute, decision of the Director, AIIMS, Patna, will be final.

31. Incomplete tender in any aspect is liable to be rejected without giving any notice.

32. The quotations will be opened at 8th July 2014 on 1200 Hrs in the Administrative Office, Tender Opening Committee, AIIMS, Patna in the presence of representatives of the firms who wish to be present.

33. Director, AIIMS, Patna reserves the rights to accept or reject any part or all quotations without assigning any reason.

Director
Dear Sir,

1. I/We ........................................................................................................ submitted the quotation for Enquiry No. AIIMS/Pat/IT/Prt AMC/2013-14/ 05/dated 17.06.2014 for "Annual Maintenance Contract for Printers" at AIIMS Patna.

2. I/We thoroughly examined and understood terms & conditions of contract given in the enquiry document.

3. I/We hereby offer to supply at the following rates. I/ We undertake that I/ We are not entitled to claim any enhancement of rates on any account during the validity of rate.

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(Signature of Authorised Person)

(Name)

(Designation)

Name of Firm/Company/Agency

Contact Details

* The charges should be quoted per page basis.