



**Rural Electrification Corporation Limited**

A Government of India Enterprise

Core-4, SCOPE Complex, 7 Lodi Road, New Delhi-110 003,

Tel. : 24365161, Fax: 24360644, E-mail: reccorp@reci.nic.in. Website: www.recindia.nic.in

## **Tender Document**

Rural Electrification Corporation Limited (REC), a Government of India Enterprise, invites '**Sealed Bids**' from firms for Comprehensive AMC of Fax & Photocopier Machine etc. The bidder shall be required to quote rates as per specifications indicated in the Annexure-III.

1. The sealed bid shall be signed by a person duly authorized on behalf of the bidder Organization and shall be sent to:-

The DGM (Administration),  
Rural Electrification Corporation Limited,  
Core-4, SCOPE Complex, 7, Lodhi Road,  
**NEW DELHI – 110 003.**

2. The bids are to be sent in one main cover super scribed as 'Bids for Comprehensive AMC of Fax & Photocopier Machine etc. The main cover will contain two separate covers – one for Technical Bid as per Annexure-I super scribed as Technical Bid and the second sealed cover as per Annexure III super scribed as Financial Bid.
3. The bids will be received up to 15 hrs on 20.06.2013. Non-receipt of the bids by the stipulated time/date will disqualify the bidder from the tendering process. The technical bids will be opened in the presence of representatives of the firms on the same day at 16.00 hr. The date of opening of financial bids of qualified bidders will be intimated separately after evaluation of technical bid either telephonically at the available contact number / e-mail or through letter depending upon the situation.
4. Earnest Money (EMD) of Rs.5,000/- should accompany the Technical bid documents. The EMD shall be paid in the form of Demand Draft/Banker Cheque from a Nationalized bank/Scheduled bank in favour of "Rural Electrification Corporation Limited" payable at New Delhi. Any bid not accompanied by valid EMD shall be deemed to be invalid and will be rejected by REC.

The EMD shall be forfeited:

- a) If the bidder withdraws his bid during the period of bid validity.
  - b) The EMD of successful bidder shall be converted into security deposit, which shall be discharge after successful completion of contract and EMD of unsuccessful bidders will be returned after award of contract.
5. The bid shall remain valid for a period of 3 months from the date of opening of the bid.
  6. **Scope of Work**

- A) **Scheduled Preventive Maintenance (PM)** : The successful vendor has to carry scheduled preventive vigilance once in a quarter for all the Fax Machine & Photocopier Machine as per list enclosed at Annexure-II. In case the agency fails to do the preventive maintenance, no payment for that quarter will be made.
- B) **Unscheduled, corrective maintenance** service to set right the malfunctions of the units. This includes replacement of defective parts with new parts. Replacement of defective items or components is to be carried out with the previous concurrence of the REC. The agency shall attend the complaint promptly on the same day. The response time restoration time should be within 24 hrs, failing which, a stand by machine would be provided.

## 7. Period of Contract

The contract will initially be for a period of one year extendable by mutual consent, for two more years, on year to year basis for a maximum of one year at a time subject to satisfactory performance of the contractor. During the contracted period each year, no increase in rates in that year will be allowed and contract once accepted would not be permitted to be withdrawn. It may be noted that grant of the first extension and second extension will be at the discretion of the REC and the contractor will have no rights, whatsoever, to claim extension on the basis of the performance of his firm in the respective preceding period.

## 8. Taking over Fax & Photocopier Machine for AMC contract.

8.1 The Fax & Photocopier Machines shall be taken over for AMC contract on the due date of starting of AMC machine on "as and where installed" basis.

8.2 The contractor shall ensure that all Fax & Photocopier Machines are in proper working conditions at the time of taking over.

8.3 Bidder is expected to inspect all fax & photocopier machines before submitting their bids. Any repair required on Fax e & Photocopier Machine at the time of taking over for AMC contract shall be payable on chargeable basis after prior approval of REC.

8.4 The Contractor shall hand over all machines in working conditions to the coordinating officer of REC at the end of the each contract period.

## 9. Rates and prices

Bidders should quote item-wise Rates/Prices in the prescribed Performa at Annexure-III for yearly Comprehensive Servicing, Maintenance & repair of Fax & Photocopier Machine. Incomplete bids will summarily be rejected. All corrections and alterations in the entries will be signed in full by the bidder with date. No erasing or over-writings are permissible.

The bidders are required to quote the prices for Comprehensive AMC of Fax Machine & Photocopier Machine including plastic parts, in the Format at Annexure-III.

## 10. Terms of payment

Payment will be made on quarterly basis, within 30 days of receipt of invoices for the machine for which the AMC has started during the quarter. Income-tax, TDS and other statutory levies, as applicable from time to time, will be deducted from the bills of the Contractor for which certificate can be issued by the REC on request. The vendor has to submit a copy of valid PAN/Service Tax No issued in its name.

11. Penalty for delay items Time is the essence of this contract. In the event of contractor default in servicing the machine once in every quarter, 10% of the amount quoted for that specified machine will be deducted from bill of contractor for each occasion/default.

## 12. Eligibility Conditions

- i) The bidder should be an authorized Service Provider of any company such as Panasonic, Xerox, HP, Brother, Ricoh for sale & service of Fax & Photocopier Machine etc and based in Delhi.
- ii) Should have experience of providing AMC of Fax Machine & Photocopier Machine to least two Govt. Deptt/PSU//Pvt.Ltd/Firms etc for last four years.(2009-10, 2010-11, 2011-2012 & 2012-13)
- iii) Should have average annual turnover of Rs. 2.00 lacs for the last four years (2009-10, 2010-11, 2011-12 & 2012-13)

- iv) Should have successfully provided AMC of Fax & Photocopier Machine etc on single work order of value of not less than Rs. 1.60 lacs or two similar work of single order of value not less from Rs. 1.00 lacs.
- v) Must have PAN No.
- vi) Must have Service Tax Registration Number/VAT No..

### 13. Evaluation of Bids

The following procedure will be adopted for evaluation of bids:-

- i) The technical bid will be evaluated first.
- ii) The financial bid will be evaluated only if, the tenderer's technical bid is found to be satisfactory in all respects by the tender committee. The tenderer will have no rights whatsoever to insist that his financial bid be evaluated in the event of the tender committee having rejected his technical bid as unsatisfactory.
- iii) The agency quoting the lowest consolidated rates for Comprehensive AMC of Fax & Photocopier Machine arrived by multiplying the estimate no with price quoted and then totaling as per Annexure-III will qualify the award of contract. Beside REC at its absolute discretion may empanel more than one bidder subject to other bidders accepting the item-wise rates offered by L-1 bidder. However preference will be given to L-1 bidder who will be given order value of not less than 75% of overall procurements during the contract period.

### 14. Termination

- 14.1 This contract shall be deemed to have automatically terminated on the expiry of the duration of contract unless REC exercise it option to extend this contract, in accordance with the provisions as per Clause 7 above.
- 14.2 In addition to provisions contained elsewhere in this contract, REC shall have the right to terminate this contract at any time by giving 15 days prior written notice and no cost or damage or any amount shall be payable by REC on this account (except) for the work already done by the contractor.

### 15. ARBITRATION

- i) If any dispute or difference of opinion arises between parties concerning the terms of agreement or their respective rights, responsibilities, or liabilities, then authorized representative of vendor & AGM (Admn.) shall meet and try to settle these amicably. If the parties fails to reach an amicable settlement within a reasonable time, the dispute, doubt or difference of opinion shall be referred to arbitration of a sole arbitrator to be nominated by the CMD, REC. Such Arbitration shall be governed by the provision of Indian Arbitration & Conciliation Act 1996 as amended till date. The venue of arbitration shall be Delhi
- ii) No alternative offer shall be considered.

### 17. FORCE MAJEURE

- i) In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.
- ii) The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the two parties, namely REC and the Contractor.
- iii) Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively.

If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, REC shall have the option of canceling this contract in whole or part at his discretion without any liability at his part.

- iv) Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

#### 18. APPLICABLE LAW AND JURISDICTION

All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at Delhi.

#### 19. Others Terms and Conditions

- i) The spare parts used for replacement shall be of same make/quality as installed in new Fax Machine & Photocopier Machine with warranty or guarantee.
- ii) The Firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipment to be maintained in a separate register along with details of rooms/place where they are placed/located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly so it would assist the firm in this task and insure this to be done under his/her supervision.
- iii) The service provider shall maintain services log book/file containing maintenance report duly countersigned by REC official.
- iv) The details of Fax Machine & Photocopier Machine installed in REC office is enclosed at Annexure-II. Bidders are advised to visit the installation before quoting the price.
- v) The that price shall be inclusive of all the expenses inclusive of handing insured & taxes etc.
- vi) The agency should replace the defective parts with spare parts with equal or higher capacity of one and of the same make. The agency should anticipate the availability of the spares for the next one years and should quote accordingly. REC will not be responsible for the non-availability of the spares and no additional charges will be paid for replacing the spare with higher capacity one. However, for equipment for which the original manufacturer has stopped production of any particular model and the spares and which require complete replacement of the equipment, the same will be considered on case to case basis.
- vii) Even if no call is made by our offices covered under AMC, the firm is required to undertake preventive maintenance by checking all the Fax Machine & Photocopier Machine at least once every three month and servicing every 3 months and confirm that the systems are in the best of the working conditions.
- viii) This constitutes a comprehensive maintenance contract and includes all parts of the machines including plastic parts etc.
- ix) All service request/calls for repair work must be attended within 24 hours of the complaint being lodged with the AMC Provider. There should be adequate number of Telephone lines for lodging of service requests. If the firm failed to attend the calls within 48 hours, a penalty of Rs. 100/- per complaint per day or part thereof shall be deducted from AMC bill. Further REC reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the case of exceptional and repeated delays, poor services, fault, break down, etc., this office reserves the right to deduct such costs as deemed to be necessary by way of damages after intimating in writing and may also cancel the AMC unilaterally.
- x) The quantities indicated are tentative and likely to vary on either side up to any limit.
- xi) The contractor shall in no case transfer / sublet the AMC service at REC to any other agency without proper permission from the REC in writing. Violation of the provision will lead to termination of the contract without further notice.
- xii) The contractor is liable to indemnify the REC to the extent but not limited to any damages / loss arising out of mishandling of the machines, improper servicing, usage of

interior quality of spares, poor workmanship etc.

- xiii) The contractor will not remove any machines or machines parts without prior approval of the REC coordinating officer. If it is required to take out any machines to contractor workshop, the contractor has to apply for the gate-pass well in advance in proper format and the same may be issued only after is processed by REC.
- xiv) No advance payment will be made under any circumstance.
- xv) The successful vendor to whom contract is awarded have to submit a bank performance guarantee of Rs. 20,000/- or have to give consent for deduction of 10% of bill amount for each bills towards security, subject to Rs. 20,000/-.
- xvi) The REC reserves the right to accept or reject any or all the bids, without assigning any reason thereof.
- xvii) Technical bid in Annexure-I & Financial Bid in Annexure-III is required to be filled up completely.
- xviii) REC reserves the right to terminate the contract at any time without assigning any reason.
- xix) The tenderer should sign on all the pages of tender documents before submission of tender.
- xx) The taxes admissible under the Rules/Law shall be deducted from the bills of the Contractor.
- xxi) No alternative/conditional offer shall be considered.
- xxii) REC reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of REC's action.
- xxiii) REC reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.
- xxiv) Canvassing in any form in connection with this tender is strictly prohibited and the tender of the firm found to indulge in such canvassing will be rejected
- xxv) Micro & Small Scale Units registered with National Small Industries Corporation (NSIC) shall be extended following facilities :
- i. Issue of Tender Sets free of cost
  - ii. Exemption from payment of Earnest Money
  - iii. Waiver of Security Deposit upto the monetary limit for which the unit is registered; and
  - iv. Price preference upto 15% over the quotation of Large scale units
- xxvi) Any clarification on the documents may be obtained from:-

Shri Vinay Kumar Kesarwani Chief Manager (Admn.) Rural Electrification Corporation Limited, Core-4, SCOPE Complex, 7 Lodhi Road <b><u>NEW DELHI – 110 003.</u></b> Telephone No: 43091684	Shri. Brijesh Kakra, Asstt. Manager (Admn.) Rural Electrification Corporation Limited, Core-4, SCOPE Complex, 7 Lodhi Road <b><u>NEW DELHI – 110 003.</u></b> Telephone No: 43091674 Mobile No: 9811125981
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**TECHNICAL BID**

1. Name of the Firm \_\_\_\_\_
2. Regd. Address \_\_\_\_\_
  
3. Contact person`s Name& Designation \_\_\_\_\_  
(I) Address \_\_\_\_\_  
(II) Tel. No. Landline \_\_\_\_\_ Mobile \_\_\_\_\_
  
4. Email ID \_\_\_\_\_
  
5. Type of Firm (Please tick)  
Propriety/Partnership/Limited Company/Cooperative Society
  
6. Pan No. (essential, ) \_\_\_\_\_  
(Pl. enclose self certified photocopy)
  
7. Vat No./ Sales Tax No. (essential) \_\_\_\_\_  
(Pl. enclose photocopy)
  
8. TIN No. / Service Tax No. (essential) \_\_\_\_\_  
(Pl. enclose photocopy)
  
9. Whether bidder is an authorized service provider of any one of the Company i.e. Hitachi / Voltas / Videocon / LG etc. and based in Delhi (Essential) Yes / No\  
(Please enclose documentary evidence)
1. **Experience in the field during the last 4 yrs. (Essential)**  
Should have experience of providing AMC of 2008-09 \_\_\_\_\_  
for two Govt. Deptts. / PSU / Pvt. Ltd. firms for the last four years (2009-10, 10-11, 11-12 & 12-13)  
Please submit copies of the documentary evidence i.e. receipts challans, or copies of invoice and satisfactory job completion certificate from the clients  
(Please enclose documentary evidence)
2. Average financial turnover of the bidder should be at least Rs 2.00 lacs for the last four years  
2009-10 \_\_\_\_\_  
2010-11 \_\_\_\_\_  
2011-12 \_\_\_\_\_  
2012-13 \_\_\_\_\_

Please enclose copy of documentary evidence (audited balance sheet / P&L A/c / Annual Report / Certificate from Chartered Accountant)

12. Whether bidder have executed providing of AMC of single Order of value not less than 1.60 lacs or two work order of Value not less than 1.00 lacs in last four years (2009-10, 2010-11, 2011-12 & 2012-13). If yes mention value of order and year Yes / No  
1) \_\_\_\_\_  
2) \_\_\_\_\_
  
13. EMD (to be enclosed with the Technical Bid)

- a) Amount Rs. 5,000/-
- b) D.D. No. \_\_\_\_\_
- c) Bank \_\_\_\_\_

**Signatures of authorized signatory**

**Name** \_\_\_\_\_

**Designation** \_\_\_\_\_

**Seal:**

**ANNEXURE-II**

**Specifications of the Fax Machine & Photocopier Machine**

The breakup of Fax Machine & Photocopier Machine which are to be covered under a comprehensive AMC for one year are as under:

<b>Sl. No.</b>	<b>Description</b>	<b>No. of Fax Machine &amp; Photocopier Machine</b>	<b>Period of Contract</b>
1.	Photocopier Machine (Panasonic Make) 772 KXMB	03	01.07.13 to 30.06.14
2.	Photocopier Machine (Panasonic Make) 772 KXMB	03	01.10.13 to 30.09.14
3.	Photocopier Machine (Panasonic Make) 772 KXMB	08	03.12.13 to 02.12.14
4.	Photocopier Machine (Panasonic Make) 1010 KXMB	01	01.07.13 to 30.06.14
5.	Photocopier Machine (Panasonic Make) 8020 KXMB	01	01.07.13 to 30.06.14
6.	Photocopier Machine (Xerox Make) 3100	02	01.07.13 to 30.06.14
7.	Photocopier Machine (Ricoh Make) 3100	01	01.07.13 to 30.06.14
8.	Photocopier Machine ( Ricoh Make) 1200 SF	04	01.07.13 to 30.06.14
9.	Photocopier Machine (Ricoh Make) 1200 SF	01	19.09.03 to 18.09.2014
10.	Photocopier Machine (Ricoh Make) 1200 SF	02	10.10.13 to 09.10.14
11.	Photocopier Machine (Sharp Make) AR-M201	01	10.11.13 to 09.11.14
12.	Photocopier Machine (Sharp Make) AR-5520 D	01	01.07.13 to 30.06.14
13.	Fax Machine Machine ( Sharp Make) AR-M201	04	01.07.13 to 30.06.14
14.	Fax Machine Machine ( Sharp Make) AR-M201	01	07.09.13 to 06.09.14
15.	Fax Machine Machine (Sharp Make) FO-A650	01	21.12.13 to 20.12.14
	<b>TOTAL</b>	<b>34</b>	

**FINANCIAL BID**

<b>Sl. No.</b>	<b>Description</b>	<b>Quantity</b>	<b>Rates in Rs. (Per Unit)</b>	<b>Taxes (Pl. specify)</b>	<b>Total amount in Rs.</b>
1	Photocopier Machine (Panasonic Make) 772 KXMB	14			
2	Photocopier Machine (Panasonic Make) 8020 KXMB	01			
3	Photocopier Machine (Panasonic Make) 1010 KXMB	01			
4	Photocopier Machine (Xerox) 3100 Phaser	03			
5	Photocopier Machine (Ricoh Make) 1200 SF	07			
6	Photocopier Machine (Sharp Make) AR-M201	06			
7	Photocopier Machine (Sharp Make) AR-5520D	01			
8	Fax Machine (Sharp Make) FO-A650	01			

The terms and conditions contained in the tender document are acceptable to us.

**Signatures of authorized signatory**

**Name** \_\_\_\_\_

**Designation** \_\_\_\_\_

**Seal:**