

**Subject:-Annual Maintenance Contract (AMC) for Canon Photocopier Machine, Model No. IR 2202N, Installed in NCCVMRC at NIHFW, New Delhi.**

**Introduction:-**

The National Institute of Health and Family Welfare (NIHFW) is an autonomous organization under Ministry of Health and Family Welfare, Govt. of India. It as an 'apex technical Institute' for promotion of health and family welfare programmes in the country through its education and training, research and evaluation, specialized services and advisory and consultancy services.

Director, NIHFW, intends to give Maintenance Contract for Canon Photocopier Machine, Model No. IR 2202N, Installed in NCCVMRC at NIHFW under Annual Maintenance Contract. Interested firms are required to furnish their most competitive concessional rates as applicable for Government Hospital/Academic Institutions/Organizations etc., in sealed cover in the enclosed proforma along with the required documents in sealed envelopes.

The following terms and conditions shall be kept in view while evaluating the offers.

**GENERAL CONDITIONS OF CONTRACT**

1. The contract will be awarded initially for a period of one year.
2. The contract may be renewed on year-to year basis for a maximum period of next two years, subject to providing satisfactory services as per terms and conditions of contract.
3. The Full Service Maintenance Agreement (FSMA) will be inclusive of all spares and consumables for the maintenance of machines. The Annual Maintenance Contract will be inclusive of all spares required for the maintenance of machines except paper, toner and drum unit.
4. The firm must have experience of 3 years in the field of servicing of Photocopier Machine in Government/Autonomous Bodies/PSUs/Academic Institutions/ any other Organizations of repute. (Proof to be attached).
5. The firm must have all necessary registrations and clearances prescribed by the Government/concerned agency. The firm must have PAN, TIN, GST No., and Sale Tax Registration and submit their copies along with copies of the I.T. Return for the last three years.
6. In case of any defect/fault in the machine, the firm will have to undertake the job immediately on receipt of the complaint and ensure the machine is brought to working order within 2 working days. If the services are not provided within the stipulated time, the contractor shall be liable for payment of penalty of Rs. 200/- per day per machine. NIHFW will also have the option for taking services from other agencies and recover the cost from the bills/ Security deposits of the contractor.

7. In case, no action is taken on complaint from NIHFW within three days, the Performance Security will be confiscated and contract may be terminated without notice. Such firms will be blacklisted and forbidden from future tender activities of the institute.
8. The contract can be cancelled at any stage, without assigning any reason, if the services are not found satisfactory.
9. The firm must have its office and proper workshop having all the facilities for repair of Photocopier Machine in Delhi/NCR only. The Institute may inspect the premises, before award of the contract. The work awarded cannot be outsourced to other agency. The agencies/firms not located in Delhi/NCR need not apply.
10. Tenderer must be an authorized service provider. All consumables and spares must be genuine & manufactured by Canon. Any used/old duplicate, compatible or spurious parts or consumables supplied will attract rejection of full lot of supplies and a penalty to the tune of double the bill amount for the same.
11. If a firm withdraw from the tendering process or alters its bids during the bid validity period, its earnest money will be forfeited. The bid validity period shall be 90 days.
12. The Performance Security @ 10% of the anticipated cost of full service maintenance agreement in the form of Demand Draft or Bank Guarantee in favour of Director, NIHFW, New Delhi from a nationalized bank will have to be deposited by the successful firm before undertaking the contract. The Performance Security shall remain in force for a period of 60 days beyond the date of Completion of all contractual obligations of the supplier including warranty obligations.
13. The payment of the contract will be made on quarterly basis. The firm/company shall have to produce a bill in duplicate duly pre-receipted and bearing PAN No., GST No., etc.
14. Periodical visits should be made by the qualified and well experienced (not less than 3 years) engineer of the firm/company at least once in a month, for preventive maintenance of the machines. The visit will be recorded in the register kept in the Office of Section Officer (Acad.). Not to provide preventive maintenance may attract penalty to the extent of monthly charges of AMC/FSMA for the machine.
15. Service engineer may also be called by the institute on holidays as per requirement. The Service engineer must have company ID card and mobile phone. The contact numbers must be provided to the Section Officer (Acad.) at NIHFW. The person must bear good character and be well behaved.
16. The Institute is not bound to accept the lowest tender.
17. The Director, NIHFW, reserves the right to accept or reject any or all tenders wholly or partially including the lowest tender and also the right to cancel the supply orders placed on the successful tenderer (s) without assigning any reason thereof or incurring any liability thereby.
18. The Institute will recover TDS and other applicable taxes,etc. as per rules from the payment to be made to the firm.
19. Incomplete tender and conditional tender, in any aspect, is liable to be rejected without giving any notice.
20. The rates should be quoted as per the proforma. Incomplete tender will be liable to be rejected.
21. Each page of tender document must be signed and stamped.

22. The quotation in enclosed proforma must be filled kept in sealed envelope and addressed to the Director, NIHFWS, Munirka, New Delhi-110067. Superscribed Quotation for AMC of Photocopier Machine.

**Special Conditions of contract**

1. Disputes, if any, emanating from the resultant contract shall be settled through an arbitrator to be nominated by Director, NIHFWS.
2. The resultant contract shall be interpreted under the Indian Laws.
3. Only the courts located in Delhi, shall have jurisdiction in the matter.

(Anil Kumar)  
Deputy Director (Admn.)  
NIHFWS, Munirka, New Delhi.

**Tender Proforma for**  
**Annual Maintenance Contract (AMC) for Canon Photocopier Machine, Model No. IR-2202N.**

**(Proforma of quotation)**

<b>S. No.</b>	<b>Particulars of the Machines</b>	<b>Qty.</b>	<b>Unit Rate for AMC (Including of all taxes, GST &amp; applied taxes)</b>
01	Photocopier Machine, Model No. IR- 2202N. <b>Make : Canon</b>	01 Nos.	

**Place:-**

**Date:-**

Signature of Tenderer:- \_\_\_\_\_

Name (in Block letters):- \_\_\_\_\_

Capacity/Position/Designation:- \_\_\_\_\_

Name of the firm & Seal of the firm:- \_\_\_\_\_