

No. D-18016(1)/07-GA
Government of India
Ministry of Micro, Small and Medium Enterprises.

Udyog Bhavan
New Delhi, the 4th July, 2007

Subject : Invitation for rate quotations for Award of Annual Maintenance Contract of fax machines in the Ministry of MSME.

Sir,

I am directed to inform you that Ministry of MSME desires to award comprehensive Annual Repair/ Maintenance contract of Samsung/Sharp/HP/Toshiba fax machines of the Ministry ([list enclosed](#)) for the period of one year on the terms and conditions mentioned in the [annexure](#). The interested parties may furnish their rate quotations to GA Section, Ministry of MSME, Room No. 49, Udyog Bhavan immediately and latest by 17.7.2007. The machines can be inspected during the office hours on any working day.

Yours faithfully,

S/d-
(P.S Verma)
Under Secretary to the Government of India
Tel:- 23061636

TERMS AND CONDITIONS OF AMC OF FAX MACHINES

1. The Fax machines will be available for annual maintenance contract at Ministry of Micro, Small and Medium Enterprises, Udyog Bhavan.
2. In case the repair is needed at your works, cost of carriage and arrangement will be borne by the vendor.
3. For repair time exceeding 24 hours from reporting time (excluding holidays) standby equipment at no extra cost shall be provided by vendor irrespective of the fact whether the defective machine are to be repaired in Udyog Bhavan or to be taken out.
4. Preventive maintenance schedule shall be submitted in advance.
5. AMC shall be carried out during office hours (0900 to 1730 hrs) on working days of Ministry of MSME. However, in case of urgency, AMC may be needed on holidays and even after office hours also for which no separate cost shall be paid.
6. The equipment availability shall be maintained at the satisfaction of the user.
7. AMC will be comprehensive and include all repair, maintenance and replacement.
8. The payment will be made in 4 equal quarterly installments after award of contract and will be subject to satisfactory services thereafter.
9. Income tax and works tax will be deducted at source, as per relevant rules and procedures of IT Act and Works contract Act.
10. The rates quoted by you will be valid for the period for one year from the date of AMC.
11. The firm shall be responsible for maintenance of the machines in working orders by placing the services of the experienced engineer in this Ministry on the working days. The work will primarily be carried out in the premises of the Ministry. Only such work, which is not possible to execute in the premises of the Ministry, would be allowed to be done at the firm's workshop with prior written permission of the Ministry.
12. If at any stage, the services of the firm are not found satisfactory or the firm has failed to provide services and rectify the defect within 24 hours the AMC will liable to be terminated by the Ministry without assigning any reason, whatsoever.
13. The tenderer/ firm will be required to furnish a D.D. of Rs. 5,000/- in The name of DDO, Ministry of Micro, Small and Medium Enterprises at the time of sending the quotations which will be returned to them if they are not awarded the contract.
14. The successful tenderer will be required to furnish a demand draft of Rs. 10,000/- as security in the name of DDO, Ministry of Micro, Small and Medium Enterprises at the time of award of the contract which will be released to the contractor on satisfactory completion of the contract. The DD of Rs. 5,000/- submitted earlier can be adjusted in the security amount of Rs. 10,000/-.

List of Fax machines in the Ministry

Sr. No.	Section	Make	Model	Room No.
1.	R/o M(MSME)	Samsung	SF-565-P	1, Tyagaraj Marg
2.	M(MSME)	Toshiba	E studio 50 F	1, Tyagaraj Marg
3.	Secy(MSME)	Samsung	SF-565-P	166
4.	O/o JS(PK)	Sharp	FO-1660 M	122-A
5.	JS(SKP)	Sharp	FO-2950 M	170
6.	O/o JS(SKP)	HP	6208	164
7.	Dir(RB)	HP	6208	268
8.	DS(SN)	Panasonic	UF-332	275D
9.	SSI(P)-I	Sharp	FO-1530	462