

I/43679/2023

**Government of India
Ministry of Statistics and Programme Implementation
National Statistical Office
Data Processing Division**

**Data Processing Centre
III Floor, "F" Wing, Kendriya Sadan,
Koramangala, Bangalore – 560 034.
Dated. 19.04.2023.
Telephone: 080-25522914/25631286
Email.dpc.nssso-kar@nic.in**

To,

**Sub: Comprehensive Service Maintenance Contract (CSMC)
for HP Laser Jet MFP E 72525 Photocopier– reg.**

Sir,

This office intends to enter into Comprehensive Service Maintenance Contract (CSMC) for a period of one year from the date of agreement for maintenance of HP Laser Jet MFP E72525 Photocopier with a reputed firm with service branches in Bengaluru. The photocopier machine was under CSMC during last year and same is going to expire on 10.05.2023.

The photocopier machine can be inspected during the period 20.4.2023-3.5.2023 in the office hours (10.00 am to 5.00 pm). The interested companies may submit their rate per copy for A/4 xerox paper & taxes, if any, may also be indicated. The quoted rate should include all cost such as spare parts, toner, repair, services, maintenance etc.

The interested parties are requested to send their proposals to the undersigned on or before 04.05.2023 by 5.00 pm in a sealed cover. The quotation will be opened on 05.05.2023 by 11.00AM. The authorized representatives of the firms may remain present at the time of opening of quotation. This office reserves the right to reject any or all the quotations received without any reason. A profile of your firm as well as the list of clients being serviced by your firm should invariably be attached with the quotation.

General terms & conditions governing the CSMC is annexed. You will be a signatory to the CSMC agreement to be entered into with this office on award of the same.

Yours faithfully,

(Amitha.M)
Deputy Director & HO

Signed by Amitha M
Date: 19-04-2023 14:43:13
Reason: Approved

Encl: a.a.

**GENERAL TERMS & CONDITIONS GOVERNING THE COMPREHENSIVE
SERVICE MAINTAINANCE CONTRACT**

1. The contract covers routine maintenance and break down services.
2. Maintenance services shall consist of preventive and corrective maintenance of the photocopier which include supply of toner & replacement of parts (Removed spare parts are to be handed over to the office)
3. The services include free replacement of defective/worn-out parts with new parts. Only the genuine spare parts should be used.
4. Break down service should be made available within 4 hours of intimation regarding the breakdown. Failure to offer the service within the stipulated time will attract penalty.
5. Routine service includes routine inspection, checking & servicing of the photocopier once in every quarter spaced out as evenly as possible.
6. Free transport of photocopier, to and from office, in case repair is carried out in your service station.
7. CSMC amount will be paid on monthly basis, at the end of each month, during the period of contract.
8. Prorata deductions towards delayed services in a quarter will be made from the ensuing monthly payments.
9. The user reserves the right to cancel the CSMC without assigning any reason and the service provider shall effects prorata refund for the unexpired part of the contract to the user.
10. Any other stipulations agreeable by both the parties.
11. Standby system shall be provided in case a faulty system is not brought to working condition within 24 hours of reporting the fault.
12. On expiry of the contract, the firm shall handover photocopier machine in perfect working condition, failing which liquidated damages will be deducted from the service provider.
13. If photocopier machine is disposed off, the CSMC amount will be reduced to that extent.

(Amitha.M)
Deputy Director & HO