



सं.एम-11013/10/सा/मपूक्षे/2017
भारत सरकार
सांख्यिकी एवं कार्यक्रम कार्यान्वयन मंत्रालय
राष्ट्रीय सांख्यिकी कार्यालय
(क्षेत्र संकार्य प्रभाग)

क्षेत्रीय कार्यालय, महाराष्ट्र, (पूर्व) क्षेत्र
सीजीओ कॉम्प्लेक्स, ए ब्लॉक, तीसरी मंजिल
सेमिनरी हिल्स, नागपुर - 440006
दिनांक : ~~22.07.2019~~
31-7-2019

सेवा में,

विषय:- झेरोक्स मशिन का पुर्ण सेवा रखरखाव अनुबंध (FSMA) करने के बारे में रेटस आमंत्रित करने के बारे में।

महोदय,

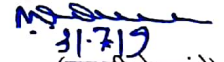
उपरोक्त विषय के संदर्भ में आपको सूचित किया जाता है कि, इस कार्यालय में अर्न्तगत चार झेरोक्स मशिन स्थापित है, झेरोक्स मशिनों का पुर्ण सेवा रखरखाव अनुबंध (FSMA) एक वर्ष के लिए करने के लिए कोटेशन (Quotation) के द्वारा दर आमंत्रित किए जा रहे हैं। मशिन का ब्यौरा निम्नस्वरूप है।

झेरोक्स मशिन कंपनी का नाम	स्थापित की गए मशिनो का स्थान	झेरोक्स मशिनो कि संख्या
झेरोक्स (Brand: Xerox Model - WC5022)	आंचलिक एवं क्षेत्रीय कार्यालय, नागपुर	02
	उप क्षेत्रीय कार्यालय, अमरावती	01
	उप क्षेत्रीय कार्यालय, अकोला	01
	कुल मशिन	04

अतः आपसे अनुरोध है कि, नियम एवं शर्तें (Terms & Condition Copy enclosed) के अनुसार उपरोक्त दर्शाए गए विवरण के अनुसार झेरोक्स मशिन के लिए पुर्ण सेवा रखरखाव अनुबंध (FSMA) के दर प्रती मशिन मोहरबंद लिफॉफे में दिनांक 20.08.2019 तक इस कार्यालय को प्राप्त हो सके ऐसी व्यवस्था करें। दिनांक 20.08.2019 के बाद भेजे गए निविदाएँ इस कार्यालय द्वारा स्विक्त नहीं कि जाएगी। आपको यह भी अवगत किया जाता है कि, किसी भी निवादा को तकनीकी आधार पर बिना कारण दर्शाए प्रस्तुत की गई निविदा रद्द करने का अधिकार सुरक्षित रखती है।

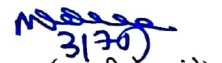
भवदीय

संलग्न - Terms & condition & Annexure-II


31-7-19
(एम.डी.देशपांडे)

वरिष्ठ सांख्यिकी अधिकारी एवं कार्यालय प्रमुख

प्रतिलिपी:- कॉम्प्युटर सेंटर, नई दिल्ली को मंत्रालय की Website पर upload करने के लिए प्रस्तुत है।


31-7-19
(एम.डी.देशपांडे)

वरिष्ठ सांख्यिकी अधिकारी एवं कार्यालय प्रमुख

Government of India
Ministry of Statistics & PI
National Sample Survey Office
(Field Operations Division)

**FULL SERVICE MAINTENANCE AGREEMENT (FSMA)
OF XEROX MACHINES**

Terms and Conditions

1. Name of the work: Full Service Maintenance Agreement (FSMA) of Xerox machines installed in the offices of NSSO (FOD), located in CGO Complex, Nagpur, Akola & Amravati.

Sr.No.	Sr.No. of Xerox Machine	Model No. of Xerox Machine	Place of Installation	No. of Xerox Machine
1	3334388998	WC5022	Zonal office, Nagpur	01
2	3334387835	WC5022	Regional office, Nagpur	01
3	3334387789	WC5022	SRO- Amravati	01
4	3334387797	WC5022	SRO- Akola	01
			Total no. of Xerox Machines	04

2. Contract Period: One year with effect from the date of award of the contract.

3. Tenders from only those firms will be entertained which are registered for the services desired in the tender and have GST Number, VAT No., PAN No. and supporting documents to establish that the firm have adequate experience in maintenance of Photostat machines.

4. The term Service Maintenance shall include both preventive as well as corrective maintenance of Xerox Machines for all the working days and holidays as and when required as specified in this contract conditions. The maintenance (both preventive as well as corrective) shall cover service for rectification of fault, if any, and repairs of specified components.

5. For the purpose of this FSMA work, following interpretations would be made:-

(a) Hardware-This would include the actual components / assemblies / sub-assemblies of the Xerox and connectors/cables/cords and any other physical appliances required to run the Xerox machines etc.

(b) Service- This would include Maintenance of machines Support and installation of software purchased by the office of aforementioned category from time to time. This would also include back-up solutions, cleaning of the machines and general checks to ensure if all the components are working fine/efficiently.

- (c) Cost of Spares & Consumable items will be borne by the vender. i.e. Consumables items are drum, Cartridge, Toner etc. including related expenditure like transportation, delivery etc. of all items need to be borne by the vendor.
- (d) The replacement of any part of the Xerox Machine, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
6. It shall be obligatory on the part of the contractor to carry out repair/maintenance of Xerox machine under his direct supervision during the period of contract and in no case this shall be sub-contracted.
7. For regular and proper maintenance of the Xerox Machines, the contractor will depute at least one qualified mechanic/technician to this Office during working days at frequent intervals (on monthly basis) throughout the period of contract. If required, the services of technician shall also be made available on Saturday/Sunday/Holidays without making any extra payment.
8. The firm shall also be responsible for deployment of necessary staff for regular cleaning of all machines using suitable cleaning material and equipment. All equipments under the contract shall be cleaned once in two months on regular basis.
9. The schedule of preventive maintenance shall be as follows:-
- (a) Cleaning of all equipments using dry vacuum air, brush, and soft muslin clothes.
 - (b) Checking of power supply source for proper grounding and safety of equipment.
 - (c) Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment.
10. Contractor should respond within 24hrs and deductions equivalent to @Rs.100/- for each day, shall be made from the bill in case of failure/any equipment remaining out of order for more than 24 hours. However, it will not apply if a standby machine is provided by the vender.
11. If in any case, the firm is not able to do the work, the same shall be got done from some other firm or from the open market at the cost of the contractor and the extra expenditure incurred thereon shall be recovered from him. This shall entail the termination of the contract; forfeiture of the performance security and debar for any future contracts from the office for at least three years.
12. In case the vender desires to have the machine examined at their workshop for servicing, it shall be the responsibility of the vender to collect the machine and delivered to this office at their own cost/risk.

13. The contractor shall be responsible for handing over all the machines in working condition to the Office at the end of the contract period and the cost of shortcoming, if any, shall be borne by the outgoing contractor.

14. The damage caused, if any, either to equipments or to any other property of the Government through negligence or otherwise, shall be at the risk, cost and responsibility of the contractor.

15. No advance payment will be made. The payment shall be made on quarterly basis on completion of each quarter and satisfactory service rendered by the vendor during the contract.

16. The contract shall normally be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions.

17. The Office reserves the right to reject or to accept any quotation, whole or in part without assigning any reason thereof. The Office reserves the right to terminate the Full Service Maintenance and Agreement (FSMA) at any time during the contract period if the services of the contractor are not found satisfactory by giving a notice of two weeks. In all matters of dispute relating to the proposed Full Service Maintenance Agreement, the decision of the Office shall be final and binding on the contractor.

18. No conditional bids will be accepted and such bids are liable to be summarily rejected by the competent authority at its discretion. If any of the bidders have objection with regard to the terms and conditions of the tender, the same may be pointed out within 10 days of the issue of tender documents. The quoted rates shall be kept open for acceptance by the Office for 45 days of the tender opening.

19. The prospective bidders are free to seek any clarification from the undersigned, Regional Office, NSSO (FOD), CGO Complex, Nagpur. (@ # 0712-2511606) with prior appointment on any working day before tender opening.

20. The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The FSMA can be extended, if so desired by the Office, based on the performance of the service provider for the same basic price beyond the contract period.

Following documents may be attached along with their bids:

a. Registration Certification of the firm (Sole Proprietorship/ Partnership/ Public Limited or Private Limited).

b. Copies of similar Full Service Maintenance Agreement/AMCs received from Government a, reputed private organisations.

c. The address of the workshop with telephone number(s) and fax number(s) in Nagpur has to be given.

d. The bid should also contain the rate per copy or/single rate for all four (4) Xerox Machines per year. In case of per copy, meter reading as shown in the meter installed in the Xerox Machine shall be the proof of such number of copies made by the office.

e. The rates should be inclusive of all type of taxes, duties, levies like Service Tax etc.

21. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.

22. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. Office reserves the right to reduce or increase the number of items offered for maintenance contract during the period of the FSMA.

23. Only the firms meeting the above financial terms & conditions should apply in the proforma placed at Annexure-II in a sealed cover. The firm which fails to fulfil any of the above terms & conditions will be automatically disqualified for the purpose of tender.

24. The bidder should submit an undertaking that he is not currently black listed by any Government Department/PSU/Autonomous Bodies.

25. Contract of the agency may be cancelled on violation of the contractual assignment.

26. The successful Agency will be required to execute an agreement with NSSO(FOD), Nagpur within the period specified in the award letter. In case the successful agency fails to enter into the Agreement with NSSO(FOD), Nagpur within the specified dated mentioned in the award letter, the EMD, if any deposited by such Agency shall stand forfeited without giving any further notice.

27. Income Tax and other taxes will be deducted by the client from the payment as per Government Procedure.

28. Tenders should sign at each page of the documents confirming the acceptance of all the terms and conditions.

29. PENALTY CLAUSE: - In case of any irregularities noticed, the penalty amount will be levied by NSSO(FOD) up to the extent of 10% of the monthly charges due for the relevant month, after issuing show cause notice to the agency and considering the explanation of the agency, if submitted within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.

30. ARBITRATION CLAUSE: - In case of any disputes between the parties viz. NSSO(FOD) on one hand the agency/ firm awarded the Contract on the other hand, arising out on account of scope of the work and other mandatory liabilities as stated in the Tender Document / Contract Agreement, the dispute shall be referred to an Arbitrator as per Arbitration and Reconciliation Act 1996, in Nagpur jurisdiction.

Annexure-II

Proforma for quotation for Full Service Maintenance Agreement

Quotation may be submitted in the following proforma :-

Sr. No.	Model No.	Location of Xerox Machine	Rate per machine per year
1.			
2.			
3.			
4.			

Note: - Rate is inclusive of all taxes.

Address of the Agency:

Signature:

Name: