No. F.2/1210/CTB/GAD/2014/11245-59  Dated: 19/12/2014

To

15. M/s Sympoh Marketing Pvt. Ltd., 4658-A, AnSari Road, 21, Dariya Ganj, New Delhi-110002

Sub: Quotation/Limited Tender Enquiry for the maintenance of Fax Machines (Different Models).

Sir,

Subject to the fulfillment of the following terms and conditions sealed quotations are hereby invited for the maintenance of Fax Machines of different models installed in different offices/departments on the strength of GAD as per list attached (Annexure-I).

Terms and Conditions

1. The rates quoted should be clear in all respect preferably typed. The rates should be written without overwriting/erasing etc., if, cutting becomes necessary, the person signing the quotation should duly attest it.

2. The taxes chargeable should be mentioned separately.

3. The envelope containing quotations should be sealed and marked in block letters “Quotation for maintenance of Fax Machines” and should be deposited with Superintendent (CT), General Administration Department, Level-2, A-Wing, Delhi Secretariat, I.P. Estate, New Delhi latest by 09/01/2015 upto 3.00 P.M. and the same will be opened by the Department Evaluation Committee on same day at 3.30 P.M. in the chamber of Deputy Secretary (GAD)

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4. The bidder should submit an earnest money deposit of Rs. 5,000/- (Rs. Five thousand only) in the form of Bank Draft of any nationalized bank in favour of DDO (GAD) along-with quotation/tender, failing which the quotation/tender will not be entertained/considered.

5. The average annual Financial turnover during the last three years, ending 31st March, 2014 should be at least Rs. 21,000/- (Rs. Twenty one thousand only) Supporting documents in respect of TDS certificate issued by concerned departments, IT clearance certificate, TIN and PAN Number, company profile, details and number of maintenance contracts in hand should be submitted.

6. The bidder shall have experience of successful past performance of similar contracts. The Conditions of experience of the prospective bidder should be specific as follows:

   (a) Three similar completed works costing not less than Rs. 28,000/-
   OR
   (b) Two similar completed works costing not less than Rs. 35,000/-
   OR
   (c) One similar completed works costing not less than Rs. 56,000/-

7. The successful bidder has to deposit 10% of the total contract money as performance guarantee in the form of Demand Draft or Bank guarantee drawn in favour of DDO (GAD) whose validity should be beyond 06 months of the date of expiry of contract.

8. The firm should be registered with Department of Trade & Taxes, Government of National Capital Territory of Delhi, Service Tax Department, Government of India and Income Tax Department, Government of India.

9. The contract will be comprehensive.

10. The service engineer of the firm will inspect the Fax Machines once in a week. However, in case of any emergency, the services of service engineer can be requisitioned even on Saturday/Sunday/Holiday/odd hours.

11. The contract will be for a period of one year from the date of award of contract and further extendable, if required by this department.

12. A weekly performance report should be prepared by the service engineer at the time of visit and should be submitted to this office.

13. During the period of contract, the firm is liable to provide necessary repairs/change of parts and servicing of Fax Machines at its own cost.

14. The payment on account of maintenance contract will be made on quarterly basis on production of satisfactory report from the user departments at the end of each quarter.

15. It is desired that all the complaint for faulty Fax Machines should be attended on priority basis and each machine should be set right on the same day. In case the machine required to be repaired in the workshop, a standby machine should be provided to the user.

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16. Disputes, if any, subject to Courts of Delhi/New Delhi only.

17. The Principal Secretary/Secretary (GAD) reserves the right to accept or reject any or all quotations without assigning any reasons.

18. In case of non-satisfactory service, 10% to the monthly charges will be deducted.

19. The firm should not be black listed by any Govt. Department and an affidavit to this effect on Rs.10/- non – judicial stamp paper shall be submitted along-with the quotation.

Sd/-
(NIRAJ KUMAR)
SUPERINTENDENT (CT)