

No. D-21014/2/2011-Gen
Government of India
Ministry of Corporate Affairs

5th Floor, 'A' Wing, Shastri Bhavan
Dr. Rajendra Prasad Road
New Delhi, dated 2.11.2011

To

(list enclosed)

Subject: -Comprehensive Annual Maintenance Contract in respect of Toshiba makes Photostat machines in the Ministry of Corporate Affairs for a period of one year w. e. f. 1.12.2011 30.11.2012 - Reg.

Sir,

I am directed to invite the quotations from authorized service providers of M/s. HCL Info systems Limited, for complete service Agreement in respect of 4 (Four) Toshiba make Photostat machines (in working condition) installed in the Ministry for a period of one year w. e. f. 1.12.2011 to 30.11.2012, which is extendable further subject to satisfactory performance. The rate may be quoted at the rate of per copy without any minimum/maximum condition. The details of machines are given below:-

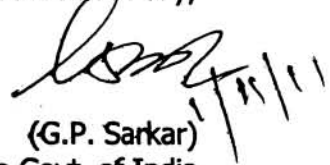
S. No	Make/ Model	Location	Rate per /copy
1	Toshiba e-studio 200	Minister's residential office 3 Tuglak lane, New Delhi	
2	Toshiba e-studio 305	JS(A)'s office R.No. 507, 'A' Wing, Shastri Bhawan	
3	Toshiba e-studio 305	JS(M)'s office R.No. 506, 'A' Wing, Shastri Bhawan	
4	Toshiba e-studio 452	Cash Section R.No. 524, 'A' Wing, Shastri Bhawan	

2. The quotations may be submitted in a sealed cover super-scribed "Quotations for comprehensive Maintenance of Toshiba Photocopy Machine" and addressed to the Under Secretary (General Branch), Ministry of Corporate Affairs, Room No. 526, 'A' Wing, Shastri Bhavan, New Delhi so as to reach the undersigned by 3.00 P.M on or before 22.11.2011. The quotations will be opened on the same day at 3.30 P.M on 22.11.2011 in Room No. 526,'A' wing, Shastri Bhavan. Interested addressees who wish to be present at the time of opening of Quotations may remain present. Your representative may also inspect the machines before submission of tender.

3. The contract shall be on a comprehensive maintenance service basis i.e. no extra charges for supply of toner, replacement of any defective parts will be paid by this Ministry. During the currency of the contract period it will be the responsibility of the company to keep the equipment in perfect working order. The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop.

4. In case, the cost of damaged part or parts are to be borne by the Ministry, the firm has to intimate the same in advance in writing and will replace the same after obtaining the approval of competent authority.
5. The Company who has been awarded the contract will not assign the work to any second party and will attend to the complaints by themselves.
6. The Engineer of the company will have to visit two times in a week. In addition to that he will have to attend the urgent calls for rectifying the faults for keeping the machine in good working condition at any time on short notice.
7. The Ministry has the right to terminate the comprehensive AMC by giving one month's notice and vice versa, if the services rendered are not found satisfactory. In this case, the contractor will refund the proportionate amount of AMC for the rest of the period of the AMC, if any.
10. The payment towards AMC charges would be made on meter reading basis supported by certificate from the concerned users on quarterly basis.
11. AMC will be terminated any time during the pendency of contract, if the service is found un-satisfactory.

Yours faithfully,



(G.P. Sarkar)

Under Secretary to the Govt. of India

Copy to:- Dy. Dir, e-governance cell with the request to put the matter in the website of the Ministry.