

UNIVERSITY OF KALYANI

INVITATION FOR TENDER DOCUMENTS FOR THE ANNUAL MAINTENANCE CONTRACT OF PHOTOCOPIER MACHINE FOR THE YEAR 2007-08

Brief Tender Notice(as in news paper):

Sealed tenders are being invited from reputed concern for AMC of Photocopier machines. Please open our website www.klyuniv.ac.in for details. Tender paper may be downloaded from the website. Last date of submission of tender is 19.08.2008.

Detail Tender Notice:

Sealed quotations duly sealed in envelop are invited for the maintenance of Photocopier machines installed in various Academic and Administrative Departments, Offices and Centres of University of Kalyani, Nadia, West Bengal. Envelope containing the bid shall be super scribed '**AMC of Photocopier machines**'.

- A. Application Format and essential pre-requisites are given in attached Annexure – 1.
- B. Uptime Clauses are given in attached Annexure – 2
- C. The configuration of machine to be maintained is as given in Annexure –3
- D. Clients Information are given in attached Annexure-4
- E. Other Terms & Conditions of the quotation are as under:-
 1. Quotations must reach the office of the Accounts Officer, University of Kalyani, Nadia by 19.08.2008.
 2. The officers authorized to open the quotations shall not be bound to accept the lowest rate quotation. University of Kalyani has the right to reject all or any of the quotations without assigning any reason.
 3. The decision of the Committee for AMC with respect to any of the matters pertaining to the quotation or the agreement or arising there from shall be final and shall not be called in question.
 4. The agency shall submit a list of customers (As Annexure - 4) where photocopiers are maintained by it.
 5. Further, once the quotation is accepted, the maintenance agency shall execute an

AMC Agreement. The AMC can be terminated by University of Kalyani by giving one month notice without assigning any reason thereof.

6. The bidder on an average shall depute at least one service engineer. No transportation etc. charges will be payable by University of Kalyani to the maintenance agency for site visits carried out by agency personnel in the course of carrying out repair at the site offices. In case of absence of the engineer, substitute shall be provided by the vendor on day to day basis. The bidder shall furnish names, designations & experience, mobile no. of the service engineer deputed. These service engineers must report every day at 10.00 AM to the Accounts Officer, University of Kalyani. The service engineer shall be changed only after prior approval of the Accounts Officer, University of Kalyani, during maintenance period. The service engineers may be assigned duties depending on requirements.
7. The maintaining agency shall provide, at its cost, complete required tool kits etc. to deputed service engineers.
8. The deputed service engineer should be well versed with Hardware and Software of any Photocopier machine specially all model of CANON and GESTETNER.
9. Items presently under maintenance/warranty with other agencies may also be included at the same unit rate on pro-rata charges basis for the remaining AMC period when the warranty/AMC will over with the existing agency/vendor. No payment shall be made to the agency for the AMC of the machine under warranty with it.
10. The maintenance shall be done in University of Kalyani premises as shown in the assignment order.
11. Bid should be placed on prescribed format (Annexure – 5) only. Any deviation may be attached as separate annexure.

ESSENTIAL PRE-REQUISITES FOR BIDDERS**APPLICATION FORMATE OF THE BIDDER:**

1. Name of the Firm/ Business Name:
2. Address:
3. Nature of the Business(Sole proprietorship, Partnership, Company):
4. Name of the Proprietor/ Owner/ Partner to deal with:
5. Name of the authorised person other than at (4):
6. Contact Telephone No(s) and Fax No.:
7. Trade Licence Details(to be enclose a Xerox copy):
8. Service Tax Registration Details (to be enclose a Xerox copy):
9. Income Tax clearence details (to be enclose a Xerox copy):
10. Details of the expertise in the AMC of Photocopiers(use separate sheet):
11. Details of authorised dealership/ retailership/ service provider(use separate sheet):
12. Item wise split up of Rate for in-house Annual Maintenance Service

SL No	Make & Model	Quantity	Rate (Rs.)	Total (Rs.)
1	CANON- IR 1600			
2	CANON- IR 2016J & Other Model			
3	GESTETNER- 1502G & Other Model			
	TOTAL			

Note: Please visit the machines for getting detail information with prior intimation to the Accounts Officer

12. Any other related information:

Place:

Date:

Name and Signature of the Tenderer (With seal)

OTHRE CONDITIONS:

1. The bidders must have successfully carried out the job of Annual Maintenance of Photocopier machines of at-least two reputed organizations.
2. The bidder should possess Service Tax Registration Certificate in original. Fresh applicants who have applied for Service Tax Registration need not submit. Any tender received without a copy of the Service Tax Registration Certificate shall summarily be rejected.
3. The bidder must have the trade license of maintenance work.
4. The bidder must have the up-to-date Income Tax clearance.
5. They must be an authorised agency of at-least one reputed OEM in Photocopier machine.
6. Non-refundable demand draft of Rs 150/-(Rupees one hundred fifty only) in favour of University of Kalyani payable at Kalyani to be submitted along with the tender for cost of tender.
7. There will be a written agreement between the University and the selected party. The party concerned has to deposit a certain amount for Security Deposit. The amount of security deposit will be decided later.

A) UPTIME CLAUSE:

- i. Maintenance agency will be required to maintain uptime of machines under its AMC agreement. Any system failure shall have to be fixed within next 48 work hours. In case the cumulative down time i.e. from the time of lodging complaint till the uptime of the machine exceeds 72 work hours limit, the same will be reported to the Accounts Officer and Accounts Officer's decision shall be deemed final. Vendor should offer to abide by the decision of the Accounts Officer, University of Kalyani.
- ii. It will be a non-comprehensive agreement, so the service engineer should submit a written requisition through the concern HOD at least seven days before for the require consumable/spare parts.
- iii. In case of absence of an engineer substitute shall be provided by the vendor on day to day basis.
- iv. No call shall be carried forward to the next day. In case it is to be carried forward due to any genuine reason, Accounts Officer, University of Kalyani shall decide and convey the same to the maintenance agency.

B) SPECIAL UPTIME CLAUSE:

- i. Problems that require more than 72 work hours i.e. that require replacement of the spares or ex-campus repairing shall have to be reported by the service engineer with proper explanation to the Accounts Officer as soon as possible. Grant of additional time rests with the Accounts Officer, University of Kalyani.
- ii. In case maintenance agency fails even after 1 week of the additional grant of time to make the equipment operational than it may be got serviced from the open market at the cost of maintenance agency.

Name and Signature of the Tenderer (With seal)

ITEM TO BE MAINTAINED:

SL No	Make & Model	Present Quantity	Future Quantity
1	CANON- IR 1600	1	0
2	CANON- IR 2016J & Others	4	11
3	GESTETNER- 1502G & Other	2	0
	TOTAL	7	11

Please visit the machines for getting detail information with prior intimation to the Accounts Officer

Name and Signature of the Tenderer (With seal)

ANNEXURE- 4

Clients Information

1. Name of the Company/Office :
2. No. of companies under AMC :
3. Address of the company under AMC :
4. Telephone Number and Name of the
Company under AMC :
5. System software under AMC :
6. Networks under AMC :

Note: Separate sheet may be used for each Agency/Office/Department under AMC.

Place:

Date:

Name and Signature of the Tenderer
(With seal)