

D.17016/1/2013-Admn.
Government of India
Ministry of Rural Development
Department of Land Resources,
NBO Building "G Wing", Nirman Bhawan, New Delhi - 110 011

Dated the ^{2nd} August, 2013.

To
As per list

Dear Sir,

This Department is intends to enter into full service maintenance agreement (FSMA) in respect of the following five Canon photocopy machines installed in this Department. The details of the machines are as under:-

Sl. No.	Model No and Machine No.	Date of Purchase	Installed at
1.	IR3245 Serial No. DHN 4707	22.12.2011	Nirman Bhawan
2.	IR3245 Serial No. DHN 4347	22.12.2011	Nirman Bhawan
3.	IR3245 Serial No. DHN 4349	22.12.2011	Nirman Bhawan
4.	iR-ADV-4045 Serial No.HSA00747	03.07.2012	CGO Complex, Lodhi Road, New Delhi
5.	iR-ADV-4045 Serial No.HSA00743	03.07.2012	Krishi Bhawan, New Delhi

Terms and conditions for FSMA

1. The authorized Service Partner of M/s. Canon India Pvt. Ltd. are eligible to apply. They are required to submit authorization certificate from M/s. Canon India Pvt. Ltd., else the offer will not be considered.
2. The rate may be quoted as the rate per copy without any minimum/maximum condition.
3. The contract shall be on a comprehensive maintenance service basis i.e. no extra charges for any kind of service, replacement of any defective parts (like Teflon), supply of consumables (like Drums, Toner, Fixing assembly units) will be paid by the Ministry. During the currency of the contract period it will be responsibility of company to keep the equipment in perfect working order.
4. Payment will be made at the end of each quarter on rendering satisfactory services through e-payment. TDS may be deducted from the invoice amount as per rules.
5. Complaint is to be attended to within four working hours.
6. The Engineer of the company will have to visit once a week for preventive maintenance. In addition to this, he will have to attend any number of complaints/Calls, if required.
7. The rates will be valid for three years from the date of award of the contract.
8. The contract will be for a period of three years, which will reviewed after the completion of each year.

①

9. 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.
10. Department of Land Resources reserves the right to levy any penalty for damaging, misuse faulty repairs etc. to the photocopier machine caused by your representative.
11. If any machine is not repaired within two days, the firm will provide stand by Photostat Machine. In case, the firms fails to repair or provide a stand by machine within 2 days, then a penalty of Rs.200/- per day or part thereof will be charged for delay beyond two days till such time machine is repaired.
12. The firm is required to furnish Income Tax No. SSC/CST No. along with the quotation.
13. The authorized service partner of Canon India willing to respond should have at least three running FSMAs with Ministries/Departments/Govt. organisations and minimum annual turnover of Rs. 1 crore.
14. In the event of deficiently in service, the Department of Land Resources reserves the right to terminate the contract without giving any prior notice.
15. Any dispute out of the contract will be subject to the jurisdiction of Delhi Court only. The language of the legal proceeding will be English only.
16. Department of Land Resources reserves the right to select or reject any or all quotations without assigning any reasons whatsoever.

Earnest money by means of Demand Draft/Pay Order of Rs.5,000/- (Rupees five thousand only), in favour of the "Pay & Accounts Officer, Department of Land Resources, New Delhi", may be enclosed with the quotations. The quotations received without earnest money will be summarily rejected. The earnest money will be returned in respect of the unsuccessful bidder. No interest will be paid on this earnest money.

Please submit your quotation in a sealed/taped super scribed on the envelope "Quotations for FSMA or CAMC of Canon Copiers" to Under Secretary (Administration), NBO Building, "G Wing" Nirman Bhawan, New Delhi - 110 011 upto 3.00 P.M on 20.9.2013, which will be opened at 04.00 P.M. on the same day.

Yours faithfully,



(Anoop Kumar)

Under Secretary to the Government of India
Tel. No. 2307 2722