

**PRASAR BHARTI
BROADCASTING CORPORATION OF INDIA
DIRECTORATE GENERAL: ALL INDIA RADIO**

No.D-19016/01/2009-GA

New Delhi, dated 11-05-2011

To,

M/s
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Sub:- Comprehensive Annual Maintenance Contract of Heavy Duty Toshiba Digital Photocopier-e Studio650 installed in Room No.419, CSC, Akashvani Bhavan.DG:AIR.

Sir,

This Directorate invites sealed quotations for Comprehensive Annual Maintenance of Heavy Duty Toshiba Digital Photocopier-e Studio650 from M/s HCL Infosystems Limited and their authorized dealers on the following terms conditions:

- i) The Maintenance Contract will be Comprehensive which consist of corrective maintenance , preventive maintenance on regular and all spare parts required like different motors, electromagnetic clutches, gears, pulley , driving belts, bushes, shafts, bearings, power supply unit, control panel, high voltage transformers, all PCBs & sensors etc.
- ii) The firm shall provide the service on all working days (during working hours 9.30 AM to 6.00 PM).
- iii) The contract will be for a period of one year from the date of award.
- iv) Preventive maintenance shall be done once every 30 days for aforesaid Photocopier under CAMC and maintenance call shall be recorded in the service card/chart (to be provided by the firm). Preventive maintenance includes checking of functioning of Photocopier in addition to this dusting and cleaning shall be done once every 30 days and the same are to be submitted with GA Section before 5th of forthcoming month.
- v) The Complaint will have to be attended within 24 hours and if necessary on holidays also, beyond response time i.e.24 hours from the date/time of registering the complaint DG:AIR shall deduct the pro-rata amount from the payment equivalent to down time of Photocopier.
- vi) Consumables are not included in the CAMC.
- vii) In case of any fault, the fault will be reported by the user in a complaint register maintained by GA Section. As and when the complaints registered by the concerned user/ GA Section to the firm the Engineer of the firm will note down the complaints from registered maintained by GA Section and will attend the complaint and submit the call report of the photocopier from the user and will submit to GA Section.
- viii) The successful bidder/firm shall execute and submit a Bank Guarantee of Rs.10,000/- from any Nationalized Bank by way of Performance Security which shall stand forfeited if the firm fails to execute the work assigned to them.

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- ix) The payment will be made on half yearly basis after giving satisfactory service by the firm.
- x) The Directorate reserves the right to accept or reject any or all quotations without assigning any reason thereof.
- xi) In case the service is not found satisfactory, the Directorate reserves the right to terminate the contract at any stage and the bank guarantee will be forfeited.
- xii) On expiry of the contract, the firm shall hand over all the Photocopier Machines in perfect working condition to this Directorate failing which liquidated damages, if any, amount will be deducted from the contractor.
- xiii) The prices charged by the maintenance contractor should not exceed the prevailing rates charged by it from others for similar services. While claiming payment, the contractor is also to give a certificate to this effect in its bill.
- xiv) The incomplete, vague, unresponsive and late/delayed Tenders will not be considered. The following points would render any Tender as “unresponsive” for this purpose. The Tenders received without bid securities are liable to be ignored.
 - a) The tender is unsigned.
 - b) The tender validity is shorter than the required period.
 - c) Required EMD has not been provided.
 - d) Tenderer has not agreed to give the required performance security.
 - e) The goods quoted are sub-standard, not meeting the required specification etc.
 - f) Against the Annexure of this LTE, the tenderer has not quoted for the entire requirement as specified in that schedule.
 - g) The tenderer has not agreed to some essential condition(s) incorporated in the tender enquiry.

3. In case you are interested in Comprehensive Annual Maintenance Contract on the aforesaid term and conditions, you are requested to furnish the quotation in respect of Heavy Duty Toshiba Digital Photocopier-eStudio650 in sealed cover to Dy. Director of Administration(GA) , Room No.218, 2nd Floor, Akashvani Bhavan, Sansad Marg, New Delhi along with bid security (earnest money deposit)of Rs.5,000/- in the form of demand draft in favour of PB(BCI)DG:AIR, New Delhi and drop the same in the tender box in Room No.218 on or before 02-06-2011 up to 3.00 PM . The sealed quotations will be opened on the same day i.e., on 02-06-2011 at 4.00 PM in Room No.222. If any representative of the firm wish to be present during the opening of the quotations be should reach GA Section , Room No.247, IInd Floor, Akashvani Bhavan before 4.00 PM on aforesaid date along with authority letter from the tenderer if the person is other then the tenderer himself.

4. The quotation from the tenderer should be kept valid for three months for consideration and decision of the competent authority in DG:AIR.

5. Copy of this may also be seen on the DG: AIR's Web site <http://www.allindiaradio.org>.

(R.K. DHALL)
DEPUTY DIRECTOR OF ADMIN(GA)
For Director General
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