

CENTRAL ELECTRICITY REGULATORY COMMISSION

Ground Floor, Chanderlok Building
36, Janpath, New Delhi – 110 001

ADMIN-1/6(4)/2017/Gen/CERC

Dated, the 29th Aug 2019

Sub: Notice inviting tender for Full Service Maintenance Contract of Canon make photocopier machines

Central Electricity Regulatory Commission, a statutory body set up under an Act of Parliament, invites sealed quotations for Full Service Maintenance Contract of two (02) numbers of Canon make photocopier machines installed in the office premises of CERC.

2. The details of machines are as under:-

Sl. No	Description	Qty
(i)	Canon IR –ADV 4245 (Black & White)	02

Description of Work

3. The agency is responsible for maintaining the photocopier machines of CERC. The agency shall be responsible for all preventive maintenance of these photocopier machines and fault rectifications. The bidder shall be responsible for providing all spare parts, drum, toner, visiting charges and other consumable etc.
4. The bidder shall be provide standby toner/cartridge of each photocopier machine.
5. The agency shall be responsible for the maintenance towards routine servicing once in month and labour for attending any number of breakdown calls during the contract period and fault rectification on-site as well as off-site.
6. On receipt of a break down intimation, a qualified staff would be deputed immediately on the same day and fault would be rectified immediately on priority basis and within 24 hrs so as to ensure that machines are functioning satisfactorily.
7. The rectification works of photocopier machines will have to be carried out at the location of the equipment except in exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such case, the standby arrangement shall have to be made by the agency and in no way the working of system shall be held up for want of any standby arrangements.
8. The agency shall maintain log book of photocopier machines. Every visit of Engineer must be entered in the log book. Replacement of spare parts, if any, should be entered in the log book.
9. The bidder must be an authorized distributor/ dealer/ reseller/ partner of the OEM. The bidder shall provide authorization certificate from the OEM stating that they take responsibility of providing necessary spares parts in time to rectify the defect and also certify that the bidder is capable to render quality services. Supporting documents in this respect shall be submitted by the bidder alongwith the bids.
10. The vendor shall intimate CERC within 24 hrs about the details of fault, approximate cost of repair and the reason why the same is not covered in FSMA. In

case any part/repair not covered in FSMA, CERC shall review the cost/cause of repair and will inform the vendor to carry out required repair or not.

11. **TOOLS and EQUIPMENTS** - The agency shall arrange at its own expenses all necessary tools, equipments and required parts required for proper functioning of the machine.

12. **TENURE OF CONTRACT:** The tenure of the contract shall ordinarily be one year. However, the competent authority in CERC, may at the discretion, allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm.

13. The competent authority reserves the right to terminate the contract at any time before completion of the tenure in case the services of the firm are found unsatisfactory.

- If at any time during the currency of the contract, either party wants to end the contract, a prior intimation of atleast 03 months shall be given to the other party.
- Payment Terms. The payment shall be released on monthly basis on receipt of bill as per actual reading of the machines at the contracted rates.
- No advance payment shall be made.

14. **Mode of payment:-** The payment shall be released through NEFT/RTGS on monthly basis on receipt of bill along with present reading of the machines.

15. **Penalty Clauses:** In case of failure of the vendor to repair the machine within 48 hrs, a recovery at the rate of Rs. 300/- per day for the down time days would be made from the bills of the vendor . In case the machine is down consecutive for a period more than 07 days in a month, a recovery at the rate of Rs. 500/- per day for the down time days would be made.

16. **SATISFACTORY SERVICES** - The decisions of Assistant Secretary (P&A), CERC, shall be final and binding on the firm / agency for the purpose of determining satisfactory services.

17. **PROHIBITION OF SUB CONTRACT** - The firm / agency shall not appoint any sub-contract for this work under any circumstances.

18. **DEDUCTION OF INCOME TAX AT SOURCE** - Since it is a "Works Job Order", Income Tax shall be deducted as source from all the accepted payment to be made, in accordance with the provision of Income Tax Act, 1961 as amended from time to time.

19. **RESOLUTION OF DISPUTE** - In case of dispute the decisions of Secretary, CERC shall be final.

20. Quotations strictly as per the above specification may kindly be sent to the undersigned in sealed cover on or before Monday, the 23rd Sep, 2019 up to 3.00 P.M.. Quotations will be opened on the same day at 16.00 hrs.

21. The Secretary, CERC reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

-S/d-
(Sachin Kumar)
Assistant Secretary (P&A)
Tel: 2375 3921

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1. Name of the Firm _____
2. Address _____

3. Telephone No. _____ Fax No. _____
4. PAN No. _____
5. Service Tax Registration No. _____
6. List of Clients (*Additional sheet may be used if the space provided below is insufficient*):

Sl. No	Name of the Client	Duration of service			Remarks (if any)
		From	To	Total	

7. Rate quoted by the agency:-

Sl. No	Description	Rate Quote (per page)
(i)	Charges for Full Service maintenance contract of black and white pages	

8. The rate quoted by the bidders should be inclusive of all spare parts, drum, toner, visiting charges and other consumables and without paper.

9. Taxes applicable shall be payable by CERC.

Dated: _____

(Signature of the authorized signatory)

Full Name _____

Mob. No. _____

Company Seal _____

List of Enclosures:

- i) Attested copy of PAN No.
- ii) Attested copy of Service Tax Registration No.
- iii) Experience certificate from client organizations.