

No.263-ITPO (9)/AT/2010  
India Trade Promotion Organization  
(Store Divisions)

Pragati Bhavan,  
Prantik Building,  
New Delhi – 110001

Date : 10.10.2014

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**Subject: Inviting Quotation for the AMC of Fax Machines.**

Dear Sir,

India Trade Promotion Organization (ITPO), New Delhi invites quotations from manufacturers, their dealers, MSMEs including MSMEs owned by SC/ST entrepreneurs for award of comprehensive annual maintenance contract for AMC of 20 nos. of canon fax machines (with spares and without spares) available in ITPO for a period of one year on terms and conditions mentioned in Annexure – I. The machines may be inspected during office hours on any working from the date of issue of this invitation and up to 17.10.2014.

You may quote your rate towards AMC of the following model of 20 nos. of canon fax machines. The last date for receipt of quotations in the enclosed proforma is 17.10.2014 by 3.00PM. The quotations will be opened at 4.00 pm on the same day. The complete sealed tenders must be deposited in the Tender Box of the Store department before the date & time. No late Tenders will be accepted under any circumstances. The tender document handed over in R & I Section cannot be considered as submission of bid and shall not be entertained.

Sl. No.	Make / Model	Qty.	AMC Rate Per Annual
			Comprehensive
1	Canon (ICMF – 4150)	20	

The tender document can also be taken from Stores Divisions, ITPO or downloaded from ITPO's website.

Interested parties may furnish their rate quotations in sealed cover with superscription "Quotation for AMC of fax machines" against Quotation Enquiry No. F.No.: 263-ITPO(9)/ST/2010 dated.....2014, to the DGM(Stores), India Trade Promotion Organisation, Pragati Bhavan, Prantik Building, New Delhi – 110004 latest by 3.00 pm on 17.10.2014, along with **EMD** of Rs.10,000/- (Rupees Ten Thousand only) by way of DD in favour of India Trade Promotion Organization payable at New Delhi. **The MSME including MSMEs owned by SC/ST are exempted from paying earnest money.** Any tender not accompanied by Earnest Money shall be summarily rejected.

Yours Faithfully,

(R.K.Badlani)  
Dy. Manager

## **TERMS & CONDITIONS**

1. This Maintenance Contract/Rate Agreement shall be for the period of one year.
2. The tender shall carry out the regular and periodical preventive maintenance checks and all breakdown jobs as and when wanted under the Maintenance Contract, at the approved rates only. The tender shall also furnish the telephone number on which they can be contacted if needed at off hours for any repair/maintenance jobs.
3. The tender should have at least three years of experience in carrying out AMC in the Govt. Departments/PSU.
4. The tender shall not sub-lease any of the works awarded to them to any third party.
5. If any equipment covered under the maintenance contract, is not working satisfactorily for more than one month or less, from the date of its non-functioning, proportionate amount will be deducted from the contract fee besides any other administrative action. Standard penalty clause will be a part of the contract approvals which shall be as under for high tech equipments:
6. It will be imperative for the company to do the minor repair immediately or within 24 hours from the time of information received by the company by any means of communication including telephone.
7. Payment of contract fee will be released once a quarter, as the tender may choose, and after satisfactory completion of such period and a satisfactory completion certificate is produced from the concerned Head of the department (after repair/maintenance jobs.).
8. All the repair/maintenance jobs shall be attended on site only.
9. The spare parts required as replacement if any during the course of Repairs /maintenance, shall be arranged by the tender himself.
10. The tender may please quote their unconditional rates. Cutting / overwriting, if any, should be countersigned. These rates must be applicable for a period of one year.
11. The tender shall quote lowest rate only, and in case they are charging still lower in other Govt. department.
12. The ITPO reserves absolute right to accept and/or reject any tender either in full or in part, without assigning any reason therefore.

**(R. K. Badlani)**  
**Dy. Manager**