

National Investigation Agency
Ministry of Home Affairs
Splendor Forum, District Centre Jasola
New Delhi - 110025.

No.PC-28/001/AMC-XEROX/NIA/2011/ 4712-30 Dated: 10 Feb 2012

To,

(Address as per list)

Sub : Annual Maintenance Contract in respect of Multifunctional Printers & and Laser Printers

Director General, National Investigation Agency, Splendor Forum, District Centre Jasola, New Delhi invites sealed quotations on limited tender enquiry for award of full Maintenance Contract of 82 Nos Multifunctional Printers & and Laser Printers on annual basis (Annexure-I). Envelopes should be sealed and super scribed as "Quotation for AMC of Multifunctional Printers and Laser Printers for NIA Office". Quotation should be accompanied with a bank draft of Rs.10,000/- (Rupees Ten Thousand only) as Earnest Money Deposit (EMD) drawn in favour of Pay & Accounts Officer, NIA, New Delhi. **The last date of receipt of quotation is 29 Feb 2012 (3.00 PM sharp) and the quotations will be opened on the same day at 3.30 PM. A representative of the firm may participate in the bid opening procedures.**

2. The Terms and conditions of the maintenance contract are as under:-

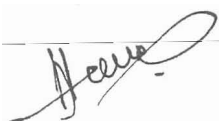
- (a) The firm should be in existence for over 5 years in the trade with the maintenance business of more than Rs. 20 lakhs per annum during the last three years.
- (b) The firm must have the OEM product support capability of printers and shall act as a single point of support contact for all the products.
- (c) The firm must have previous experience in maintaining minimum 20 Nos of Multi Functional Printers in Govt organizations/PSU's . Performance certificates from the existing Govt clients must be attached.
- (d) The firm must have expertise in the requisite preventive measures on site maintenance (FSMA).
- (e) The AMC shall be on comprehensive maintenance service basis i.e. no extra charges for any spare parts, toner cartridge etc will be paid. Any conditional tenders will not be considered.
- (f) In case of intermittent failure and repetitive problems due to improper diagnosis or repair the system will be treated as continuously down.
- (g) The firm must be registered with the Registrar of Companies and with the Delhi Sales Tax Department (VAT No)/Service Tax Deptt (Attach copies).
- (h) If the firms meets the above technical requirements, it may apply in the proforma placed at Annexure-I in a sealed cover.



- (i) The vendor will provide engineer on all the days. The engineers should be equipped with Mobile phones to ensure their availability.
- (j) The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the DG NIA to extend the term agreement for a further period, if necessary.
- (k) The firm will prepare separate log books for above cited machine to be taken under AMC with special cleaning of the machines from outside and inside with liquid cleaner will be carried out on monthly basis. A preventive maintenance report from the user would be submitted to this office failing which an appropriate penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
- (l) The service engineers would take up any reported fault within 2 to 4 hours. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to the workshop, the firm will also provide maintenance and repair services on holidays in case of emergency.
- (m) If the machine is not repaired within three days, the firm will provide a standby multi functional printer within 1 day failing which a penalty of Rs.200/- (Rupees two hundred) only per day or part thereof will be charged for delay till such time printer are repaired. In case the parts that require replacement, is not available, the same should be replaced with a higher level of part that is compatible with the system.
- (n) It may also be noted that in case of contractor backing out in midstream without any explicit consent of this office, he will be liable to recovery a higher rates, vis-a-vis, those contracted with it, which may have to be incurred by this office on maintenance of machines for the balance period of contract through alternative means.
- (o) The above act of backing out would automatically debar the firm from any further dealing with this office and the EMD amount/security deposit would also be forfeited.
- (p) No advance payment in any case would be made. However, quarterly payment after completion of each quarter would be made on production of bill/invoice (in triplicate) duly pre-receipted alongwith the satisfactory reports from the concerned user after deduction of applicable taxes.
- (q) The contract can, however, be terminated by the office at any time if there are reasons to do so. If the work of the contractor is found to be unsatisfactory and the contract is entrusted to any other party at the risk and expenses of the defaulting contractor, the contract is liable to be cancelled.

3. The earnest money of Rs.10,000/- (Rupees ten thousand)only of successful vendor/firm will be kept as security deposit and the same will be released to the contractor on completion of the contract. The security deposit will not attract any interest on it.

4. The earnest money of Rs.10,000/- (Rupees ten thousand)only through a demand draft on any scheduled bank in Delhi/New Delhi drawn in favour of Pay & Accounts Officer, NIA, New Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. Earnest money received



from the unsuccessful tenders will be returned without interest immediately after the process of selecting the award is over. The other requisite documents mentioned shall be accompanied with quotation letters. The price bid quotation will be considered only after fulfilment of technical bid as stated above.

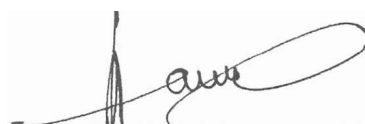
5. If your firm is interested, you may submit your documents satisfying the technical requirements containing the quoted rates and documents relating to acceptance of all the terms and conditions in a sealed cover super scribed with "Quotation for AMC of multi functional printers and laser printers for National Investigation Agency" and should be addressed and sent to Assistant Inspector General (Admn), National Investigation Agency, 4th Floor, Splendor Forum, New Delhi or dropped by hand in the tender box installed at the reception of 4th Floor of splendour forum, NIA Office latest by 3.00 PM on 29 Feb 2012. Quotation will be opened on the same day at 3.30PM in the conference hall of NIA in the presence of tenderers, if any.

6. Quotations received after due date, those received without sealed cover, those received without bank draft of Rs.10,000/- and rates not quoted in specified proforma will not be accepted. The Head of Department reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

7. The rates quoted should be net and no discount, free services/offers will be considered.

8. VAT number and service tax number allotted to the firm must be quoted.

9. Acceptance of offer for award of AMC shall be the exclusive authority of the Director General, NIA. Evaluation criteria will not only have the expensive financial condition, registration with authorities as criteria, but will also be considered on the quality of work to be promised.

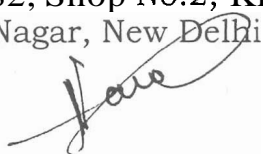

(N N D DUBEY, KC)
AIG (ADM)
NIA HQ NEW DELHI

Copy to :-

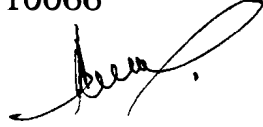
1. IT Division, NIA - with the request that it may be placed in the web site of NIA and remove the same from the site on 01 March 2012.
2. Notice Board.

LIST OF VENDORS/SUPPLIERS

1. M/s Advance IT Solutions
39 D Ground Floor, Main Road
Mohammadpur, Bhikaji Cama Place,
New Delhi-66
2. M/s Satnam Electronics
M-42, Greater Kailash Part-I
New Delhi-48
3. M/s Cyint Technologies,
A-77, IInd Floor, DDA Sheds
Okhla Industrial Area, Ph-II
New Delhi-20
4. M/s Shahi Instruments & Consultants
1C, 20/1 Krishna Nagar
Oppo. B4/211, Safdarjung Enclave
New Delhi-110029
5. M/s Synchron Networks (P)Ltd
1483/1A, Wazir Nagar,
Behind South Extension
New Delhi -03
6. M/s Info AssureTechnologies
Gujrat Vihar, Vikas Marg
New Delhi-92
7. M/s Aarco Electroniks Delhi,
K-45, Lajpatnagar-II, New Delhi-24.
8. M/s ProCurve Computer Systems Pvt Ltd
Flat No.14, Shriram Business Centre
Krishna Market, Lajpat Nagar-1
New Delhi
9. M/s Electronics Paradise
E-57, Vikas MG, Near Hira Sweets
Opp. Metro Pillar no.45,
Lakshmi Nagar, New Delhi-92
10. M/s Arvee Sales Agencies, J-II/15,
Central Market, Lajpat Nagar, New Delhi-24
11. M/s Kris Electronics, 5-37 (GF),
Central Market, Lajpat Nagar, New Delhi-24
12. M/s Pankaj Electronics
9, DAV School Bldg, Yusuf Sarai,
Main RD, Green Park, Delhi-16
13. M/s J K Enterprises,
S-2/179, 2nd Floor, Old Mahavir Nagar
New Delhi-18
14. M/s J D Marketing
WZ-182, Shop No.2, Krishna Park
Tilak Nagar, New Delhi



15. M/s Sukumani Traders
WZ-44/5, Gali No.12,
Krishna Park, Tilak Nagar
New Delhi-18.
16. M/s Team Computers Pvt Ltd
1, Mohammadpur
Delhi-110066

A handwritten signature in black ink, appearing to be 'Jeeva', written in a cursive style.

Annexure-I

Ref : AIG (Adm),NIA HQ New Delhi letter No.PC-28/001/AMC-XEROX /NIA
2011/ dated: ___Feb 2012

Sl No.	PRINTER	Model	Qty	Amount quoted (Rs)
1	PRINTER	HP PRINTER (HP FAX ALL.INONE)	1	
2	PRINTER	HP PRINTER HP DeskJet F2235 (ALL.IN	1	
3	PRINTER	ONE HP PRINTER 1312 COL	1	
4	PRINTER	HP LASER JET P 11007 (PRINTER)	2	
5	PRINTER	HP LASER JET P 11007 (PRINTER)	1	
6	PRINTER	HP LASER JET P 11007 (PRINTER)	2	
7	PRINTER	HP LASER JET P 11007 (PRINTER)	4	
8	PRINTER	HP MULTI FUNCTION PRINTER MFD 1319	1	
9	PRINTER	P 4301 PRINTER ALONTWITH ASSESSORY	1	
10	PRINTER	HP LASER JET P1505 - CB412A	8	
11	PRINTER	HP J 3608 ALL-IN-ONE PRINTER	1	
12	PRINTER	SAMSUNG LASER PRINTER 310N	1	
13	PRINTER	PRINTER XEROX PHASER 3200 MFP	3	
14	PRINTER	PRINTER XEROX PHASER 6110 MFP	1	
15	PRINTER	PRINTER XEROX PHASER 3100 MFP	3	
16	PRINTER	PRINTER XEROX PHASER 3100 MFP	5	
17	PRINTER	HP OFFICE JET PRO 8000	1	
18	PRINTER	HP PHOTOSMART PLUS (ALL-INONE) PRINTER	1	
19	PRINTER	HP PRINTER 3015 DN	1	
20	PRINTER	HP PRINTER OFFICE JET PRO 8500	1	
21	PRINTER	HP LASERJET PRINTER 1007	4	
22	PRINTER	HP LASERJET PRINTER 1007	4	
23	PRINTER	HP LASERJET PRINTER 1007	4	
24	PRINTER	CANON LASER ME 4320 D PRINTER	1	
25	PRINTER	PRINTER DOT MATRIX	1	
26	PRINTER	XEROX PHASET 6110 MFP PRINTER	1	
27	PRINTER	XEROX 3117 PRINTER	2	
28	PRINTER	HP LNK 1213 MFP	3	
29	PRINTER	HP MFP LJ 1005 PRINTER	1	
30	PRINTER B21	HP LASERJET P 1007	4	
31	PRINTER	HP LASERJET P 1007	4	
32	PRINTER	PRINTER HP OFFICE JET PRO 8000 (COLOUR)	1	
33	PRINTER	HP COLOUR LASER PRINTER 1215	1	
34	PRINTER	CANON ICMF 1350 D ALL IN ONE PRINTER	1	
35	PRINTER	PRINTER HP LASERJET 1020	1	
36	PRINTER	MOBILE PRINTER WITH USB CONNECTIVITY	1	
37	PRINTER	HP LASERJET P 1007 PRINTER	8	
Total Printers			82	



Name of the firm : _____

Authorized person: _____

Address of the firm: _____

Contact No. _____

Fax No _____

Service Tax No. : _____(Copy enclosed)

PAN No. _____ (Copy enclosed)

Details of EMD enclosed.

DD No and date : _____

Amount : Rs. 10,000/-

Name of the Bank/Branch _____

We are ready to accept all the terms and conditions mentioned in the tender.

Dated, the F e b 2012.

Signature _____

Name _____

Contact No. _____