



**GOVERNMENT OF INDIA
INCOME TAX DEPARTMENT
OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX
121, MAHATMA GANDHI ROAD, NUNGAMBAKKAM, CHENNAI - 600 034**

C.No.622(16A)/Accts/2014-15

Dated: 02-June-2014

NOTICE INVITING TENDER FOR AMC OF PHOTOCOPIER MACHINES

The Income Tax Department, Chennai invites sealed quotations from the Manufacturers /Authorized dealers for the Annual Maintenance Contract of approximately 56 Nos. of Photocopier machines (Sharp - 38, Xerox - 10, Canon - 4 and Ricoh - 4) installed in various offices of our Department located in Chennai including Tambaram, Kanchipuram and Vellore. The AMC is for the period of **one year from 01-July-2014 to 30-June-2015.**

I. TENDER PROCESS

1. Tender is invited in two parts i.e. **(1) Qualifying bid and (2) Financial bid.** The tender form for Qualifying bid in proforma prescribed in ANNEXURE - I and the tender form for the Financial bid in proforma prescribed in ANNEXURE - II, complete in all respects shall be submitted in **two separate sealed covers** addressed to the Joint Commissioner of Income Tax(H.Qrs)(Admn.), O/o.The Principal Chief Commissioner of Income Tax, No.121, M.G.Road, Nungambakkam, Chennai - 600 034, by **4.30 p.m. on 23-June-2014.** Late submission of tenders shall not be accepted. The sealed covers should be superscribed with "**Qualifying Bid - Annual Maintenance Contract for Photocopier Machines**" and "**Financial Bid - Annual Maintenance Contract for Photocopier Machines**", respectively. Qualifying Bids will be opened on **24-June-2014 at 11.30 AM** in the presence of bidders at Conference Hall at Room No.117, First floor, Main Building, 121, Mahatma Gandhi Road, Nungambakkam, Chennai - 600034. If the date of opening is declared a holiday, the quotations will be opened on next working day. Incomplete bid

documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short list the eligible bidders. The financial bids of the short listed bidders will be opened at **3.30 PM on 24-June-2014**. In case it is not possible to open the bids on the stipulated dates due to unavoidable circumstances, the next date of opening will be duly informed.

2. If the tenders are sent by post / courier, it should be ensured that the cover is intact without any damage or loss at the time of reaching the destination. Department is not responsible for the delay on account of Postal / Courier Services.

3. **Earnest Money Deposit:** The following Earnest Money Deposit amounts shall be deposited in the form of Demand Draft / Banker's cheque of Scheduled Bank drawn in favour of **The Administrative Officer, O/o The Principal Chief Commissioner of Income Tax, Chennai-34** at the time of applying for the tender. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws subsequently or the details furnished in ANNEXURES - I & II are found to be incorrect or false during the tender selection process. **No interest shall be paid on the Earnest Money Deposit (EMD) of the successful bidder and the same will be returned on furnishing the Performance Guarantee (Please see para 4).** The EMD is exempt for those registered with SSI/NSIC.

Details of Earnest Money Deposit amounts:

- EMD for application towards AMC for **Sharp** Photocopier machines Rs.1,00,000/-
- EMD for application towards AMC for **Xerox** Photocopier machines Rs.25,000/-
- EMD for application towards AMC for **Canon** Photocopier machines Rs.10,000/-
- EMD for application towards AMC for **Ricoh** Photocopier machines Rs.10,000/-

If a particular bidder is ready to bid for AMC for more than one brand of photocopier machines then it is enough that the bidder submits as EMD the highest amount among the brands that he/she wishes to carry out the AMC. For example: If the bidder wishes to compete for AMC of Sharp and Xerox brand photocopier

machines then he/she shall pay the EMD of Rs.1,00,000/- similarly if he wishes to compete for AMC of Canon and Ricoh brand photocopier machines then he/she shall pay Rs.10,000/- alone as EMD.

4. **Performance Guarantee:** The successful bidder has to submit 5% of the total value of the contract as performance guarantee deposit in the form of **Demand Draft / Banker's cheque / Bank Guarantee / Fixed Deposit Receipt of a Schedule bank drawn in favour of "The Administrative Officer, O/o.The Principal Chief Commissioner of Income Tax, Chennai"** before taking up the contract. The Performance Guarantee shall be refunded to the selected bidder on successful completion of contract period. No interest shall be paid on the Performance Security placed with the Department by the successful bidder. The Performance Guarantee will be forfeited in the event of withdrawal of contract by the service provider before the expiry of the contract period or in the event of termination of the contract attributable to the unsatisfactory performance of the contract or for violation of any of the terms and conditions of the contract.

5. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the ANNEXURE I & II enclosed at the end of this document in clear and legible terms. Wherever required the prices quoted shall be written in figures and words as well. ANNEXURES shall also have to be signed and stamped by the bidder or its authorized signatory.

6. The tender forms shall be rejected if it is not complete in any respect.

7. The tender documents are not transferable.

II. TERMS & CONDITIONS

1. The Annual Maintenance Contract is for the period of **one year from 01-July-2014 to 30-June-2015.**
2. The service provider shall be based **in or around Chennai.**

3. Authorization letter issued by the respective brand manufacturers to service their products, in the case of authorized dealers.
4. The service provider shall **provide direct service** and shall not employ Sub-Contractors.
5. Copy of Service Tax Registration Number to be submitted.
6. Document proof for registration with EPF & ESI organization code number allotted by the Employees State Insurance Corporation (ESIC) shall also be submitted.
7. The evidence for filing of IT return of income along with a copy Profit & Loss Account and Balance Sheet for the Financial Year 2012-13 (Assessment Year 2013-14) shall be enclosed along with the qualifying bid.
8. The bidder must have gross contractual receipts of Rs.5 Lakhs and above during the Financial Year 2012-13 (Assessment Year 2013-14). A statement showing list of clients along with evidence for contractual receipts shall be enclosed along with the qualifying bid.
9. The service provider shall provide standby photocopier machines for those machines, the servicing of which is likely to take more than two days. It is also clarified that no extra charges would be paid for providing standby photocopier machines.
10. The annual maintenance contract shall include periodic service, replacement of defective parts, refill / change of toner / cartridge in the photocopier machine.
11. The photocopier machines shall be serviced periodically so that preventive action is taken for any possibility of malfunctioning/non-functioning of the same.
12. Complaints, if any, regarding functioning/non-functioning of the machines are to be attended expeditiously and in any case not later than a week. If the firm is not able to rectify the fault within a week's time from the date of booking the complaint, it would be open to the Department to have the fault rectified through any other source at the risk and cost of the service provider firm.
13. In the event of defects remaining unattended for more than a week, a penalty of Rs.100/- per day per machine will be imposed on the firm.
14. Servicing, replacements, renewal etc. shall be carried out on site and only genuine spare part/assemblies shall be used for the purpose.
15. The firm shall be responsible for smooth and satisfactory working of the photocopier machines in all respects and will obtain certificate from the

users that photocopier machines have been working satisfactorily during the relevant period.

16. The Department reserves the right to increase or decrease the number of photocopier machines offered for annual maintenance contract.
17. The payment shall be made on quarterly basis on submission of bills by the service provider along with certificate of satisfactory service report from the respective persons identified by this office.
18. In the matters of interpretation of any terms and condition or any dispute arising out of the maintenance contract the decision of Department will be final and binding.
19. **The contract is extendable for a further period of one / two years on mutually agreed rates and terms and conditions, at the discretion of the Department.**
20. The notice period for termination of contract shall be one month by either party. However, the service provider shall continue the service on same terms until a new service provider is identified.
21. The selected service provider shall, at the end of the service period/termination of contract hand over the photocopier machines in working condition to the successor service provider.
22. Before quoting the rate, the physical inspection of machine can be made, if desired by the firm, during normal working hours on any working day. The Income Tax Officer (HQ)(Accounts), O/o.PR.CCIT, Chennai, may be contacted at Room No.103, First floor, Main Building, Aayakar Bhawan, for any clarifications.

Sd/-

(B.JAYARAGAVAN)

Joint Commissioner of Income Tax (H.Qrs)(Admn.)

For Principal Chief Commissioner of Income Tax

Chennai - 600 034

Encl.:

1. Qualifying Bid Document (ANNEXURE - I)
2. Financial Bid Document (ANNEXURE - II)

QUALIFYING BID DOCUMENT

ANNEXURE - I

1. Name of the Party :
2. Address (with Tel No., Fax No.) :
3. Name & Address of the Proprietor / Partners/Directors (with Mobile No. & E-mail) :
4. Contact Person(s) (with Mobile No. & E-mail) :
5. No. of years of experience in Service / Maintenance of Photocopier machines and detailed should be enclosed :
8. Permanent Account Number (PAN) :
9. Authorization letter issued by the respective Brand manufacturers to service their products:
10. The evidence for filing of IT returns and a copy of Profit & Loss Account and Balance Sheet for the Asst. Year 2013-14 :
11. List of clients along with evidence for gross contractaul receipts of Rs.5 lakhs and above in the Financial year 2012-13 (AY 2013-14) :
12. Documentary proof for registrations with Service Tax Department, EPF organizations and ESI Corporation :
13. Details of Earnest Money Deposit (EMD) / Registration details with Small Scale Industries (SSI) / National Small Industries Corporation (NSIC) :

DECLARATION

I/we hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, I/ we will be blacklisted, my/our Earnest Money Deposit (EMD) forfeited and that I/will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

FINANCIAL BID DOCUMENT

ANNEXURE - II

1. Name of the Party :
2. Address
(with Tel No., Fax No.) :
3. Name & Address of the Proprietor /
Partners / Directors
(with Mobile No. & E-mail) :
4. Contact Person(s) (with Mobile No.& E-mail) :
5. Annual Maintenance Contract (AMC) charges
(Rates in Rupees per unit / per copy)
(exclusive of taxes)

Sl.No.	Brand	Rate per unit/per page
1)	Canon	
2)	Sharp	
3)	Ricoh	
4)	Xerox	

DECLARATION

I/we hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)