

No.F.07/04/2009-OAS  
Government of India  
Press Information Bureau

Shastri Bhawan,  
New Delhi,  
Dated : 26.3.2009

All as per list enclosed.

Subject : Annual Maintenance Contract (AMC) **Canon** photocopiers -  
regarding

\* \* \* \* \*

Press Information Bureau invites quotation for Comprehensive Annual Maintenance Contract in respect of **11 Canon** photocopier machine functioning at Press Information Bureau, Shastri Bhawan New Delhi. The details of machines may be seen at Annexure-I.

2. The sealed quotation may be submitted super scribed as "Quotation for Comprehensive Annual Maintenance Contract for Canon photocopiers" and addressed to the Deputy Director, Press Information Bureau, Room No. 716, 'A' Wing, Shastri Bhawan, New Delhi so as to reach the undersigned by 3.00 PM on 31.3.2009. The quotation will be opened on the same day at 3.30 PM. Interested parties or their authorized representatives who wish to be present at the time of opening of quotation may remain present.
3. Earnest money by means of a Demand Draft/Pay order of Rs.15,000/- may be enclosed with the quotation. It is also clarified that the quotations received without earnest money will be summarily rejected. The pay Order / DD may be prepared in the name of DDO, Press Information Bureau.
4. The contract shall be on a comprehensive maintenance service basis and no extra charges for any general wear and tear/spare parts, etc. shall be made by the Press Information Bureau. During the contract period it will be the responsibility of the Company to keep the equipments in perfect working order. \*
5. The repair work will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the company and in no way the working of photocopier shall be held up for want of any standby arrangements.

...2/-

6. The payment towards Comprehensive Annual Maintenance Contract shall be made in four equal installments each at the end of three months / each quarter on production of satisfactory report from the concerned users.
7. The firms are required to furnish documents in support of their standing and goodwill by certificates of Ministry / Department with complete address and telephone Nos. / Income Tax No./SC/CST No. List of present contracts in Govt. Departments may also be enclosed with the quotation.
8. The successful bidder has to submit the performance security as per Govt. rules.
9. The Press Information Bureau reserves the right to select or reject any or all quotations without assigning any reasons whatsoever.

Yours faithfully



[Girish Chand]  
Deputy Director

**Encl: as above**

✓ Copy to : NIC, PIB to paste this notice on the website of PIB.

**Annexure-I****List of Canon Photocopy machines installed in the Bureau**

<b>S. No.</b>	<b>Model No.</b>	<b>Sr. No. of the machine</b>	<b>Installed in</b>	<b>Date of installation</b>
1	Canon 1600	RSN 22689	114	---
2	Canon 5020	JCN 00507	135	16.3.2006
3	Canon 5570	KHU 00179	102	19.5.2006
4	Canon 2016	CLJ 00895	113A	6.11.07
5	Canon 3530	MTP 00655	127	6.11.07
6	Canon 3045	MVB 01406	135	4.2.08
7	Canon 3045	MVB 01410	135	4.2.08
8	Canon 2018N	MWG 00613	103-B	8.2.08
9	Canon 2018N	MWG 02974	129	4.3.08
10	Canon 2018N	MWG 03015	108	4.3.08
11	Canon 2018N	MWG 03018	708	4.3.08

## TERMS AND CONDITIONS OF AGREEMENT

THE AGREEMENT MADE ON \_\_\_\_\_ between Press Information Bureau (hereinafter referred to as 'THE CLIENT' which expression shall unless excluded by or repugnant to the context be deemed to include its successors in Office Representatives and assigns) of the FIRST PART and M/s. \_\_\_\_\_ (hereinafter referred to as THE COMPANY which expression shall unless excluded by or repugnant to the context be deemed to include its successors in interest and permitted assigns) of the OTHER PART."

(A) WHEREAS THE CLIENT has accepted the offer of the Company to render the service for the maintenance of \_\_\_\_\_ with effect from \_\_\_\_\_ at the cost of Rs. \_\_\_\_\_. For the entire services/maintenance/repairs for the maintenance on the terms and conditions herein.

(B) "WHEREAS THE CLIENT" is desirous of having maintenance and service of \_\_\_\_\_ at Shastri Bhawan (hereinafter to be referred as Equipments).

(C) AND WHEREAS pursuant to the offer of the Company, the client has agreed to engage the Company for the maintenance of \_\_\_\_\_ on terms and conditions hereinafter.

(D) AND WHEREAS the company has offered to render its services to maintain the equipments to the satisfaction of the Client.

(E) NOW, THEREFORE, THIS AGREEMENT WITNESSES THAT THE PARTIES have agreed as follows:-

(i) **THE COMPANY SHALL render the maintenance, servicing and repair work for a period of \_\_\_\_\_ w.e.f. \_\_\_\_\_ under Annual Maintenance Contract at the cost of Rs. \_\_\_\_\_ /-per annum. Half yearly payment will be made after end of six month on production of satisfactory report from the concerned users.**

(ii) **THE COMPANY shall undertake to introduce a system of periodic preventive maintenance visits made by the Maintenance Personnel, which shall be at least once in every month.**

(iii) **IN ADDITION TO PROMPT attendance to all the complaints within 2 hours/same day of receipt of its notice, the Company shall carry-out routine check up and maintenance of the said equipment at least once in a month.**

(iv) **THE COMPANY shall take prompt corrective action in response to the complaints received by it through its engineers within 2 hours provided, however, in case of the complaints received at late hours of the day will be attended at the early hours of the following working day.**

- (v) **UNLESS OTHERWISE AGREED** the company shall ensure to carry-out the maintenance and repairing work as per the latest modification standard applicable to the Client's Equipments.
- (vi) The Engineers will work under the instructions of the Office Automation Section of the Press Information Bureau and shall submit complaint sheets for each complaint attended by them. The complaint sheet, would clearly define the nature of the complaint, location of office and time taken for rectification of a complaint. The engineers are also required to get the complaint sheets signed by the respective users.
- (vii) The AMC will include rectification of all complaints to be done by Engineers. The engineer will have to ensure that all calls are attended within two working hours and the upkeep time for the repair of any system would be up to two working days.
- (viii) **THE COMPANY** undertakes to discharge all its obligations under (Contract/Agreement) in good workmanship manner and in case any equipment remains idle for want of repairs or reprographics/IT materials for more than 48 successive hours or 2days after receiving complaints lodged by the user at the Service center, no payment will be paid to the company for the whole month. In case any equipment is down for want of spare parts, the company will have to furnish an undertaking duly attested by the user and the parts may be replaced in five(5) days.
- (ix) **THE COMPANY** shall provide a standby fax machine if the equipment is not repaired within the stipulated time so that office work may not suffer.
- (x) **THE COMPANY** shall provide all preventive maintenance service, replacement of spare parts, etc free of charge except the consumables like ink cartridges, head cartridge etc. The company will take replaced parts. The Equipment will have to be repaired in-house. No Equipment should be taken out for repairs without a valid gate pass and making proper entries with the coordinator.
- (xi) The defective equipments/spares will be replaced free of cost by the equipments/spares will be replaced by the equipments/spares of the same specification and in case these are not available, the higher specification will have to be installed. In no case, will defective items be replaced by old spares. The details of the defective items/ parts and of those are replaced will be specified in the log-sheet.
- (xii) The Company shall provide functional Mobile Phone numbers to the Engineers for urgent communications.

- (xiii) **THE COMPANY will not revise the maintenance charges in between the period of the Agreement.**
- (xiv) **Un-authorized person other than Company's authorized representative(s) will not be allowed to attend the machine.**
- (xv) **In case the default is occasioned due to the negligence of the company's authorized Engineer/representatives/use of parts supplied by Company, the Client will not pay any additional charges and the Company shall indemnify the Client for any loss or damage caused or occasioned to the Client on account of such defaults**
- (xvi) **If any of the components critical to the working of the equipment is not working, this will be taken as total failure of the equipment.**
- (xvii) **The defective components may be replaced with the same configuration.**
- (xviii) **Function of all components would be ensured for the proper functioning of operating system and all attachments should function properly.**
- (xix) **THE CLIENT agrees not to employ directly or indirectly any additional attachment, features, fixtures or devices on the equipment, not make alterations, additions or modifications there to except as may be advised/ permitted by the Company. During the contract period no attempt shall be made by the Client or by other person other than an authorized representative of the Company to repair, service or maintain the scheduled equipment.**
- (xx) **Repair, replacement or maintenance of the Schedule Equipments as deemed necessary will be done by the Company's Engineer during the working hours viz. 9.30AM to 6.00 PM on all working days and holidays if required.**
- (xxi) **IN THE EVENT OF FAILURE OF THE COMPANY to fulfill any of its contractual obligations the Client will be entitled, without prejudice to its any other right available to it, to terminate the Annual Maintenance Contract.**
- (xxii) **The Obligations undertaken by the Authorized Signatory on Behalf of the Company shall not be discharged or on any way affected by the extension of time or any indulgence granted by the Client to the Company**

(xxiii) IN WITNESS WHEREOF THE Parties here to through their respective authorized representatives caused this present executed on the day and any year mentioned above.

Signature of the \_\_\_\_\_ (Service)

(Name Shri: \_\_\_\_\_)