

**LOK SABHA SECRETARIAT**  
**General Procurement Branch**

**Room No.408, Fourth Floor,**  
**Parliament House Annexe,**  
**New Delhi - 110001**

**L. No. 31/1(ii)(CMC)/Rota/2016/GPB**

**Dated 17.11.2016**

From

K.C. Pandey,  
Deputy Secretary

To

(All concerned)

**Subject: Limited Competitive bidding for awarding Comprehensive Maintenance Contract (CMC) for printing/binding machines like Graphic Semi Automatic Paper Cutting Machines, Screen Printing Machines, Creasing Machines, Perforated Machines, Wire Stitching Machines, etc., installed in Rotaprint/Bindery Section of LSS.**

Sir/Madam,

Sealed tenders are invited for 'Comprehensive Service Maintenance Contract (CMC)' in respect of **printing/binding machines like Graphic Semi Automatic Paper Cutting Machines, Screen Printing Machines, Creasing Machines, Perforated Machines, Wire Stitching Machines, etc. installed in Rotaprint/Bindery Section of Lok Sabha Secretariat** for a period of one year initially, extendable further on a year to year basis for two more years on the same prices and terms & conditions on the performance of the firm.

2. You are requested to submit quotation for CMC of machines mentioned at **Annexure-I** (Schedule of Rates) in **Room No. 408, Parliament House Annexe, New Delhi** under sealed cover **immediately or latest by 9 December, 2016**. Quotation received after due date and incomplete quotation will not be considered.

3. Detailed Scope of work, Instructions to Bidders and terms & conditions of the tender are at **Annexure-II**.

4. Lok Sabha Secretariat will have full and final authority to reject any/all offer(s) without assigning any reason thereof.

Yours sincerely,

Sd/-

**DEPUTY SECRETARY**

**Tel. Nos. 2303 4408**

**2303 4410**

**COMPREHENSIVE MAINTENANCE CONTRACT (CMC) IN RESPECT OF PRINTING/BINDERY MACHINES OF VARIOUS MAKES/ BRANDS INSTALLED IN ROTAPRINT/BINDERY SECTION OF LOK SABHA SECRETARIAT**

Tender No. 31/1(ii)(CMC)/Rota/2016/GPB

Date of opening of the bids: 09.12.2016

From

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To

**The Director (GPS&SCTC)  
General Procurement Branch,  
Lok Sabha Secretariat, Parliament House Annexe,  
New Delhi-110001.**

Sir,

I/we have gone through, understood fully and declare that I/ we shall abide by the terms and conditions detailed at Annexure-II of tender for providing Comprehensive Maintenance Services for machines as per the scope of services.

**My / our rates are as under-**

**SCHEDULE OF RATES (FINANCIAL BIDS)**

Sl. No.	Make/ Brand	No. of Units <sup>^</sup>	CMC Charges per unit (Rs.)	VAT/ ST/ ED, etc. (Rs.), If any.	Total in Words (Rs.)
	(1)	(2)	(3)	(4)	(5) [(3) + (4)]
1.	Graphic Semi Automatic Paper Cutting Machine	2 nos.			
2.	Vijay Paper Cutting Machine (Motorized)	1 no.			
3.	Creasing Machine (Motorized)	1 no.			
4.	Creasing Machine (Manual)	1 no.			
5.	Perforated Machine (Motorized)	1 no.			
6.	Perforated Machine (Manual)	1 no.			
7.	Wire Stitching Machine (Motorized) No. 18	1 no.			
8.	Wire Stitching Machine (Motorized) No. 24	1 no.			
9.	Wire Stitching Machine (Manual) No. 24	1 no.			
10.	Gold Foil Printing Machine	1 no.			
11.	Index Machine	1 no.			
12.	Daab Machine	1 no.			
13.	Sikanja Machine	1 no.			
14.	Screen Printing Machines	2 nos.			

<sup>^</sup>The number of machines for 'Comprehensive Maintenance Contract' is liable to vary/change from time to time.

(Signature of the bidder)

Name: .....

Designation with Seal of the Firm

Date:.....

**LOK SABHA SECRETARIAT**  
**GENERAL PROCUREMENT BRANCH**

**SCOPE OF WORK, INSTRUCTIONS TO BIDDERS AND TERMS & CONDITIONS FOR COMPREHENSIVE MAINTENANCE CONTRACT (CMC) FOR PRINTING/BINDING MACHINES LIKE GRAPHIC SEMI AUTOMATIC PAPER CUTTING MACHINES, SCREEN PRINTING MACHINES, CREASING MACHINES, PERFORATED MACHINES, WIRE STITCHING MACHINES, ETC. INSTALLED IN ROTAPRINT/BINDERY SECTION OF LSS**

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**I. SCOPE OF WORK**

1. This tender calls for Comprehensive/Full Maintenance of printing/bindery machines of various makes/brands installed in Rotaprint/Bindery Section of Lok Sabha Secretariat (LSS). Scope of 'Full Maintenance Service' shall be comprehensive in nature and shall therefore, essentially cover general and breakdown, servicing and repairs/fixing/ replacement of all parts of machines during the contract period at the exclusive risk, responsibility and the cost of the service provider. The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the machines. No extra charges for any general wear and tear/spare parts, etc., shall be made by the Secretariat.
2. **The contract will be initially awarded for a period of One Year but extendable on year to year basis for a maximum of two extensions, subject to the condition that the services rendered are satisfactory.**
3. Machines must be kept neat and clean by the service provider during the service contract.
4. For the regular and proper maintenance/upkeep of the machines and for instantaneously attending to the complaints received from this Secretariat, the service provider shall have to depute to this Secretariat at least one well-qualified service engineer having adequate knowledge and wider experience in the relevant field on regular basis.
5. The service provider should ensure that all the complaints are attended to by the service engineers immediately. The complaint calls received directly from the users concerned shall also be honoured and the defects noticed in the systems shall be rectified immediately to put back the systems to normal working conditions. The firm should specify the down time for a system, which should not, in any case, be more than 24 hours on any working day (otherwise max. 48 hours, including holidays).
6. In the event of any or part of machines covered under CMC to be taken to workshop for repair, etc., the service provider should also provide appropriate stand-by system so as to ensure that work of the user concerned is not hindered.

7. Should any need or eventuality arise, this Secretariat may take services of engineers of the service provider outside working hours including Saturday/Holidays and during Conferences/Seminars. No payment or any additional remuneration shall, however, be made for this purpose.

8. The service provider shall also provide functional mobile phones to the service engineers for contact and urgent communications.

9. While taking over the machines for maintenance, service provider shall be required to affix their 'identity' stickers on each machine showing the firm's name, contact telephone numbers, etc., and also prepare a list containing all the relevant information of machines along with the name of user branch/office & name of the contact person. This list will be cross verified by General Procurement Branch of Lok Sabha Secretariat and modifications/corrections, if any, required will be carried out and the exact number of machines will then be accordingly decided and fixed/reckoned finally for maintenance work.

10. The service provider should have establishment such as office space, adequate human resources such as service engineers/ technical staff, etc.

## **II. INSTRUCTIONS TO BIDDERS**

**11. Bidder should be company/firm engaged in servicing of printing/binding machines and having its Office (head office/ regional/Branch Office) in Delhi/NCR.**

12. Bidder should not have been blacklisted by the Departments/Ministries of the Government of India/PSUs.

13. The Earnest Money Deposit (EMD) of 2,000/- (Rupees Two Thousand Only) should necessarily accompany the Bid in the form of Demand Draft drawn in favour of 'Drawing and Disbursing Officer, Lok Sabha' payable at New Delhi. EMD shall remain valid for a period of 60 days beyond the final validity period of bids (120 days). A bid received without Bid security/EMD or for lesser amount shall be rejected as non responsive. The submission of EMD is compulsory for all the Bidders and no exemption will be granted for submission of EMD in any case. The Bid security/EMD of the unsuccessful bidder will be discharged/returned to them within 30 days after finalization and award of the contract without any interest. The bid security may be forfeited: (a) If a bidder withdraws his bid during period of bid validity specified in the bid document; and (b) In the case of successful bidder, if the bidder fails to sign the contract.

14. Bidders may inspect the machines before quoting rates at **Rotaprint Section of Lok Sabha Secretariat, 36, GRG Road, New Delhi – 110001 (Phone No. 011-2303 4283)**, between **3:00 P.M. to 5:00 P.M.** from **21.11.2016 to 07.12.2016 (in working days)** and queries should be raised to the concerned Officer at the time of inspection. No further clarifications shall be given after the above inspection.

15. The rates/ prices should be quoted in Indian Rupees only in words as well as figures. Service Tax, sales tax, VAT, etc., as applicable should be quoted separately. If these levies are included in the price quoted without giving the break up details, such bids will summarily be rejected.

16. Rates/prices should be valid for whole period of contract from the date of taking over all machines for maintenance. Tender rates valid for a shorter period shall be rejected as non-responsive. A bid submitted with an adjustable price quotation will be treated as non responsive and will be rejected.

17. The bid shall remain valid and open for acceptance for a period of 120 days from the last date fixed for receiving the same. A bid valid for a shorter period shall be rejected by the Purchaser as non responsive.

18. The incomplete and conditional tenders will be rejected. Quoting unrealistic rates will be treated as disqualification.

19. CMC is not transferable.

**20. In case certain spare parts of the machine cannot be covered under CMC, the list of such parts should be mentioned clearly in the bid.**

21. Bids received in the format prescribed in **Annexure-I (Schedule of Rates)** of enquiry letter shall be considered. Offers not received in prescribed format shall be ignored and no correspondence, in this regard, will be entertained. Sealed quotation should be superscribed as **“Quotation for CMC of Printing/Binding Machines installed in Rotaprint/Bindery Section of Lok Sabha Secretariat”** and addressed to The Director, General Procurement Branch, Room no. 408, Lok Sabha Secretariat, Parliament House Annexe, New Delhi-110001 and must reach on or before 09.12.106 by 1500 hours. If the date on which the tender is opened for acceptance is declared to be a holiday, the tenders shall be deemed to remain open for acceptance till the next working day. No bids will be received/accepted after the expiry of the prescribed date and time for submission of the bids. Quotations through Telegraphic/Telex/Fax/E-mail will not be accepted and ignored straightaway.

### **III. TERMS & CONDITIONS**

22. Failure of the successful bidder to comply with any of the requirements shall constitute sufficient ground for the annulment of award in which event Lok Sabha Secretariat may make the award to any other bidder or call for new bids. Lok Sabha Secretariat reserves the right to disqualify selected bidder for a suitable period who habitually failed to render service in time. Lok Sabha Secretariat reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient grounds.

23. This Secretariat also reserves the right to add into the contract additional number of machines during the currency of the contract for the purpose of maintenance on the same approved rates and the same terms & conditions. Likewise, this Secretariat also reserves the right to exclude from the contract any number of machines if they are found to be unserviceable at any point of time during the currency of the contract. The contractual charges payable will be modified accordingly.

24. The contractual charges payable for the maintenance of machines will be released on quarterly/half yearly basis on the basis of satisfactory performance of the service provider during the respective periods. For this purpose, the service provider should submit pre-receipted bill/invoice of their claim after completion of every quarter/half yearly. Payment will be made direct to the service provider through A/c payee cheque/RTGS/NEFT (Electronic Mode) only. No request for other mode of payment will be entertained. No advance payment will be made in any case.

25. If need be and as the Secretariat may so desire, the successful bidder shall also have to enter into an agreement with the Secretariat for the 'Service Maintenance' on the terms & conditions stipulated in the tender document. Initially, the contract will remain in force for a period of one year from the date of award. The Secretariat, however, reserves the right to review the performance of the service provider whenever a need arises, and also to terminate the contract at any point of time during the currency of the contract in case the performance and the service rendered by the service provider is found to be unsatisfactory. The decision taken by the Secretariat in this regard shall be final and binding upon the service provider. The Secretariat reserves the right to renew the contract on a year to year basis for two more years or for such period (s) less than that as it may deem necessary, taking into account the satisfactory performance of the service provider during the currency of the contract.

26. Lok Sabha Secretariat may, without prejudice to any other remedy for breach of contract, by written notice of default, send to the service provider, terminate the contract in whole or in part, if (a) the service provider fails to cope up with the workload or does not render satisfactory services or dishonor the contract in any way; (b) the service provider fails to perform any other obligation(s) under the Contract; and (c) the service provider, in either of the above circumstances, does not remedy his failure within a period of 15 days after receipt of the default notice from Lok Sabha Secretariat.

27. The LSS reserves the right to accept/reject any or all the bids in whole or in part and annul the bidding process without assigning any reason whatsoever. The LSS reserves the right to award the contract to more than one Bidder. The LSS reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract. If a firm after award of the contract violates any of the terms and conditions, fails to honour its bid without sufficient grounds and within reasonable time it shall be liable for blacklisting for a suitable period. EMD shall be forfeited.

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