



भारतीय प्रबन्ध संस्थान, लखनऊ
INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW
Prabandh Nagar, IIM Road, Lucknow-226013

RFQ No: IIML/PURCHASE/Photocopier Machine/22/2018-19

Date: 14/11/18

To,
M/s

REQUEST OF QUOTATIONS: AMC of Photocopier Machine

Dear Sirs,

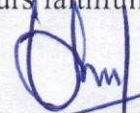
IIM Lucknow intends to engage a vendor for Annual Maintenance Contract of Photocopier Machine as per description given below:

Sl No	Descriptions of item	Qty (Nos)
1	<u>Canon Photocopier machine (Model : iRADV4225 Sl. No. QFX01672)</u>	01

Kindly send your most competitive rates and validity of rates as per Annexure – A along with an EMD of Rs. 1,000/- (Rupees One Thousand only) in the form of Demand draft from Nationalized bank/scheduled bank in favour of Indian Institute of Management of Lucknow payable at Lucknow in a sealed envelope addressed to **Officer on Special Duty, Indian Institute of Management, Prabandh Nagar, IIM Road, Lucknow – 226 013** with Enquiry No. and date super scribed before **1400 hours** on **05/12/2018** the due date. The quotations should be sent by Registered/Speed post or Courier services only. Quotations received after the due date/time shall not be considered for further processing.

Thanking you,

Yours faithfully,


Administrative Officer
Purchase & Stores

Encl: 1. General terms and conditions
2. Annexure-A

General terms and conditions

Eligibility Criteria

The bidder must submit:

- Registration Number of the bidder's firm along with the GSTIN and the PAN number allotted by the concerned authorities.
- Details regarding the provision of support during warranty.

Terms and Conditions

The bidder must ensure:

A) Pricing:

- Quote price for each of the components and also the total amount as per the tender document.
- The prices are to be quoted on individual item Exclusive of taxes rather than the total package.
- Quote only for the products specified in the tender. No changes in the configuration or deviation from the tender document will be permitted.
- Need not suggest any alternative product or different configuration in the same product.

B) Payment Terms:

- Payments will be made on quarterly basis on submission of bill and satisfactory report from user department. In case of Xeroxing of paper is more than guaranteed Copies per month per machine extra payment.

C) Procurement Rights: IIML Reserves the right to conclude the AMC quantity with entire or partial as mentioned in the RFQ.

D) Validity of rates should be of minimum 90 days.

E) Please indicate the rate (s) of GST/ any other Tax (as may be applicable) explicitly.

Scope of Work

Vendor has to provide a comprehensive annual maintenance contract (including spare parts) for photocopier machines. Numbers of Photocopier Machines may increase or decrease as per requirement of the Institute.

Comprehensive Annual Maintenance contract:

- 1) Type of AMC is comprehensive (with spare parts).
- 2) Scope of Work includes preventive, periodical and routine maintenance apart from attending to specific complaints. In order to attend to our specific complaints, it shall be binding on the contractor on receipt of complaint between 10:00 AM to 01:00 PM, same shall be attended on same day while complaint between 01:00 Pm to 08:00 PM shall be attended on next working day during the validity period of AMC.
- 3) In the event of set not being repaired in IIM premises for technical reasons the same shall be brought up from the premises of IIM Lucknow by the contractor for necessary repairs and the set shall be delivered back after being repaired.
- 4) In case where the requisite components are not readily available in Lucknow, the same has to be procured from upcountry market/s including abroad, in which case the set/s shall be repaired on receipt of such components and returned as repaired and during such period standby will be provided by the company.
- 5) Compulsory visit per month shall be one, besides attending specific complaints, as and when needed.

parts and consumables required for servicing the machines shall be the responsibility of the successful bidder.

During the period of this maintenance contract if IIM Lucknow disposes of any of the photocopier machine(s) covered by the C-AMC, the C-AMC amount will be reduced proportionately.

8) The services which are felt essential for the effective Working of photocopier machine shall also be rendered by the contractor during the period of this C-AMC.

9) Penalty Clause:

(a) In case of any delay in attending to the breakdown on its reporting beyond the stipulated period (48 hrs), a penalty of 300 copies of charges may be deducted from the running bill of the month.

(b) In case the party is not attending to the problem and situation compels, IIM Lucknow to get the work done through some other agency, the cost thus incurred shall be recovered from payment due or shall be adjusted against quarterly bill submitted by Agency/Firm.

Disqualification

The proposal is liable to be disqualified in the following cases:

- 1) Proposal not submitted in accordance with this document
- 2) During validity of the period, or its extended period, if any, the bidder increases his quoted prices.
- 3) Proposal is received in incomplete form.
- 4) Proposal is received after due date and time.
- 5) Proposal is not accompanied by all requisite documents.
- 6) Information submitted in the tender proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- 7) If quotation is without EMD received.
- 8) If quotation is sent by not super scribing enquiry no. and date.
- 9) If quotation is not addressed to Officer on Special Duty (OSD).

Disclaimer Clause:

IIM Lucknow has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set out in the RFQ and the bidder has no claims against such right. The Institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever. The jurisdiction **for dispute (s), if any, shall be Lucknow**

DISPUTE SETTLEMENT & APPOINTMENT OF ARBITRATOR:

“All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the Tender and the resulting agreement or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM Lucknow, who may either himself decide the dispute as Arbitrator or appoint some other person as Arbitrator to adjudicate the same, who shall be unconnected with IIM Lucknow. The proceedings will be governed by the provisions of the Arbitration & Conciliation Act 1996.

By consent of parties the jurisdiction of all other courts are excluded and the courts at Lucknow alone shall have jurisdiction. The language of the Arbitration shall be English.

The venue of Arbitration proceedings shall be Lucknow”.



भारतीयप्रबन्धसंस्थान, लखनऊ
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW
 Prabandh Nagar, IIM Road,
 Lucknow – 226 013
Website: www.iiml.ac.in; E-mail:- purchase@iiml.ac.in

Certified that all above information's are correct to the best of my/ our information, knowledge and belief.

S.No.	Descriptions of the Firm	
1	GST No. of the Firm (attach attested copy)	
2	PAN/ GIR No. of the Firm (attach attested copy)	
3.	Registration No. of the Firm	
4.	Name of Tendering Company/ Firm	
5.	Name and Contact No. proprietor/Director of company/Firm/ Contractor	
6.	Address of Tendering Company/ Firm/ Contractor	
7.	E-mail Address of proprietor/Director	

The offered rates are as follows:

Sl No	Descriptions of item	Qty (Nos)	AMC Rate per Copy (Rs.)	GST @%	Total Amount
1	<u>Canon Photocopier machine (Model : iRADV4225 Sl. No. QFX01672)</u>	01			

Any Other Charges (if any) :.....

Dated

Name & Signature with Seal of the Bidder