

Vendor Qualification Criteria for Higher Value AMC Cases (More than Rs.50000/-) & Terms
& Conditions of AMC

1. The vendor should be in the business of repair, Sales & AMC of Photocopier Machines/MFD & allied items for at least three year. The vendor should have experience certificate at least of three years for Sales & service.
2. The vendor should apply E-tender by online only on the web site <https://etenders.hry.nic.in>. No manual application will be accepted.
3. The vendor should be authorized dealer of the MFD/Photocopier Machine for which he/she applied for AMC & also have Manufacturer's Authorization Form (MAF) in the name of Deputy Commissioner-cum-President, DITS, Hisar for this Tender only issued by the CANON India. **(Essential Condition)**
4. The annual turnover of the vendor should be minimum Rs.25 lacs during each last three years.
5. The vendor must have a valid GST number.
6. EMD: The bidder will deposit (Through online payment method) an amount of Rs.25000/- as EMD. However, EMD of unqualified bidder will be refunded back. The EMD of qualified vendor will be retained for a period of minimum one year & no interest on EMD shall be paid.
7. Non-refundable empanelment fee: The bidder will deposit (Through online payment method) non-refundable Empanelment fee of Rs.1000/- .
8. Non-refundable Processing fee: The bidder will deposit (Through online payment method) non-refundable Empanelment fee of Rs.1180/- (Including GST).
9. The AMC shall be for the period of twelve calendar months commencing from the date of signing the contract which will be mutually extendable for a period of one year, to be decided later at the same terms & conditions. In Case, the services are not rated satisfactory then the contract can be terminated in between by the competent authority. The services of the vendor will be reviewed by Head of the indenting Department/Organization or Senior nominated by him/her on quarterly basis/yearly basis as convenient by them.
10. The vendor should also paste a label on the machine wherein the contact no. for logging of complaints. The content of the label should be clearly visible.
11. The vendor shall provide the following services during the course of AMC:-
 - a. Corrective maintenance, in case of a breakdown & repair/replacement of defective parts, if any, with the same or reasonably equivalent to be defective part removed.

- b. Preventive maintenance including adjustments, cleaning of mechanical parts, and replacement of damage parts on quarterly/half yearly basis.
 - c. The AMC vendor will complete the service call within one working day for Hisar & within two working days for other location in district Hisar, failing which penalty shall be levied @ 1% per working day for totally down system & 0.5% per working day for partially down system of the AMC amount from the date of logging complaint up to the date of attending the complaint. The penalty amount will not exceed the total AMC amount.
12. The provision of maintenance/service shall be from Monday to Friday between 9.00 A.M. to 5.00 P.M. In emergency the services shall be provided by the vendor beyond these hours with prior arrangement without any additional cost.
 13. Machines are installed at various locations (As per Annexure 'A') in District Hisar & vendor should repair/service of machine on site.
 14. The Contract covers all expenses of the engineer deputed by the vendor i.e. FRO, conveyance etc.
 15. All the terms & conditions should be fulfilled by the vendors. If any single or more than single terms & conditions not fulfilled by the any vendor then the financial bid will not opened of those vendor & application of those vendor will be rejected.
 16. All dispute arising out this contract subject to Jurisdiction of Deputy Commissioner, Hisar.

The Purchase Committee has following Rights:-

1. The Purchase Committee has rights to reject any application or all applications without any reason.
2. In any unavoidable circumstances DITS, Hisar is not bound to open the technical Bid as well as Financial Bid.
3. In future any changes may be made in E-tender.

Check List for Technical Bid acceptance:-

1. Copy of GST Number.
2. Copy of Turnover & ITR of Last three F.Y.
3. Copy of MAF in the name of Deputy Commissioner-cum-President, DITS, Hisar issued by Canon India.
4. Experience certificate of Last three years for Sales & service.

Check List for Financial Bid:-

1. Rates of AMC of per machine and as per BOQ on e-tender

Annexure- A

Sr. No.	Office Name	Make	Model No.
01.	Sub Tehsil Kheri Jalab	Canon	iR2525
02.	SARAL Kendra, Hisar	Canon	iR2525
03.	Antyodaya SARAL Kendra, Bass	Canon	iR4245
04.	DC Office Copying Branch	Canon	iR2525
05.	Sub Tehsil Balsamand	Canon	iR4225
06.	DC Court, Hisar	Canon	iR2525
07.	Record Room, Hisar (DRO Office)	Canon	iR2525
08.	Tehsil Adampur	Canon	iR2525
09.	Antyodaya SARAL Kendra, Barwala	Canon	iR2422L
10.	Antyodaya SARAL Kendra, Uklana	Canon	iR2525
11.	DITS, Hisar	Canon	iR4225
12.	DC Office (ERK Branch)	Canon	iR4245
13.	Antyodaya SARAL Kendra, Narnaund	Canon	iR4245
14.	Antyodaya SARAL Kendra, Hansi	Canon	iR4525
15.	IT Monitoring Cell	Canon	iR4525
16.	Tehsil Barwala	Canon	iR4525
17.	Tehsil Adampur	Canon	iR4525
18.	Antyodaya SARAL Kendra, Narnaund	Canon	iR4525