

Terms and Conditions for Comprehensive Maintenance Contract for
Canon Make Copier Machines - Model: iR ADV 4225

1) Submission of Tender:

Prospective bidders/contractors should quote their rates in the online tender portal for carrying out the Comprehensive Maintenance of Canon make copier machines (*which includes all spares, consumables, service charges etc., except paper, power and operating manpower*) for a period of one year on per copy basis form.

Bidders/contractors who have not quoted their rates on per copy basis form in the tender will not be considered.

The number of copies to be obtained from copier machines during the currency of the contract period in the Indent is purely indicative and solely derived for estimation purpose only; and should not be construed for basis of claim etc. whatsoever.

2) Scope of Work:

Thorough cleaning, testing, free adjustment, repair for proper operation of the copier machines should be carried out by factory trained mechanics. All servicing and replacements to be carried out in the presence of representative from User section and Stores. The meter in the machine installed for displaying the number of copies should be tamper-proof without resetting to zero.

3) Consumable & Spares:

The contractor shall provide all genuine consumables and spares free of cost including Toners, Drum Units, Fixing Film Assembly, Separation rollers etc. of 'Original Canon' make except paper, power and operating manpower. A sufficient quantity of toners of all the copier machines shall be supplied well in advance by the contractor, for trouble free uninterrupted service.

The contractor shall keep separate record register for each machine under contract indicating the First reading of the respective month, output of the machine, Qty of Toners supplied, Drum Units, Film assembly replaced etc. and should be counter-signed by the representative of User section to be forwarded to Asst. Stores Officer – HQ(L).

4) Frequency of service:

Compulsorily once in a month; and as and when required. Emergency/break-down calls from the user section should be attended to immediately within 24 hrs.

