

**TENDER NOTICE**

**Re: - Tender for Comprehensive Annual Maintenance of Note Counting machines**

Tenders are invited for 35 Floor type bundle note counting machines, 49 Loose Note counting/fake note detection /Authentication machine, total 84 Note counting machines in our 33 Offices (List enclosed) as per terms and conditions mentioned here-in-below: -

Sl.No.	Item Description	No. of Note counting machine	Rate of Comp. AMC per machine (excluding Taxes)	Total Amount of Comprehensive AMC of all machine (excluding Taxes)
1	Floor type bundle note counting machine ( Godrej Swift , March 2006 make )	16 (Sixteen only)		
2	Floor type bundle note counting machine ( True Count , June 2019 make )	19 (Nineteen only)		
3	Loose note counting cum fake note detection machine ( Infresh methodex, March 2014 make)	29 (Twenty Nine only )		
4	Loose note counting cum fake note detection machine (Kores, June 2019 make)	18 ( Eighteen only)		
5	Loose note counting cum fake note detection machine (Albertsons, March 2022 make)( <b>AMC to be started since April 2023, after expiry of warranty period</b> )	2 (Two only)		

All the taxes will be paid as per applicable rules.

**Last date of receipt of Tenders is 21.03.2023 upto 3:00 p.m.**

Sealed envelopes should be specifically mentioned as "Tenders for Comprehensive Annual Maintenance of Note counting machines" and should be sent to MANAGER (OS), LIC of INDIA, 'Jeevan Prakash', 30 HAZRATGANJ, LUCKNOW 226001 by 09.02.2023 till 3:00 p.m.

## Terms and Conditions of the Comprehensive Annual Maintenance Contract:-

1. The Period of Comprehensive Annual Maintenance Contract of Note Counting Machines will be for one year and can be extended for a period of two consecutive years if the services of the tenderer are found satisfactory. However the decision of Sr. Divisional Manager of LIC of India Divisional Office in respect of extension of AMC period will be final.
2. During the period of Comprehensive AMC, all parts of the Note Counting Machine will be covered under AMC and no extra cost or repair charges or replacement cost will be payable apart from the AMC Charges.
3. The Vendor has to provide one on site Preventive Maintenance Service of each Note Counting Machine in each quarter in addition to the Breakdown/Complaint Calls.
4. The repair/maintenance will be carried out by the Vendor at the site of installation of the equipments and satisfactory certificate will be obtained on the Service Report from the Authorised person/concerned Office. If the repairs have to be carried out at the Vendor's workshop/factory, the Corporation will allow the necessary parts to be removed and taken by the Vendor after proper acknowledgement from the Authorised Person/concerned Office at Vendor's own risk.
5. During the period of Comprehensive Annual Maintenance, Vendor should attend to all repairs/replacement of major/minor spare parts free of cost. In case of failure on the part of the Vendor to attend all the repair within a reasonable period, the Corporation on its own will get the repairs done through another agency at the risk and cost of the Vendor and repairs rectified through another agency, in such circumstances will not affect the liabilities of the Vendor on the stipulated Annual maintenance Contract for its remaining period.
6. **The Annual Maintenance Contract Charges will be paid on quarterly basis after the end of every quarter by the Divisional Office for all the locations under it on submission of satisfactory preventive maintenance service report of the quarter confirming the Note Counting Machine is in perfect working condition duly signed and sealed by the Authorized person/location In-charge.**
7. The Vendor must be having their service centres at our Divisional Headquarter i.e. Lucknow. Vendor has to provide separate Service Engineer at Divisional Headquarter. The name of Engineer along with his address and Mobile No should be provided with the Tender.
8. For any problem arising in functioning of Note Counting Machine, shall be rectified by the service engineer as per schedule mentioned hereunder: -
  - a. Equipments installed within the municipal limits of Lucknow District within 24 hours from the time of lodgement of complaint.
  - b. Equipments installed outside municipal limits of Lucknow District within 48 hours excluding journey period.

The time which will be treated as the time of lodgement of the complaint will be the 1<sup>st</sup> call on mobile or the time of 1<sup>st</sup> e-mail sent to the service centre in this regard. In case of failure in providing service within the above time frame, Corporation has the discretion/reserves the right to impose penalty as mentioned hereunder: -

- 1 to 7 days delay excluding the date of complaint -Rs 100/- per day
- From 8<sup>th</sup> day to 30 Days -Rs 250/- per day
- More than 30 days -Rs 350/- per day
- The penalty amount will be recovered from the AMC payment/Security Deposit/EMD lying with us. Complaints will be deemed to be resolved only on the availability of the Customer Call Report (CCR) signed by both the service engineer and Corporation's authorized Official, confirming that the complaint is resolved; Date and time of resolution of the complaint shall be indicated clearly.
  - a. Whenever any equipment is taken out of an LIC site for repair the same piece has to be returned after repair unless it is declared to be irreparably damaged. When any

Note Counting Machine is taken out of any LIC Office for repair, such shifting should be done with the prior permission of the In-charge of the concerned Office, as the case may be, and the Vendor shall make all arrangements for removal of the component/spare part, its transportation to its workshop and back to LIC's site and its re-installation. Transit insurance of such component also has to be arranged by the Vendor and all expenses for the above shall be borne by the Vendor. The Vendor shall hand over all the systems in 100% working condition after repair/maintenance.

- b. In the event of replacement of any part of the Equipment, it should be done with a part of equivalent or higher configuration which is compatible with the Equipment.
- c. Vendor should survey the machines before entering in "Annual Maintenance Contracts" or renewal of Contract. If vendor declare any machine "Not Repairable" during the period of Comprehensive Annual Maintenance Contract, No AMC Charges will be paid for that & thereafter quarters. **But, in such Case, the Corporation on its own can approach the another agency for the confirmation. If Corporation get the repairs done through another agency , it will be treated as breach of Contract & Corporation has the discretion/reserves the right to impose penalty and recover the cost of repair of the machine.**
- d. Service Engineers / Representatives of Vendor shall invariably carry their identity cards with them, without which they will not be allowed to access the Equipment.
- e. **Tender fee of Rs. 118/- (100.00 + 18% GST, Non Refundable ) must be submitted along with the Tender..**
- f. **Successful vendors will have to deposit Security Deposit at LIC Divisional Office Lucknow equal to 3% of the Total cost for entire term as per tender.**
- g. An agreement for Comprehensive Annual Maintenance Contract is to be done between the Corporation and the Vendor on a non-judicial Stamp Paper of the value of Rs 250/- cost of which is to be borne by the Vendor
- h. Tender will be evaluated at the total cost of all the machines
- i. List of the attachment:
  - a. Tender rates as per Annexure "A" Annexure "B" duly signed & sealed, Tender Notice signed & sealed in every page as the acceptance of terms & conditions.
  - b. Receipt of Tender fee for Rs. 118/- as above.
  - c. Self attested photocopy of PAN card, GSTIN certificate & one cancelled cheque leaf having name of proprietor/ firm or photocopy of pass book having name, A/C number & IFSC Code.
    - j. Senior Divisional Manager reserves the right to cancel the Agreement for Comprehensive Annual Maintenance Contract at any time during the period of Comprehensive AMC, if the services of the Vendor are not found satisfactory

Tender which is not closed properly and/or received late will not be entertained.

Yours faithfully,

Manager (OS) / DM

Date: -

To,  
 Manager (OS)/DM  
 L.I.C. of India,  
 Divisional office,  
 30, Hazratganj,  
 Lucknow,

Madam,

**Re: - Tender for Comprehensive Annual Maintenance of Note Counting machines**

We wish to submit our Tender for 21 Floor type bundle note counting machines (Godrej swift make) 46 Loose Note counting/fake note detection , Authentication machine ( Infres Methodex make ) & one bundle note counting machine ( Methodex make ) as per rates mentioned here-in-below: -

Sl.No.	Item Description	No. of CCTV System	Rate of Comp. AMC per machine (excluding Taxes)	Total Amount of Comprehensive AMC of all machine (excluding Taxes)
1	Floor type bundle note counting machine ( Godrej Swift , March 2006 make )	16 (Sixteen only)		
2	Floor type bundle note counting machine ( True Count , June 2019 make )	19 (Nineteen only)		
3	Loose note counting cum fake note detection machine ( Infresh methodex, March 2014 make)	29 (Twenty Nine only )		
4	Loose note counting cum fake note detection machine (Kores, June 2019 make)	18 ( Eighteen only)		
5	Loose note counting cum fake note detection machine (Albertsons, March 2022 make)( <b>AMC to be started since April 2023, after expiry of warranty period</b> )	2 (Two only)		
<b>Total Amount (in figures)</b>				
<b>Total Amount ( in words)</b>				

We fully agree with the terms and conditions of the Comprehensive AMC of Note counting machine as mentioned above.

**Signature and Seal of the Firm**

## Annexure "B"

## LIST OF THE OFFICES &amp; NOTE COUNTING MACHINES FOR ANNUAL MAINTENANCE CONTRACT

S.N.	LOCATION	LOOSE NOTE/ FAKE DETECTION			BUNDLE NOTE COUNTING MACHINE		TOTAL MACHINES
		INFRESH	KORES	ALBERTSONS	GODREJ	TRUE COUNT	
1	LIC L. KHERI	1	1		2	1	5
2	LIC S.O. KHAMARIA	0	0		0	1	1
3	LIC B & AC SITAPUR	1	0		0	0	1
4	LIC S.O. MISHRIK	0	1		1	0	2
5	LIC TR. GOMTI	0	1		0	1	2
6	LIC S.O. NISHATGANJ	0	0		0	1	1
7	BISWAN	0	1		0	1	2
8	PALIA	2	0		1	1	4
9	BANGARMAU	1	1		1	1	4
10	LIC INDIRANAGAR	1	1		1	1	4
11	LIC S.O. CHINHAT	1	0		0	1	2
12	LIC NANPARA	0	1		0	1	2
13	LIC RAJAJIPURAM	2	0		1	1	4
14	LIC DBO LKO	3	0		1	0	4
15	LIC S.O. ASHIYANA	0	1		1	0	2
16	LIC CBO LKO	2	1		0	1	4
17	LIC CANTT. LKO	1	2		1	0	4
18	LIC S.O. AMINABAD	1	0		1	0	2
19	LIC ALAMBAGH	2	0		1	0	3
20	LIC S.O. BANTHRA	0	0		1	0	1
21	LIC GOLA	0	1		0	1	2
22	LIC UNNAO	1	1	2	0	1	5
23	LIC S.O. BHIGHAPUR	1	0		1	0	2
24	LIC CHOWK LKO	1	0		1	0	2
25	LIC S.O. BALAGANJ	1	0		1	0	2
26	LIC CAB LKO	1	1		0	1	3
27	LIC LALBAGH LKO	2	1		0	1	4
28	LIC MOHANLALGANJ	2	0		0	1	3
29	LIC S.O. MLG	0	0		0	0	0
30	LIC P & GS	0	0		0	0	0
31	LIC S.O. GOMTINAGAR	1	0		0	1	2
32	LIC S.O. BHINGA	0	1		0	0	1
33	LIC DO LUCKNOW	1	0		0	0	1
34	LIC SITAPUR	0	1		0	1	2
35	LIC S.O. MALIHABAD	0	1		0	0	1
		29	18	2	16	19	84
	<b>YEAR OF PURCHASE</b>	Mar-14	Jun-19	Mar-22	Mar-06	Jun-19	

Signature and Seal of the Firm