



INSTITUTE FOR SOCIAL AND ECONOMIC CHANGE

Dr V.K.R.V Rao Road, Nagarabhavi Post, BENGALURU-560 072.
Registered under the Karnataka Societies Registration Act, 1960 (S.No- 327/71-72)

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04TH September 2026

Ref: ISEC/Stores/Photocopy/ARC/2026-27/1218

Subject: Request for Quotation for Annual Comprehensive Customer Care and Maintenance Contract of Photocopy Machine

Dear Sir/Madam,

1. Enclosed herewith is the quotation format for providing Comprehensive Customer Care and Maintenance Services for the Photocopy Machine installed at the Institute for Social and Economic Change (ISEC), Bengaluru. The maintenance services are required for a period of one year, i.e., from 15th September 2026 to 14th September 2027.
2. In case you are interested, you are requested to submit your competitive quotation on per-copy basis, as per the service requirements, terms and conditions mentioned in the enclosed quotation format, in a sealed envelope addressed to the Registrar, Institute for Social and Economic Change (ISEC), on or before 10th September 2026, by 5.00 p.m.
3. The sealed envelope should be superscribed as:

"QUOTATION FOR COMPREHENSIVE CUSTOMER CARE AND MAINTENANCE
CONTRACT OF PHOTOCOPY MACHINE"

4. The quotation should clearly indicate the rate per A4 print/copy, applicable GST and the total rate including GST. The quoted rate shall cover all services, labour, spare parts and consumables specified under the comprehensive maintenance contract.

Thanking you,

Yours faithfully,


Registrar

Registrar
Institute for Social and Economic Change
Dr. V.K.R.V. Rao Road, Nagarabhavi Post,
Bengaluru-560 072
www.isec.ac.in

To be filled and submitted in this copy only

Date:

To

The Registrar
Institute for Social and Economic Change
Dr. V K R V Rao Road, Nagarabhavi, Bengaluru – 560 072

Ref: ISEC/Stores/Photocopy/ARC/2026-27

Subject: Request for Quotation for Annual Comprehensive Customer Care and Maintenance Contract of Photocopy Machine

Dear Sir/Madam,

Sl. No.	Machine / Location	Particulars	Rate per Copy (₹)	GST (₹)	Total Rate including GST (₹)
1	Ricoh IM 3555 – Accounts Section, ISEC	A4 Size Print/Copy – Comprehensive Maintenance Contract			
2	Ricoh IM 3555 – Academic Section, ISEC	A4 Size Print/Copy – Comprehensive Maintenance Contract			
3	Ricoh IM 325 – PRC Centre, ISEC	A4 Size Print/Copy – Comprehensive Maintenance Contract			
4	Ricoh MP 2001 – CEENR, ISEC	A4 Size Print/Copy – Comprehensive Maintenance Contract			
		Grand Total			

Terms and Conditions

1. DESCRIPTION OF SERVICES

The selected service provider shall provide comprehensive service and maintenance support for the photocopy machine installed at the Institute, including:

1. Regular preventive maintenance and servicing of the machine.
2. Breakdown maintenance and repair services.
3. Supply and replacement of necessary spare parts required for normal functioning of the machine.
4. Supply of necessary reprographic consumables required for the machine, except paper, staples, electricity and other output/printing materials.
5. Prompt attendance to service calls received from the Institute during normal working hours.
6. Necessary inspection, cleaning, adjustment and servicing of the machine.
7. Training/guidance for operation and routine care of the machine to two nominated personnel of the Institute, wherever required.

8. Replacement of defective parts, wherever necessary, as covered under the comprehensive maintenance contract.
9. The service provider shall ensure that the machine remains in proper working condition throughout the contract period.

2. QUOTATION RATE

The quoted rate shall clearly indicate the rate **exclusive of GST and inclusive of GST**.

The rate quoted shall include all applicable service charges, labour charges, spare parts and consumables covered under the comprehensive maintenance contract.

Paper, staples, electricity and other output/printing materials shall be arranged by the Institute.

3. CONTRACT PERIOD

The Comprehensive Customer Care and Maintenance Contract shall be valid for a period of **one year from 15.09.2026 to 14.09.2027**.

4. METER READING

- a) The number of copies/prints generated shall be determined based on the meter reading displayed by the machine or its software.
- b) The meter reading shall be recorded periodically for the purpose of raising monthly bills.
- c) In case the meter reading cannot be obtained, a provisional reading may be considered and necessary adjustment shall be made in the subsequent bill based on the actual meter reading.

5. BILLING AND PAYMENT

- a) The service provider shall submit bills **monthly in arrears** based on the actual number of copies/prints recorded in the machine.
- b) The bill shall be supported by the relevant meter reading/details.
- c) Payment shall be made by the Institute as per its applicable rules and procedures after verification of the bill and satisfactory service.
- d) No additional charges shall be payable for services, labour, spare parts or consumables that are specifically covered under the comprehensive maintenance contract.

6. SERVICE CALLS

- a) The service provider shall attend to breakdown/service complaints within a reasonable time from receipt of communication from the Institute.
- b) The service provider shall provide necessary technical support during normal working hours.
- c) In case of repeated breakdowns, the service provider shall take necessary corrective measures to restore the machine to proper working condition at the earliest.

7. SPARE PARTS AND CONSUMABLES

- a) Necessary spare parts required for repair and maintenance shall be provided by the service provider as part of the comprehensive maintenance contract.
- b) Consumables covered under the contract shall be supplied by the service provider.
- c) The cost of paper, staples, electricity and other output/printing materials shall not form part of the contract.
- d) Any parts replaced during servicing shall be removed by the service provider, wherever applicable.

8. CUSTOMER'S RESPONSIBILITIES

The Institute shall:

- a) Provide suitable space and necessary electrical connection for operation of the machine.
- b) Provide access to the machine to authorized representatives of the service provider for inspection, servicing and meter reading during working hours.
- c) Ensure that the machine is operated by authorized personnel.
- d) Not relocate the machine without prior written agreement with the service provider.
- e) Not use unauthorized spare parts, accessories or consumables that may adversely affect the functioning of the machine.

9. DAMAGE DUE TO MISUSE

The service provider shall not be responsible for repairs arising specifically from:

- Willful damage;
- Unauthorized modification or alteration;
- Use of unauthorized accessories or spare parts;
- Improper handling or operation;
- Damage caused by external factors beyond the normal operation of the machine.

Any such repair, if outside the scope of the comprehensive maintenance contract, shall be undertaken only with the prior approval of the Institute.

10. RELOCATION

The machine shall remain at the existing installation location during the contract period.

Any relocation, if required, shall be carried out only with the prior written approval of the Institute. Any applicable relocation charges shall be quoted separately and shall be subject to prior approval.

11. TERMINATION

Either party may terminate the contract by giving **60 days' prior written notice**.

The Institute shall also have the right to terminate the contract in case of unsatisfactory service, repeated failure to attend service calls, breach of contractual conditions or failure to comply with the agreed terms and conditions, after giving reasonable opportunity to rectify the deficiencies.

12. VALIDITY OF QUOTATION

The quotation shall remain valid for a minimum period of **20 days** from the last date fixed for submission of quotations.

13. TAXES

GST and other applicable statutory taxes/levies shall be payable as per the prevailing Government rules.

The bidder shall clearly indicate the applicable GST rate separately in the quotation.

14. EXPERIENCE

The bidder should have adequate experience in providing **comprehensive maintenance/service support for photocopy machines** and shall furnish details of similar contracts/orders executed, if required by the Institute.

15. RIGHT OF ACCEPTANCE

The Institute reserves the right to accept or reject any or all quotations, wholly or partly, without assigning any reason.

The Institute also reserves the right to negotiate the quoted rates with the lowest eligible bidder, wherever considered necessary.

Thanking you,

Yours faithfully,

(Authorized Signatory with Company name & seal)