



Ref: IMSc /IT Infra/Kyocera4C AMC/2026

Date: 15.07.2026

To

Sub: Request for Proposal for execution of 4C (Comprehensive Customer Care Contract) per page copy/print contract of existing Kyocera Printers at IMSc

Sl. No.	Subject	Description
1	Name of Work	"Comprehensive Annual Maintenance 4C (Comprehensive Customer Care Contract) Contract Charges of Monochrome and Colour Digital Multifunctional Printer at IMSc, Chennai"
2	Location	The Institute of Mathematical Sciences, CIT Campus, Taramani, Chennai - 600113
3	Tender Reference Number	IMSc /ITInfra/Kyocera4C AMC/2026
4	Pre-Bid Site Inspection Window	During official working hours on any business day, commencing on the date of notification and concluding two days prior to the final bid submission date [15.07.26-14.8.26]
5	Quotation Submission Period	20.07.2026 (0900 hours) to 16.08.2026 (1500 hours)

1. About The Institute of Mathematical Sciences (IMSc)

The Institute of Mathematical Sciences (IMSc) is a national institute for fundamental research in frontier disciplines of the Mathematical and Physical Sciences: Theoretical Computer Science, Mathematics and Theoretical Physics.

2. Invitation to Bid:

The Institute of Mathematical Sciences (IMSc), Chennai, invites sealed quotations from authorized, experienced, and financially sound Original Equipment Manufacturer (OEM) partners or authorized service providers for the award of a Comprehensive Customer Care Contract (4C Contract) for the maintenance and upkeep of the Institute's Kyocera multi-functional printers (MFPs) and photocopiers on a Per-Page Click Rate / Cost-Per-Copy model.

3. General Conditions:

The details of work are available in this RFP document which can be downloaded from the institute's website: www.ims.res.in/tenders. The bid must be submitted as a sealed quotation.

The Sealed quotations should be submitted to "The Registrar, The Institute of Mathematical Sciences, Chennai" on or before the last day of the quotation submission period, failing which the quotation shall be liable to be rejected. The Institute shall not be responsible for any delay or loss due to postal/Courier Services

The contract shall cover comprehensive maintenance, supply of genuine consumables, replacement of spare parts, preventive maintenance, breakdown support, and all related services required to keep the equipment in satisfactory working condition.

The bidders are requested to inspect the printers with prior intimation to the concerned authorities and send **sealed quotations** to reach us **on or before 16.08.2026**

4. Period of Contract:

The contract will be valid for one year from the date of award of the contract.

5. Technical Eligibility Criteria (Cover 1):

Bidders must submit self-attested copies of the following mandatory documents. Failure to provide any of these documents will result in immediate rejection.

- a. Technical/Financial offer
- b. Signed copy of terms and conditions
- c. Photo copy of PAN card
- d. Copy of GSTN Registration No.
- e. Self certification about non-blacklist : The bidder should not have been blacklisted, debarred, or disqualified by any Government Department, PSU, Autonomous Body, or other organization during the last three (3) years. A self-certified declaration to this effect shall be submitted.
- f. OEM s authorisation letter for the Service partner : Tender specific Manufacturer's Authorization Form (MAF) directly from the OEM (Kyocera) confirming that the bidder is an authorized service partner with guaranteed access to original spare parts and toners.
- g. Technical experience details : Proof of having successfully executed at least three similar comprehensive AMCs/4C contracts for photocopiers or digital printers in Government Departments, Autonomous Bodies, PSUs, or reputed Educational Institutes within the last 3 years. The submitted contract(s) should have been operational for a minimum period of one (1) year.
- h. Local Infrastructure: Documented proof of a fully functional service center or regional branch office with qualified resident service engineers located in Chennai.
- i. Pre-Bid Inspection Certificate: The signed and stamped Pre-Bid Site and Inventory Inspection Certificate as per the format specified in Annexure-B.
- j. Performance Security Deposit/ Bank Guarantee : Flat rate 35000/- to be submitted

6. Bid Validity:

The quotation submitted by the bidder shall remain valid for a period of ninety (180) days from the date of submission of the tender.

7. Scope of Work:

Operational Model:

The contract will run strictly on a "Per-Page Click Rate" basis. The Institute will not pay any upfront fixed machinery rentals, monthly baselines, or separate diagnostic/labor fees.

Institute's Role: Provides physical paper stock, operating space, and stabilized electrical power.

Contractor's Role: Supplies 100% of required genuine OEM toners, developer, drums, rollers, fuser modules, logic boards, physical assemblies, and labor.

The 4C (Comprehensive Customer Care Contract) Contract covers all Consumables (Toner (Color/Black), Drum, and Developer), Spares, along with service required, and the per-copy charges applicable for the Digital Multifunctional Printer

Routine and Preventive Maintenance: The contractor's representative/service engineer has to visit the site and inspect the Digital Multifunctional Printer once a month

Core Contract Features:

Trouble-free functioning of the Monochrome & Color Digital Multifunctional Printer.

No delay in the replacement of required parts due to Purchase Order process delays.

No unexpected additional costs due to the failure of PCBs or any other high-value parts

Pre-Bid Inspection Clause:

All prospective bidders are strictly mandated to visit the Institute premises during the Pre-Bid window to physically examine the machinery listed in Annexure-A on an "As-Is-Where-Is" basis. Submission of a bid implies absolute acceptance of machine conditions.

Joint Initial Inspection Clause:

Within fifteen (15) days of the Work Order award, the L1 vendor and the Institute's S.O. [Systems] will perform a Joint Initial Inspection. Current counter readings will be officially signed off as the "Zero Point" baseline. The meter reading will start from the date of Joint Initial Inspection and acceptance of S.O. (Systems). The cost of the existing toners will be adjusted in the first bill.

Pre-existing critical deadlocks flagged during this window shall be resolved by the successful bidder replacing genuine OEM parts and supplies under mutually accepted market rates, before that machine enters active 4C comprehensive coverage.

Consumables & Logistics

A minimum safety buffer stock of at least two (2) original OEM toner cartridges per model must be permanently maintained at the Institute's stores. Counterfeit, refilled, or remanufactured consumables are explicitly banned. Any violation will lead to immediate contract termination and forfeiture of performance security.

The service provider shall

- a. Maintain the equipment in good working condition
- b. Replace worn-out or defective parts with serviceable quality parts. Defective parts shall be the property of the service provider and the service provider's authorised person is entitled to remove and carry away such parts from the Institute's premises.
- c. Carry out Preventive Maintenance service at least once every month AND whenever the requirement exists.
- d. Submit Health and Status, PM report alongwith the bill
- e. Ensure safe and reliable operation of the printers at all times.

Attending complaints/breakdown calls within 4 hours of receipt of complaint.

The service provider shall repair, overhaul, or replace components and assemblies whenever required to restore the equipment to normal working condition.

Service work will be carried out during regular working hours on any working day convenient to the Institute.

All the materials to be used shall confirm to the required specification and of reputed make.

It is the responsibility of the service provider to maintain all reprographic supplies required to maintain the machine and its operation.

8. Payment Terms:

The quantity of prints indicated by the meter installed in the equipment or its software shall be conclusive proof of the number of prints generated by the Institute in any month/months. The number of prints shall be the total print quantity by copier, fax or printer.

In the event of meter reading cannot be taken, the charges will be calculated as per the previous month's reading for invoice purposes and correction made in the next invoice based on actual meter reading.

The charges are payable on a monthly usage basis. The vendor shall carry out Preventive Maintenance service at least once every month AND whenever the requirement exists.

The bidder shall submit a Health and Status, PM report along with the bill.

The payment will be made within thirty (30) working days after the receipt of the bill duly certified by the SO Systems, IMSc.

The meter reading will start from the date of Joint Initial Inspection and acceptance of S.O. (Systems). The cost of the existing toners will be adjusted in the first bill.

9. Service Level Agreements (SLAs) & Penalties:

Response Time: On reporting the non-operation of a printer due to any fault or consumable item, an authorized service engineer from the agency must visit the machine within Next Working Day (NWD) to rectify the faults.

Resolution Time: Within Next Working Day (NWD) to restore operations. If resolution requires part replacement, the same shall be replaced with genuine parts within 5 working days from the date of approval by the institute or the vendor must provision a matching standby unit at no extra cost to stop the penalty clock. The firm shall provide an equivalent or better serviceable MFP/Copier machine as a standby unit.

Downtime Penalty: If a machine remains down beyond twenty-four (24) hours, a strict penalty of ₹500/- per working day per machine will be levied and deducted from the monthly bills with an overall cap of 5%.

Standby Unit: If off-site factory servicing is required, the vendor must provision a matching standby unit at no extra cost to stop the penalty clock. The firm shall provide an equivalent or better serviceable MFP/Copier machine as a standby unit.

10. Service Charges:

Service charges accepted shall be firm during the currency of the contract. Payment will be made on a monthly basis based on the meter reading as certified by S.O. (Systems) of this Institute against a bill submitted by the contractor.

11. Fall Clause:

The rate offered by the bidder and accepted by us in the service contract shall be the lowest rate for a similar nature of work. In the event of the bidder having rendered same/identical service at a rate lower than the rate stipulated in this contract, at any time during the currency of the contract, it shall be brought to the notice of the undersigned immediately and that such reduced rate alone shall be applicable for this contract from the date on which the reduced rate has become effective to others.

12. Right to Terminate the contract:

Director, IMSc reserves the right to terminate the contract by giving notice of 30 days and without any additional financial obligation.

13. Arbitration Clause:

In the event of any dispute or difference arising out of this contract between the contracting parties, it shall be referred to the sole arbitration by a person nominated by the Director, Institute of Mathematical Sciences and his decision will be final and binding on both the parties. All other terms and conditions are as per the Indian Arbitration Act, 1996 as amended from time to time. Courts in Chennai will have the exclusive jurisdiction.

14. Force Majeure Clause:

Neither party shall be liable for any failure or delay in performing its obligations under this Contract if such failure or delay is caused by a Force Majeure event. A Force Majeure event is defined as any event beyond the reasonable control of a Party, which couldn't be foreseen or avoided, including but not limited to: acts of God, floods, earthquakes, fires, explosions, epidemics, pandemics, war, civil unrest, or nationwide government-enforced lockdowns. The affected party must provide written notice along with verifiable proof to the other party within seven (7) calendar days of the occurrence. If a Force Majeure event continues continuously for a period exceeding sixty (60) days, either party reserves the right to terminate the contract without any financial liability or penalties.

15. Contact Personnel:

Scientific Officer (Systems), Phone no. 22543221 / 22543222 may be contacted for any clarifications.

16. Terms and Conditions:

Quotations may be forwarded in a sealed cover duly superscribed "Comprehensive Annual Maintenance 4C (Comprehensive Customer Care Contract) Contract Charges of Monochrome and Colour Digital Multifunctional Printer at IMSc, Chennai" to reach this office on or before the timeline specified in the RFP. E - mail/ fax quotations will not be accepted.

The service providers are requested to quote their rates after site inspection and the scope of work/conditions as mentioned above. Also, it is mandatory to indicate our tender reference number and due date on the top of your envelopes / quotes.

The quoted rate shall indicate the basic cost and other taxes separately.

The items used should be of standard make and conform to the Indian Standard Specification as applicable.

All items mentioned in the schedule should be in good and working condition.

The following mandatory documents must be submitted along with the sealed quotation:

- a. GST Registration Certificate.
- b. Proof that the firm has a Local Registered Office in Chennai (District), Tamilnadu State (GST Certificate is mandatory for verification).
- c. Non-submission of any of the above credentials shall render the quotation liable for rejection.
- d. Tender specific Manufacturer's Authorization Form (MAF) directly from the OEM (Kyocera) confirming that the bidder is an authorized service partner with guaranteed access to original spare parts and toners

The L1 bidder shall be decided on the consolidated lowest total cost of ownership as specified in Financial Bid.

The work shall be carried out to the entire satisfaction of the Director or his representative.

Payment Terms: Monthly payment of the contract amount shall be made within 30 days after the receipt of the bill duly certified by the S.O. [Systems], IMSc.

The rates should remain valid for 1 Year from the date of opening of quotations.

The Contract shall become active immediately from the date of the work/supply order.

The right to reject your offer either in part or in full without assigning any reasons vests with the undersigned.

This contract shall be framed and operated as an Indian Contract in all respects and in conformity with Indian Laws. Lawsuits and other proceedings arising out of or in connection with the contract works shall be instituted in the courts of Law of Chennai, Tamilnadu.

The Director reserves the right to cancel the contract if the contractor is found to have not supplied materials according to the terms and conditions. The contractor will be liable to make good the losses of the Institute due to the breach of contract up to the actual date of termination.

17. Acceptance of terms and conditions:

Submission of the tender shall be deemed to constitute acceptance of all the terms and conditions contained in this tender document.

Consignee and Paying Authority Details:

- Name & Address: The Registrar (For and behalf of the Director, The Institute of Mathematical Science, CIT Campus, Taramani, Chennai - 600113, Tamilnadu State).
- Phone: 044-22543150 & 044-22541416 | Fax: 044-22541586 | Email: registrar@imsc.res.in


REGISTRAR

FINANCIAL BID / BOQ (COVER 2)

Sl. No.	Kyocera Printer Model and Description	Quoted Rate Per Page (INR Paise) [A] (₹)	Tax Per Page (INR Paise) [B] (₹)	Total Cost [C = A + B] (₹)
1	TASKalfa 3212i (Mono)	₹ 0. []	₹ 0. []	
2	TASKalfa 2552ci (Mono)	₹ 0. []	₹ 0. []	
3	TASKalfa 2552ci (Color)	₹ 0. []	₹ 0. []	
4	ECOSYS M2040DN (Mono)	₹ 0. []	₹ 0. []	
5	ECOSYS M2640idw (Mono)	₹ 0. []	₹ 0. []	
Total Comprehensive Financial Bid Value (L1 Base)				

ANNEXURES

ANNEXURE - A : ASSET INVENTORY LIST

Sl. No.	Location	Kyocera Printer Model	Serial Number	Current Condition
1	IMSc Campus	TASKalfa 3212i	REF8Z03827	Working
2	IMSc Campus	TASKalfa 3212i	REF9104785	Working
3	IMSc Campus	TASKalfa 3212i	REF8Z02556	Working
4	IMSc Campus	TASKalfa 3212i	REF8Y03129	Working
5	IMSc Campus	TASKalfa 2552ci	VP88Z03499 [B/W]	Working
			VP88Z03499 [Clr]	Working
6	IMSc Campus	TASKalfa 2552ci	VP89103798 [B/W]	Working
			VP89103798 [Clr]	Working
7	IMSc Campus	ECOSYS M2040DN	VYB28Y16192	Working
8	IMSc Campus	ECOSYS M2040DN	VYB28Y17081	Working
9	IMSc Campus	ECOSYS M2040DN	WB28Y16196	Working
10	IMSc Campus	ECOSYS M2040DN	VYB2803197	Working
11	IMSc Campus	ECOSYS M2040DN	VYB2802899	Working
12	IMSc Campus	ECOSYS M2040DN	VYB2804617	Working
13	IMSc Campus	ECOSYS M2040DN	WB2803522	Working
14	IMSc Campus	ECOSYS M2040DN	WB2803403	Working
15	IMSc Campus	ECOSYS M2040DN	VYB2803806	Working
16	IMSc Campus	ECOSYS M2040DN	VYB2803800	Working
17	IMSc Campus	ECOSYS M2040DN	VYB2804621	Working
18	IMSc Campus	ECOSYS M2040DN	VYB2802939	Working
19	IMSc Campus	ECOSYS M2640idw	VY92405222	Working

ANNEXURE - B : PRE-BID INSPECTION CERTIFICATE

(To be printed on Bidder's Official Letterhead)

To,
The Director,
The Institute of Mathematical Sciences,
CIT Campus, Taramani, Chennai - 600113, Tamilnadu.

Subject: Certificate of Mandatory Pre-Bid Site and Inventory Inspection Tender Ref No: [Insert Tender ID]

Respected Sir/Madam,

This is to certify that our authorized representative Mr./Ms. _____, Designation _____, has physically visited the Institute on [Date] to inspect the inventory of photocopiers and multi-functional printers.

We have structurally and mechanically examined the status of all machines on an "As-Is-Where-Is" basis. We completely understand the terms of the Per-Page Click / Cost-Per-Copy 4C Contract and assume full responsibility for provisioning 100% genuine OEM toners and parts. No financial variations or relief claims will be requested post-award.

Signature of Authorized Bidder: _____
Name, Designation & Stamp: _____
Date & Place: _____