

No. F. 33-1/2017-S&S
Government of India
Ministry of Human Resource Development
(Department of Higher Education)
(S&S Section)

Shastri Bhawan, Room No.123-C Wing,
New Delhi, the March,2017

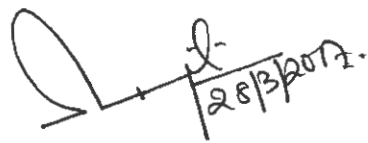
TENDER DOCUMENT

**SUBJECT : Annual Maintenance Contract (AMC) in respect of Risograph Machines
in the Ministry of Human Resource Development -regarding**

Date of issue of Tender Document	:	29.3.2017
Last Date & time for submission of Tender Document	:	24.4.2017 at 11:00 AM
Date & time for opening of Tender Document		
Technical Bids	:	25.4.2017 at 11:30 AM
Financial Bids of eligible Tenderers	:	Would be indicated later.

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28/3/2017

F.No. 33-1/2017-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

Shastri Bhawan, New Delhi-110 001
Dated the March 2017

1. e-TENDER NOTICE

SUBJECT : Annual Maintenance Contract (AMC) in respect of Risograph Machines in the Ministry of Human Resource Development -regarding

e-tenders are invited by the Ministry of Human Resource Development in two bid system(i.e Part-I: Technical Bid and Part II: Financial Bid) for Annual Maintenance Contract (including supply of toner/ink) in respect of three Risograph machines installed in the Ministry of Human Resource Development initially for a period of one year w.e.f. the date of award of contract. The Contract can be extended further for two years, one year at a time subject to mutual consent / agreement on the same terms and conditions.Reputed firms having experience of minimum of 7 years in the field of maintenance of Copyprinters in Government / Semi- Government Organizations, including Public Sector Undertakings, and those having the requisite competence/capacity to handle the jobs in question submit the tenders **online** at **<http://eprocure.gov.in/eprocure/app> in two-bid system** (i.e. Part-I: Technical Bid and Part II: Financial Bid) in the prescribed proforma. Tenders are to be **submitted only online** through e-Procurement portal "**<http://eprocure.gov.in/eprocure/app>**. All the documents in support of eligibility criteria etc .are to be scanned and uploaded alongwith the Tender Documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever. The details of Risograph machines are as under:-

- i) Riso EZ2300AG - Two Machines
- ii) Riso CZ180 - One Machine

2. The Earnest Money of Rs.10,000/- (Rupees Ten thousand only) in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts Officer (Education), Department of Higher Education, ShastriBhawan, New Delhi must be submitted to the Section Officer, S&S Section, Room No. 123-C, Shastri Bhawan, New Delhi (Ph No. 23384590) on or before last date/time of bid submission without which the quotations will not be considered. Late receipt of earnest money viz., after closure of online bidding time, or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.

3. The Technical Bids will be opened online on 25.4.2017 at 11:30 AM in Room No.123, 'C' Wing, Shastri Bhawan, New Delhi. At the first instance the technical bids shall be evaluated by the Tender Evaluation Committee. At the second stage, the Financial Bids will be opened of only those bidders who qualify in the technical bid.

4. The competent authority in the Ministry reserves right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.



7. The Ministry of Human Resource Development reserves the right to reject any or all the quotations without assigning any reason thereof.

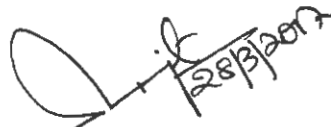


(Sujit Kumar)

Under Secretary to the Government of India
Tel. No.23073109

2. SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. Ministry of Human Resource Development, Shastri Bhawan, New Delhi requires Reputed firms having experience of minimum of 7 years in the field of maintenance of Copyprinters in Government / Semi- Government Organizations, including Public Sector Undertakings for repairing/servicing of Risograph machines {(Model:Rizo EZ2300AG(2Nos) & RisoCZ 180 (1Nos)} installed in Ministry of HRD.
2. The contract shall be initially for a period of one year from the date of letter of awarding the contract. However, the contract may be extended subsequently, on mutual consent, for a further period of one year at a time (upto a maximum of two extensions of one year each) as may be decided by the competent authority, after review of performance.
3. The interested service providers have submit the tenders through e-procurement portal as per required packet/cover contents.
4. The Earnest Money of Rs.10,000/- (Rupees Ten thousand only) in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the **Pay and Accounts Officer(Education)**, ShastriBhavan, New Delhi has to be submitted along with the tender. Bids shall not be considered in case the earnest money is not submitted by 24.4.2017 till 11:00 AM. Late receipt of earnest money viz., after closure of online bidding time, or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.
5. The said Earnest Money Deposit will not bear any interest and the earnest money of unsuccessful bidder would be returned without any interest after finalization of the contract.
6. The successful bidder will have to deposit with the Ministry of Human Resource Development, a **PerformanceSecurity Deposit of Rs.25000 /-(Rupees Twenty five thousand only)** in the form of Account Payee Demand Draft, Fixed Deposit, Bank Guarantee from any commercial bank in an acceptable form in favour of the **Pay and Accounts Officer(Education)**, Shastri Bhawan, New Delhi for the due fulfilment of the contractual obligations which is refundable without any interest on termination of the contract after deducting any penalty / any liability of any kind imposed by the Ministry of Human Resource Development on account of unsatisfactory services.
7. **Conditional bids shall not be considered and will be rejected summarily.**
8. All entries in the tender form should be legible and filled clearly. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be scanned and uploaded. **No correction either in the Technical Bids or Financial Bids is permitted. In no case should there be any change in the format of the Financial Bid. The bids submitted in the proforma other than the proforma provided for the purpose, will be rejected summarily.**
9. The technical Bid shall be opened online on the scheduled date and time i.e. on **25.4.2017 at 11:30 AM.**
10. The financial bid of only those tenderers will be opened who qualify in the technical bid. The schedule time for opening of financial bids would be indicated later.

A handwritten signature in black ink, followed by the date '25/3/2017' written in a similar style.

11. The bidding firm has to give a self certificate to the effect that it has not been blacklisted by any Central Ministry/Department, PSUs or Banks etc. The certificate has to be scanned and uploaded alongwith the tender documents. If it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents, etc. the earnest money deposit or the performance security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefor.

12. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.

13. If after award of the contract, the successful bidder (L1) fails to provide required services, the contract is liable to be cancelled alongwith forfeiture of performance security deposit and other consequential actions such as blacklisting of the firm etc.

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3. ELIGIBILITY CRITERIA

1. The firm must have average annual turnover of Rs. 50 Lakhs per annum during the last 3 years, ending 31st March of the previous financial year(2016). Documents in support of turnover (along with Income Tax Returns of the relevant years) must be uploaded with the tender.

2. The firm must have Experience of having successfully completed similar works mentioned in para one of Terms and Conditions during last 7 years ending last day of month previous to the one in which applications are invited (February, 2017) be either of the following :-

i) Three similar completed works (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 40% of the estimated cost i.e. Rs. 1 Lakh only.

OR

ii) Two similar completed works (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 50% of the estimated cost i.e. Rs. 1.25 Lakhs.

OR

iii) One similar completed work (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 80% of the estimated cost i.e. Rs. 2 Lakh.

3. Experience certificates as per para 2 above, award letters and performance certificates of last three years i.e. 2013-14,2014-2015 & 2015-2016 issued by officers of the level of section officer and above should be uploaded.

4. TERMS AND CONDITIONS

1. The successful tenderer will be required to undertake the 'maintenance' and other related job works for a **period of 12 months w.e.f. the date of award of contract**. The Contract can be extended further for two years, one year at a time subject to mutual consent / agreement on the same terms and conditions. The performance of successful contractor firm shall be reviewed at the end of every quarter. The Department however, reserves the right to terminate the contract at any time, if the services of the successful tenderer are found to be unsatisfactory. The decision of the Department shall be final and binding on the firm in this regard.

2. **The maintenance contract shall be comprehensive in nature and shall, therefore, essentially include servicing and repairs/replacement of any or all parts/spare parts (genuine company brand) including supply of toner/ink during the currency of the contract at the exclusive risk, responsibility and the cost of the contractor.** The rates to be approved on the basis of quotations shall be valid for the whole of the period of contract and no upward revision will be allowed during the period of contract under any circumstances. **In a nutshell, it shall be responsibility of the successful tenderer to provide proper replacements for the damaged/worn-out parts, etc. that are very much**



necessary for the proper maintenance/upkeep of the copy printer concerned throughout the period of contract.

3. The work will have to be carried out in the premises of the Ministry, the offices of which are located in Shastri Bhawan, New Delhi.

4. **The firm who is awarded the contract will be required to depute a well-experienced service engineer/mechanic for the maintenance/servicing repair of the gadgets concerned. All the complaints/calls should be attended to by the contractor firm within one hour of receipt of such calls in their office. The contracting firm should also, on their own, inspect the copy printer once in three months and carryout servicing and repairs, if any, in order to ensure smooth functioning of the gadgets. A report in this regard should also be submitted along with the bills.**

5. No Advance payment will be made under any circumstances. Subject to the satisfactory performance of the contractor, payment of the total contractual value of 'maintenance' only will be made on monthly basis. The pre-receipted invoices required to be submitted for claiming these payments should be accompanied by the 'certificates' obtained from 'users' as an evidence in support of the 'satisfactory' functioning/working of the gadgets/apparatus concerned and/or the job works carried out by the Contractor firm as per the instructions of the Ministry.

6. Rate per copy should be quoted on separate sheet duly signed by the proprietor and stamped by the firm. The rate quoted shall be mentioned by the tenderer both in figure and words. There should be no erasing or overwriting whatsoever. Additional information, if any, having relevance on the subject may also be furnished in the bids.

7. The department reserves the right to accept or reject any bids, in whole or in part thereof, without assigning any reason thereof. The Department also reserves the right to renew the contract for such period(s), as it may deem necessary, taking into account the performance of the contractor during the currency of the contract.

8. The successful tenderer will be required to furnish a "Performance Security Deposit" of ` **25,000/- (Rupees Twenty five thousand only)** within ten days from the date of acceptance of the tender through FDR from Nationalized Bank, duly pledged in favour of **Pay and Accounts Officer, Department of Higher Education, Shastri Bhawan, New Delhi-110001**. The security deposit money will be refunded only after the expiry of the contract, subject to the satisfactory service/performance during the period of contract. The security deposit will be forfeited, if, during the period of contract the services of the contracted agency are found to be unsatisfactory in any respect.

9. The EMD will stand forfeited if the successful bidder withdraws or on notifying the rates, refuses to accept the tender or violate any other terms & conditions of the tender.

10. The Ministry reserves the right to cancel the contract at any time without assigning any reasons whatsoever.

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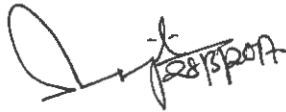
5. TECHNICAL BID

ANNEXURE-I

Sl. No.	Description	Documents to be Uploaded
1.	Name of the firm(Mention the Name of the firm)	
2.	Business address of the firm(Mention your business address)	
3	Telephone No. / Mobile No.(Mention Tel. No. and Mobile No.)	
4.	Annual turnover of the firm (50 Lakhs during last three years)	Upload a CA certificate indicating the turnover during the last three years i.e. FY 2013-2014,2014-2015& 2015-2016
5.	a) Whether assessed to IT/ST and if so PAN / TIN (VAT) No.	Upload copy of PAN Card and VAT Registration Certificate
	b) Copy of Income Tax Return for last three years	Upload copy of Income tax returns for the FY 2013-2014,2014-2015& 2015-2016
6.	<p>The firm must have Experience of having successfully completed similar works mentioned in para one of Terms and Conditions during last 7 years ending last day of month previous to the one in which applications are invited (February, 2017) be either of the following :-</p> <p>i) Three similar completed works (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 40% of the estimated cost i.e. Rs. 1 Lakh only.</p> <p style="text-align: center;">OR</p> <p>ii) Two similar completed works (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 50% of the estimated cost i.e. Rs. 1 .25 Lakhs.</p> <p style="text-align: center;">OR</p> <p>iii) One similar completed work (as mentioned in para (i) of terms and conditions) costing not less than the amount equal to 80% of the estimated cost i.e. Rs. 2 Lakh.</p>	Upload the certificate from Ministries/Departments/PSUs of the details of past experience of servicing/repairing of Risograph machines



7.	List of current clients to whom the firm is rendering its services with certificates from them	Upload list of current clients to whom the firm is rendering its services with certificates from them
8	The earnest money of Rs.25,000/-(Rupees Twenty Five Thousand only) through a Demand Draft/ Pay Order/ Fixed Deposit, Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts Officer, Department of Education, Shastri Bhavan, New Delhi	Bank:- No.: Date:-



(SIGNATURE AND SEAL OF THE BIDDER)

6. FINANCIAL BID (Proforma)

ANNEXURE-II

***RATE SHOULD BE INCLUSIVE OF ALL TAXES**

S No.	Name of the machines	Rate quoted per copy (in figures) inc. taxes	Rate quoted per copy (in words) inc. taxes
1.	Riso EZ 2300 AG (I)		
2.	Riso EZ 2300 AG (II)		
3.	Riso CZ 180		


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7. Instructions of Online Bid submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the “Online Bidder Enrollment” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
- 3) Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘my tenders’ folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.



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- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
- 19) The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid/BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone:1-800-233-7315 or send a mail over to -cPPP-nic@nic.in.

