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No.5-13/2014-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

TENDER DOCUMENT

Annual Contract for setting up & operationalization of Documentation Centre in the Ministry of Human Resource Development, Shastri Bhawan, New Delhi.

1. Date of issue of Tender Document : 13th March, 2015
2. Last Dates & Time for submission of Tender Document : Up to 11:00 AM on 6th April, 2015
3. Date & Time for opening of
 - (i) Technical Bids : At 11:30 AM on 6th April, 2015
 - (ii) Financial Bids of eligible participating firms : Would be indicated later.

Bansari
11/3/15

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MINISTRY OF HUMAN RESOURCE DEVELOPMENT

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Signature

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No.5-13/2014-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

Shastri Bhawan, New Delhi.
Dated the 11th March, 2015

E-Tender Notice
(Documentation Centre /Photocopy Work)

Sub: E-Tender for setting up & operationalization of Documentation Centre in the Ministry of Human Resource Development, Shastry Bhawan, New Delhi.

Ministry of Human Resource Development invites e-tenders on CPP portal for award of contract for setting up & operationalization of Documentation Centre. The setting up & operationalization of Documentation Centre will be subject to Eligibility Criteria and terms & conditions of the contract as at Annexure-I. The last date of receipt of quotation is by 11:00 AM on 6th April, 2015. The Technical and Financial bids, in prescribed format and other required document as per tender notice should be submitted on CPP portal website i.e. <http://eprocure.gov.in/cppp>. Bidders are requested to furnish/upload scanned copies of all documents including EMD in pdf.format. EMD of Rs. 3,50,000/- (Rupee Three Lakh Fifty Thousand Only) drawn in favour of "Pay & Account Officer(Education), Department of Higher Education, Ministry of Human Resource Development, Shastri Bhawan, New Delhi-110001 must be submitted to the Section Officer, S&S Section, Room No.-123-C, Shastri Bhawan, New Delhi on or before last date of bid submission without which the quotations will not be considered. The scanned copy of EMD should also be uploaded with other documents. The successful bidder will be required to provide a **Performance Security Deposit of Rs. 7,00,000/-** (Rupee Seven Lakh Only) upon award of the contract. The technical bid will be opened on 6th April, 2015 at 11:30 AM.

2. The prospective bidders are requested to go through the enclosed, Terms and Conditions of the contract carefully. **The bid documents (Technical and Financial) are to be submitted as per Annexure II & III.** The price bid is to be made in only the BoQ and quotation of any firm which will make any price disclosure in document other than the BoQ for the tender will be summarily rejected. The rates should be exclusive of taxes only. No correction either in the technical bid or financial bid is permitted. Incomplete or ambiguous bids without documentary proof will not be considered. The tender document can be downloaded from the website <http://eprocure.gov.in/app>.

3. Bidders may also contact toll free No. 18002337315 of Central Public Procurement portal for obtaining guidance to fill online tender.


(Sanjeev Srivastava) 311

Under Secretary to Govt. of India
Tel. No. 23073109.

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Annexure-I

TERMS AND CONDITIONS & ELIGIBILITY CRITERIA

- (i) Works to be done
Photocopy of papers on one side and both sides alongwith sorting, collating and binding processes.
- (ii) Eligibility Criteria
1. The firm must have average annual turnover of Rs. 40 lakhs per annum during the last 3 years, ending 31st March of the previous financial year 2014 (2011-12, 2012-13 and 2013-14). Documents, i.e. Balance Sheet, profit & loss account and CA Certificate in support of turnover (along with Income Tax Returns of the relevant years) must be uploaded with the tender.
 2. The firm must have a minimum experience of three years and it should have successfully completed similar works in atleast three Ministries/ Departments/ Government organizations as mentioned in Para (i) of Terms and Conditions above during last 3 years (2011-12, 2012-13 and 2013-14). Documentary proof in support of your claim must be attached (uploaded). The experience certificate should be issued by officers of the level of Section Officer and above
 3. The firm must have experience of having successfully completed similar works as mentioned in Para (i) above during last five years ending last day of February, 2015 and the required necessary experience should be either of the following:
 - a. Three similar completed works with an annual cost not less than the amount equal to 40% of the estimated annual cost (Rs.1.05 crore), i.e. Rs. 42 lakhs .
 - or
 - b. Two similar completed works with an annual cost not less than the amount equal to 50% of the annual cost (Rs.1.05 crore), i.e. Rs. 53 lakhs
 - or
 - c. One similar completed works with an annual cost not less than the amount equal to 80% of the annual cost (Rs.1.05 crore), i.e. Rs. 84 lakhs
 4. Experience certificates (as mentioned above), award letters and performance certificates of last three years issued by officers of the level of section officer and above should be uploaded.
 5. The firms participating in the tender must have VAT Registration certificate. The documentary proof of registration certificate should be uploaded with the Technical bid.
 6. The firm should submit EMD worth 3,50,000/- (Rupee Three Lakh Fifty Thousand Only) in the form of Fixed Deposit Receipt/Bank Draft/Banker's Cheque/Bank Guarantee.
Ministry of Human Resource Development, Snastri Bhawan, New Delhi-110001.
- (iii) Terms & conditions
1. The technical bids will be evaluated first. Financial Bids of only those tenderers will be opened who qualify / fulfill the technical bids.

Sanjay
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2. The price bid is to be made in only the BoQ and quotation of any firm which will make any price disclosure in document other than the BoQ for the tender will be summarily rejected.
3. The rates should be exclusive of taxes only. Taxes as applicable will be paid.
4. No correction either in the technical bid or financial bid is permitted. Incomplete or ambiguous bids without documentary proof will not be considered.
5. During, 2013-14, similar contract for documentation centre had an annual value of about Rs.1.05 crore. However, the exact value of the photocopy work/ spiral binding etc. that are required to be procured in 2014-15 under the scope of this contract cannot be specified exactly, as it depends upon the amount of official work.
6. The firm is required to provide minimum 3 brand new heavy duty machines of latest model with duplex facilities alongwith sorting, collating and binding processes, having minimum speed of 60 copies per minute along with one heavy duty Paper Shredder. The firm may be required to install more machines on requirement basis. If any additional office of MHRD is setup within the aforesaid premises or elsewhere in NCR, the successful bidder will be responsible for providing services in these offices of the Ministry as well as per the terms and conditions of this tender document.
7. The firm is required to provide atleast two experienced operators, for operating three machines. The normal hours shall be 9.00 AM to 7.00 PM Monday to Friday. However, they may have to sit late and come on holidays, if required.
8. The personnel to be deployed by the firm will be required to observe a formal dress code. The personnel should invariably be dressed in a collar shirt and trousers. They will be required to wear a badge "Facilities Person" on their shirt, indicating the name of the firm / company they belong to.
9. If any of the equipment covered under this 'Annual Contract for Documentation Centre' remains idle or out of order for want of repairs etc. for more than 2 days in a row, the Ministry has sufficient reasons to infer/conclude that the equipment concerned has not been properly maintained by the firm and a penalty of Rs. 2000 per day will be deducted from the charges due to the firm. Similarly, consistent poor quality of copies will result in forfeiting of the payable amount accrued at the relevant documentation center in the preceding seven days. The decision of the Ministry in this case would be final.
10. The firm will be entirely responsible for any loss caused to Government or to any other Government property as a result of negligence or carelessness on the part of the firm or its authorized engineers/representatives. The firm should make good the financial or any other losses caused to / suffered by the Government on this account. In case the Security deposit falls short or found to be insufficient to meet / adjust the loss thus incurred by the Ministry, the balance, as may be necessary, shall be recovered from the contractual charges due to the firm. The decision of the Ministry in the context shall be final and binding on the contractor.
11. The firm will not divulge any details to any person whatsoever of the confidential / secret papers / documents done at the documentation centers.
12. Within 7 days from the issue of contract letter, the firm is required to install the machines and make arrangement for paper and consumables.
13. The firm will be solely responsible for complying with various labour laws, EPF, ESI stipulations in respect of the employees deployed by it in the Documentation Center of
14. Rates once quoted and accepted by the MHRD, shall be final and binding on the firm and shall be valid for the entire period of the contract.
15. All the machines should remain in operation all the time. If any defect occurs in these machines the contractor should get it rectified immediately and in case repair is likely to take some time, the machine should be replaced immediately. In no case, office work should suffer due to defects in machines.


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16. Space and electricity will be provided by the Ministry whereas maintenance of equipment (to ensure that these are in perfect working conditions) will be the responsibility of the firm.
17. All the consumables required like paper (not less than 75 GSM photocopy of J.K.Copier/ Modi Xerox make etc) material for set making etc. will be provided by the firm .
18. For service relating to spiral binding/comb binding of documents/material, the premises of the firm can be used and the material brought back to Shastri Bhawan, as early as possible, for onward delivery.
19. The total number of impressions to be done per month are expected to be around 7-8 lacs with a variation of (+/-)25%.
20. The contractual value of the contract will be paid to the firm on monthly basis on the basis of the demand slips and satisfactory performance of the firm during the respective period. For this purpose, the firm should submit pre-receipted bill / invoice of their claim with the requisitions duly signed and stamped by the officers concerned after completion of every month.
21. Initially contact will be awarded for one year from the date of award which however can be extended for twice for one year at a time depending on the satisfactory service of the firm.
22. The EMD of the unsuccessful tenderers will be released after finalization of the contract and EMD of successful tenderer will be released on receipt of Performance Security Deposit.
23. The EMD shall stand forfeited if a bidder withdraws or amends the bid/tender, or in case successful bidder fails to sign or accept the contract within the stipulated period. No interest will be payable on this amount. The EMD shall also stand forfeited in the event of premature withdrawal of the tender(s) by any of the tenderers.
24. The firm should furnish security money worth Rs.7,00,000/- (Rupees Seven Lakh Only) in the form of Fixed Deposit Receipt/Bank Draft/Banker's cheque/Bank Guarantee in favour of "Pay & Account Officer(Education), MHRD New Delhi within 15 days from the date of award of the contract which will be returned after satisfactory completion of the contract. The security money should remain valid for a period of sixty days beyond the date of completion of the contract.
25. If the work is found unsatisfactory or, if firm dishonor the contract, the security money may be forfeited and the job may be entrusted to another firm without giving any notice to the contractor. In this regard the decision of the office will be final and binding on the contractor.
26. No advance payment will be made in any case and TDS will be deducted as per rules.
27. The requisition for making photocopy which will be providing to the operator duly signed and stamped by the concerned officer.
28. After the copies of the document are prepared, the concerned staff member/ officer will take both the photocopies and the documents with them.
29. The tender application without complete documents/information shall not be considered.
30. The firm will get Police Verification of its employees done at its cost.
31. The operator will have a mobile phone which will not be switched off during the time when work is on.
32. The firm will provide the necessary staff and equipment for making copies.
33. The firm will prefer the bills for payment of the photocopier work along with requisition received from the officers/sections in the prescribed format on monthly basis.
34. Ministry of HRD has the right to terminate the contract without assigning any reason.
35. Compensation and connected expenses, what-so-ever, in case of any casualty (unforeseen) shall be the liability of the firm and borne/paid by the firm.

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11/3/15

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36. The firm will be entirely responsible for any loss caused to Government or to any other Government property as result of negligence or carelessness of firm. The firm should make good the financial or any other losses caused to /suffered by the Government on this account. In case of the Security deposit falls short or found to be insufficient to meet/adjust the loss thus incurred by the Ministry, the balance, as may be necessary, shall be recovered from the contractual charges due to the firm. The decision of the Ministry in the context shall be final and binding on the contractor.
37. The contract Awardee firm has to ensure that it fulfills all the requirements as per tax laws and other laws applicable to his firm/business. Ministry of Human Resource Development will not be liable for any violation of any laws/rules & regulations on the contractor and his firm.
38. The court of judicature would be Delhi High Court in case of any dispute.
39. Technical bid and Financial Bid should be submitted as per Annexure-II and Annexure-III respectively.
40. While deciding the lowest bidder "Rate quoted exclusive of taxes would be considered".
41. The tender is not transferable and under no circumstances successful firm appoint any sub-contractor or sub-lease the contract. If it is found, that the contractor has violated these conditions, the contract will be terminated forthwith without any notice.
42. The successful tenderer shall also have to enter into an agreement with the Ministry for the said contract


(Sanjeev Shrivastva)
Under Secretary to Govt. of India
Tel. No. 23073109.

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Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation in the above statement at any stage, the company will be blacklisted and will not have any dealing with the MHRD in future.

(Name & Signature of authorized signatory with stamp)

Sanjay
07/12/15

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Annexure-II

PROFORMA FOR TECHNICAL BID

(Annual Contract for setting up & Operationalization of Documentation Centre in the Ministry of HRD for the year of 2015-16)

Qualifying Bid Documents

(Copies of all documents are required to be uploaded in the Technical Bid on the CPP Portal)

Tender No. 5-13/2014-S&S

Note: The documents to be uploaded should be legible. In case the uploaded documents are not readable, the tender cannot be examined and the Technical Bids can be rejected, thereby rejecting the Tender of that firm.

SL. No.	Details	Documents to be uploaded
1	Name of Company/Firm	
2	Address with Tele. No., email	
3	Contract person's name, phone number and mobile number.	
4	The firm must have average annual turnover of Rs. 40 lakhs per annum during the last 3 years, ending 31 st March of the previous financial year 2014 (2011-12, 2012-13 and 2013-14). Documents, i.e. Balance Sheet, profit & loss account and CA Certificate in support of turnover (along with Income Tax Returns of the relevant years) must be uploaded with the tender.	<ol style="list-style-type: none"> 1. Annual Turn Over to be clearly mentioned for 2011-12, 2012-13 and 2013-14. 2. CA certificate. 3. Income Tax Return 4. Audited Balance Sheet 5. Profit & Loss Account
5	The firm must have a minimum experience of three years and it should have successfully completed similar works in atleast three Ministries/ Departments/Government organizations (as mentioned in Para (i) of Terms and Conditions at Annexure-I of the Tender document) during last 3 years (2011-12, 2012-13 and 2013-14). Documentary proof in support of your claim must be attached (uploaded). The experience certificate should be issued by officers of the level of Section Officer and above.	<ol style="list-style-type: none"> 6. Award letters and Performance Certificates for last 3 years.
6	The firm must have experience of having successfully completed similar works (as mentioned in Para (i) of Terms and Conditions at Annexure-I of the Tender document) during last five years ending last day of February, 2015 and the required necessary experience should be either of the following: a. Three similar completed works with an annual cost not less than the amount equal to 40% of the estimated annual cost (Rs.1.05 crore), i.e. Rs. 42 lakhs .	<ol style="list-style-type: none"> 7. Documents/ certificates showing completion of completed works of prescribed amount during the last 5 years issued by officer not less than Section Officer.

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	<p style="text-align: center;">or</p> <p>b. Two similar completed works with an annual cost not less than the amount equal to 50% of the annual cost (Rs.1.05 crore), i.e. Rs. 53 lakhs</p> <p style="text-align: center;">or</p> <p>c. One similar completed works with an annual cost not less than the amount equal to 80% of the annual cost (Rs.1.05 crore), i.e. Rs. 84 lakhs</p>	
7	The firms participating in the tender must have VAT Registration. The documentary proof of registration certificate should be uploaded.	8. Copy of VAT No.
8	Details of EMD (Rs.3,50,000/-)	9. Scanned Copy of EMD of Rs.3,50,000/-

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PROFORMA FOR FINANCIAL BID

(Award of contract for setting up and operationalization of Documentation Center in Ministry of Human Resource Development, Shastri Bhawan, New Delhi-110001 for the year of 2014-2015)

Ministry of Human Resource Development
Tender for setting up & operationalization of Documentation Center
Financial Bid Documents

Tender No. MHRD/Documentation Center/2014-2015

Name of Company/Firm along with Address & Telephone No.

S. No.	Item	Rate per page in Rupees (excluding taxes)
1.	Photocopy (one side) on A-4 size 75gsm JK copier/ Modi Xerox/ other branded photocopy paper.	
2.	Photocopy (back to back) on A-4 size 75gsm JK copier/ Modi Xerox/ other branded photocopy paper.	
3.	Photocopy (one side) on A-3 size 75gsm JK copier/ Modi Xerox/ other branded photocopy paper.	
4.	Photocopy (back to back) on A-3 size 75gsm JK copier/ Modi Xerox/ other branded photocopy paper.	
5.	Spiral binding of upto 100 pages	
6.	Spiral binding of more than 100 pages	
7.	Comb binding of upto 100 pages	
8.	Comb binding of more than 100 pages	

(Name & Signature of authorized signatory with stamp)

Sanjay
11/11/15

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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.

Sanjay
2013/5

- 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.
- 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 be 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:1-800-255-7315 or send a mail over to ecppp-nic@nic.in.

Sanjeev
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Annexure-V

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work:-

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' for the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totally / entirely.

5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full paid earnest money deposit absolutely.

Yours faithfully,
(Signature of the Bidder, with Official Seal)

Sanjay
11/2/15

Validity unknown

Digitally signed by VINOD KUMAR
Date: 2015.03.12 09:49:06 IST
Location: India

