

No. D-21016/01/2016-Gen.I
Government of India
Ministry of Social Justice & Empowerment
Department of Social Justice & Empowerment

Shastri Bhawna, New Delhi
Dated the 19 May, 2017

e- TENDER NOTICE

Online Tender (e-Tender) is invited for Comprehensive Full Service Maintenance Agreement (FSMA) including all spares and consumables like Toner, Drum Kit, Fuser Kit, Exposure & Heater in genuine (except paper and power supply) for **Toshiba make of photocopiers** installed in the Department of Social Justice & Empowerment from the **Authorized Service Providers** of Toshiba Photocopiers. Department of Social Justice & Empowerment has 05 (five) numbers of Toshiba photocopiers of two different models viz Toshiba e-studio 455 and e-studio 457. A Demand Draft of **Rs. 5,000/-** (Rupee Five Thousand only) as earnest money in favour of DDO, Department of Social Justice & Empowerment required to be deposited (in original) in the Tender Box kept in Facilitation Centre of this Department at Garage-8, Shastri Bhawan on or before bid submission closing date and time. The envelop should be super scribed as 'EMD of FSMA of Toshiba photocopiers installed in the Department of Social Justice & Empowerment' and addressed to Under Secretary (Admn.), D/o. Social Justice & Empowerment, Room No. 240, A wing, Shastri Bhawan, New Delhi. Scanned copy of the EMD (Earnest Money Deposit) should also be uploaded along with the online bids.

The tender document contains the following:-

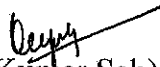
- Annexure-I -- The terms and conditions along with the details specification
- Annexure-II -- Technical Bids
- Annexure-III -- Financial Bids
- Annexure IV -- Instructions for Online bids submission
- Annexure V --Tender Acceptance Letter

CRITICAL DATE SHEET

Tender No.	No. D-21016/01/2016-Gen.I
Name of Ministry/ Department	Department of Social Justice & Empowerment, Shastri Bhawan, New Delhi
Date and Time for Issue/Publishing of Tender	19.05.2017
Document Download Start Date and Time	20.05.2017 at 1000 hrs
Document Download End Date and Time	09.06.2017 at 1500 hrs
Bid Submission Start Date and Time	20.05.2017 at 1000 hrs
Bid Submission End Date and Time	09.06.2017 at 1500 hrs
Date and Time for Opening of Technical Bids	12.06.2017 at 1000 hrs
Date and Time for Opening the Financial Bids	Will be intimated online after finalization of Technical Bids
Address for Communication	Under Secretary (Admn), Department of Social Justice & Empowerment, Room No. 240, A wing, Shastri Bhawan, New Delhi – 110001. Website: https://eprocure.gov.in/eprocure/app

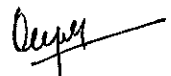


1. The tender form/ bidder documents can be downloaded from the Website <http://eprocure.gov.in> and www.socialjustice.nic.in. Online bids complete in all respects should be submitted through CPP Portal <https://eprocure.gov.in/eprocure/app> only on or before the last date and time. Manual bids shall not be accepted.
2. Tenderers/ bidders are requested to visit the website <http://eprocure.gov.in/eprocure/app> regularly. Any changes/ modifications in tender enquiry will be intimated by corrigendum through this website only.
3. In case, holiday is declared by the Government on the day of opening bids, the bids will be opened on the next working day at the same time. The Department reserves the right to accept or reject any or all the tenders without assigning any reason.
4. **The Firms are required to upload the following documents:**
 - a) Scanned copy of Earnest Money Deposit (EMD).
 - b) Scanned copy of Registration Certificate of the firm.
 - c) Scanned copies of the satisfactory services where the bidder is providing the services for the last three years.
 - d) Scanned copies of Minimum turnover of the firm which should not be less than Rs. 50 Lakhs (Rupeess Fifty lakhs only).
 - e) Scanned copy of PAN/TIN/VAT/ Service Tax registration certificate Numbers.
 - f) Scanned copy of **authorization from Original Equipment Manufacturer (OEM) and three years experience of maintenance in respective make of photocopiers in Government and PSUs.**


(Deepak Kumar Sah)
Under Secretary to the Govt. of India
Tel: 011-23382184

Terms and Conditions:-

1. Tenderer should be authorized service provider of Toshiba photocopier brands and ink signed authorization from Original Equipment Manufacturer (OEM) should be enclosed.
2. The tenderers are required to submit two separate bids- Technical and Financial, as per prescribed performa.
3. The tenderer shall quote per copy charges, which will include the maintenance charges for maintaining the machines including plastic parts in proper order throughout the contract period. Under FSMA, per copy charges will be paid to the selected company on pro-rata basis depending upon the number of copiers taken from the machines on quarterly basis. The bill has to be submitted after the end of each three months with supporting documents indicating details of number of copies machine-wise. Penalty of Rs. 100/- per day for not providing toner and Rs. 300/- per day/ default in case of down time of machine is more than 24 hours.
4. The declaration in the prescribed proforma should be submitted alongwith the technical bid.
5. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful bidders after finalization of the contract. It shall be refunded to the successful bidder on receipt of performance security deposit from successful bidder. No interest is payable on the EMD/ Security deposit.
6. The tenderer should not be blacklisted from any government department/ undertaking. An undertaking as per enclosed proforma to this effect should be enclosed with the technical bid.
7. Turnover of the firm should not be less than Rs. 50 lakh in a year. Document proof showing turnover of the firm should be enclosed.
8. The number of photocopy machines may vary from time to time during the currency of the contract due to addition of new machines after warranty period or due to scrapping of old machines. However, the rates quoted shall also be applicable to machine whose warranty period gets expired and no extra cost shall be payable.
9. Department of Social Justice & Empowerment has 05 (five) numbers of Toshiba photocopiers installed in different offices/ Sections in the Department. The machines shall be taken over under FSMA by the selected firm on "as is where is basis." No extra payments whatsoever even for any initial repair, if any, will be made to the contractor. Bidders may inspect the machines before quoting the rate in Financial bid.
10. Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration) in working condition. It shall be the responsibility of the firm to keep all the photocopiers satisfactorily working throughout the contract period and also to hand over the systems to the department, if found obsolete, compensation which would be determined by the undersigned, will have to be paid by the firm.
11. The selected firm will be required to depute at least one Resident Service Engineer in the Department in Shastri Bhawan during office hours for preventive maintenance to attend to complaints. If any photocopier is not repaired within 24 hours, the firm will provide a stand by copier. If, however, the firm fails to carry out repairs/provide a stand by copier within 02 days, to the satisfaction of the user, a penalty of Rs. 500/- per day or part thereof will be charged for delay beyond two days till such time the copier is repaired.



12. It will be the responsibility of the firm to ensure supply of genuine quality spare parts and consumables of the machines and to keep all machines in working order all the times. Further, the firm should produce original receipt of the bill/ cash memo of the parts purchased to be replaced in the machine.
13. All the technical bids will be scrutinized, relevant documents checked for their authenticity and the tenderers whose Technical bids are accepted will be uploaded in e-procurement site and financial bids of those firms shall be opened.
14. In case the successful bidder declines the office of contract, for whatsoever reason(s), his EMD/ Security will be forfeited.
15. The successful tenderer will have to deposit a Performance Security Deposit equivalent to 10% of the tentative contract value by way of Fixed Deposit Receipt (FDR) from a commercial bank and hypothecated in favour of DDO, Department of Social Justice & Empowerment valid for 60 days beyond the expiry of period of one year contract and further renewable, if required.
16. The contract shall initially be valid for a period of one year and may be extended further on a yearly basis subject to satisfactory performance, on the same terms and conditions upto a maximum of three years. The rates quoted by the bidder shall remain unchanged during the currency of contract. The department, however, reserves the right to terminate the contract at any stage on ground of non satisfactory performance without serving any notice. The contract may also be terminated with mutual consent by giving one month's notice.
17. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
18. Engineer deployed by the bidder shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government propriety/ person.
19. Each page of the tender document should be signed and stamped by bidder in acceptance of the terms and conditions laid down in the tender notice.
20. The competent authority in the Department reserves the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome any problem that may arise at a later stage.
21. Payment will be made on quarterly basis upon submission of the bill in triplicate, payment of the bill will be based on computerized print outs in standardized proforma alongwith satisfactory user report and number of copies.
22. The selected firm will ensure to monitor the machine regularly and clean the machine at least once fortnightly for proper maintenance.

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No. D-21016/01/2016-Gen-I.

“Full Service Maintenance Agreement (FSMA) of Toshiba Photocopiers installed in the Department of Social Justice & Empowerment ”
(Copy of relevant document should be enclosed)

TECHNICAL BID

1. Name of the tenderer (in Block letters) _____
2. Address _____
3. EMD (DD No., Date & Name of Bank) _____
3. Name of the representative of firm _____
4. Telephone No./Mobile No. _____
5. Email ID _____
6. Registration Certificate _____
7. Satisfactory service (proof last three years) _____
8. Turnover of the firm (not less than Rs. 50 Lakhs) _____
9. PAN/TIN/VAT No.(proof thereof) _____
10. Service Tax No. (Proof thereof) _____

11. **Authorization from Original Equipment Manufacturer (Ink signed copy
enclose)**

12. Three years experience of maintenance of respective brand photocopiers in Govt. & PSUs.

I/we hereby declare and affirm that I/we have read and understood the terms and conditions of the contract as stipulated in the tender document. Accordingly, I/we accept the terms and conditions and hereby offer the rates for **Full Service Maintenance Agreement (FSMA) of Toshiba photocopier machines.**

Signature _____

Name of the tenderer _____

Date _____

Official seal of tenderer _____

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No. D-21016/01/2016-Gen-I.

“Full Service Maintenance Agreement (FSMA) of Toshiba Photocopiers installed in the Department of Social Justice & Empowerment ”

Financial Bid

Rate for FSMA per copy charge (in Rs.)

Signature _____

Name of the tenderer _____

Date _____

Official seal of tenderer _____

Keypa

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

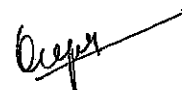
More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.



PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. 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 the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

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- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. 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.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.



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' from 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 to have also 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 totality / entirety.

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

Yours Faithfully,

(Signature of the Bidder with Official seal)

