

No. D-17016/01/2019-Genl.
Government of India
Ministry of Statistics & Implementation

Sardar Patel Bhawan, Sansad Marg,
New Delhi-110001, Dated 15.01.2020

TENDER NOTICE

Subject:- Tender for the Free Service Maintenance Agreement (FSMA) Annual Maintenance Contract (AMC) for the Photocopy machines installed in the Ministry of Statistics & P.I., New Delhi.

Sealed Tenders are invited through e-procurement for Maintenance of PHOTO COPIER MACHINES from the reputed firms having business in Delhi and having capacity to provide trained manpower at the office premises located at Sardar Patel Bhawan, R.K. Puram (East & West Block) and Pushpa Bhawan, New Delhi. Manual bids shall not be accepted.

2. Bids for the above AMC shall be submitted online only through the Central Public procurement portal (CPPP) website: <http://eprocure.gov.in/eprovure/app>. Tenderer/Contractor are advised to follow the instructions provided in the 'Instructions to the Contractors / Tenderer for the e-submission of the bids online through the CPPP for e-procurement at <http://eprocure.gov.in/eprovure/app>'.

3. CRITICAL DATE SHEET

Published Date	16 th January, 2020
Bid Document Download start Date	16 th January, 2020, 5:30 PM onwards
Clarification Start Date	16 th January, 2020, 5:30 PM onwards
Clarification End Date	25 th January, 2020, 05:30 PM
Pre bid meeting	Not applicable
Bid Submission Start Date	16 th January, 2020, 5:30 PM onwards
Bid Document Download end date	05 th February, 2020, 03:30 PM
Bid Submission End Date	05 th February, 2020, 05:30 PM
Technical bid opening date	06 th February, 2020, 03:30 PM
Financial bid opening date	Will be intimated later.

4. Tender documents can be downloaded from the Ministry's Website <http://www.mospi.nic.in> and also from CPPP <http://eprocure.gov.in/eprovure/app>. Tenderer who has downloaded the tender documents from the website

<http://www.mospi.nic.in> and <http://eprocure.gov.in/eprovure/app> shall not tamper/modify the same in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned for future.

5. **EMD Payent:-** Earnest Money Deposit of **Rs.20,000/- (Rupees twenty thousand only)** is to be deposited in the form of Demand Draft/Pay Order in favour of the **Pay & Accounts Officer, Ministry of Statistics & Programme Implementation**. The EMD must be submitted by the Tenderers before the due date of submission of bids. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.

6. **Performance Security:-** The successful bidder to whom the contract will be awarded has to deposit performance Security in the form of Security Deposit/Bank Guarantee/FDR of **Rs.40,000/- (Rupees Forty Thousand only)** in favour of Pay & Accounts Officer, Ministry of Statistics & Programme Implementation form any scheduled commercial bank. The performance Security Deposit will be released only after the expiry of the contract. The validity of the FDR should be three months beyond the date of expiry of the contract period.

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPPP, using valid Digital Signature Certificate. The instructions given below are meant to assist the bidders in registering on the CPPP, 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 CPPP may be obtained at: <http://eprocure.gov.in/eprovure/app>.

2. The bidder shall submit all documentary proofs, EMD Details, alongwith signed copy of tender with the Technical bid submission forms. The rates quoted only with the financial bid prescribed online submission. The Ministry will not be responsible for any failure of bid submission.

3. Any clarification about the tender must be addressed before the clarification date mentioned at pre-bid conference held at the Ministry on dd.mm.yyyy. After that no clarification will be given by the Ministry to the firm/bidders.

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 person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPPP in general may be directed to the 24x7 CPPP Helpdesk.

**TERMS & CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT UNDER
FREE SERVICE MAINTENANCE AGREEMENT FOR PHOTOCOPY MACHINE**

- i. The total number of machines is **approx. 34** and the machines are of different makes & sizes viz. Toshiba, Canon, Ricoh, Panasonic, Kyocera etc. The number of machines may vary from time to time
- ii. The FSMA will include all spares and consumable (except Manpower, power and photocopy papers). The rates should be submitted on per copy basis for both the Black & white photo copy and colour photo copy machines.
- iii. The contract will be initially for two years and extendable to another year after satisfactory service and mutual consent of the firm and Ministry and also after approval of the competent authority of this Ministry. However, the contract shall be reviewed after expiry of first year and any time during the contract and be terminated without assigning any reason, if the services are not satisfactory.
- iv. The rate quoted will remain in force for the full period of contract i.e for two years. No demand for revision of rate on any account shall be entertained during the contract period.
- v. Quotation only from the authorized service provider of photocopiers or suppliers of the same will be considered and for this effect a letter of authorization should be enclosed with the tender. The firm should produce a certificate from OEM such as Toshiba, Canon, Ricoh, Panasonic, Kyocera etc that they are authorized/capable to undertake such FSMA work.
- vi. The Firm/ company must be registered as a firm with sale tax, service tax, income tax authorities and the firm submitting quotation must be financially sound and should have a minimum turnover of Rs. 50.00 lakh (Rupees fifty lakh only) per annum during the last three financial years. Necessary documentary proof must be submitted along with Technical bid.
- vii. The firm/company should have experience in maintenance of such equipment for more than 3 years in the Government Deptt./Public Sector Undertaking in Delhi. Necessary documentary proof must be submitted along with Technical bid.
- viii. The company applying for this tender would produce certificated for the previous financial year from the concerned authorities relating to the payment of Service Tax, Income Tax, Work Contract Tax and any other tax applicable.
- ix. The firm should not be blacklisted by any Government Department or Semi-Government Department in the past. If found at a later stage about the blacklisting of the firm, the contract would be cancelled and security deposit will be forfeited.



- x. The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement as and when required. Until and unless written order from General Administration Section is conveyed, the original specification/characteristics/features shall not be changed.
- xi. The firm should depute One resident engineer (at the cost of firm) each in the offices of this Ministry located at Sardar Patel Bhawan, R.K. Puram (East & West Block) and Pushpa Bhawan who will attend the complaint on site. In this regard the Ministry will not bear any expenses like conveyance, etc. in case machine is required to be taken to the workshop for any minor/major repair, the machine would be taken with the permission, repaired and returned to the user in the Department within 24 hours from the time of complaint. A penalty of Rs.1,000/- (Rupees One Thousand Only) will be imposed on the firms for each day of delaying in attending each machine for which complaint has been lodged to the vendor/firm and this amount would be deducted from the monthly bill of the firm.
- xii. The firm will prepare separate logbook for each machine to be taken under the AMC and submit the bill on monthly basis beginning from the date of awarding the contract. Payment will be made on monthly basis on production of bill along with satisfactory performance report from the users of the machines.
- xiii. Preventive maintenance will be carried out on quarterly basis.
- xiv. The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.
- xv. The machine shall be taken over under AMC by the selected firm on "AS IS WHERE IS BASIS". No extra payment for any initial repairs, if any, will be made to the contractor. Bidders may inspect the machines before quoting with the prior appointment with the undersigned.
- xvi. Immediately on award of the contract, the contractor would give a report about taking over all machines in working conditions duly signed by the officer concerned. It shall be the responsibility of the firm to keep all the machines in satisfactory condition throughout the contract period and also to handover the machines to the department in working conditions on the expiry of the contract. In case any damage on the machines of the department is found, compensation would be recovered from the performance security deposited by the firm.
- xvii. The stock of spares of old machines and its availability should be indicated before the machines are taken into FSMA. After taking into FSMA the vendor should not give any excuse that spares are not available.
- xviii. Inventory of all machines before signing of contract should be taken.
- xix. If the firm back-out mid-term without explicit consent of this Department the security deposit will be forfeited.



- xx. Complaints, if any, regarding functioning/non-functioning of the machines are to be attended expeditiously and in case not later than one clear working day. In the event of defects remaining unattended for more than one clear working day a penalty of Rs. 500/- per day per machine will be imposed on the firm. If the firm is not able to rectify the fault within a period of 3 days from the date of booking the complaint, it would be open to MOSPI to have the fault rectified through any other source at the risk and cost of the contractor firm.
- xxi. Before quoting the rate, the physical inspection of machine can be made, if desired by the firm, during normal working hours on any working day. The number of machines may increase or decrease as per the discretion of the Ministry proposed to be put under FSMA.
- xxii. The selection of bidder will be done on the basis of total of per copy charges for black and white copy and colour copy i.e. the rates are to be indicated separately for each black and white and colour copy which will be added for evaluation of financial bid. Selection of the bidder will be decided by the Ministry on the basis of black & white copy rates quoted by the bidder.
- xxiii. The firm should sign each page of the tender documents and on the written statement about agreeable to them submitted by the bidder alongwith the Technical Bid document.
- xxiv. The finalized contract shall be interpreted under Indian Laws. In case of dispute of any kind, the firm shall abide by the decision of the Competent Authority, Ministry of Statistics & Programme Implementation, New Delhi. In case the dispute is required to be referred to Arbitration, it shall be referred to sole arbitrator under Arbitration and Conciliation Act 1996. The place of settlement of dispute shall be Delhi. In the case of settlement of dispute is in the court, it will be in the jurisdiction of courts at Delhi.
- xxv. The Ministry reserves the right to forfeit the Performance Security in the event of the firm violating any of the terms and conditions of the contract or not providing satisfactory service.
- xxvi. The ministry reserves the right to cancel the entire tender process at any time without assigning reasons thereof.



(Parveen Sharma)
Under Secretary to the Govt. of India
Tel No. 23747927

TECHNICAL EVALUATION DETAILS
PARTICULARS TO BE FURNISHED BY THE TENDERER FIRM/AGENCY

1. Name of Agency/Firm:
2. Address of the Agency/firm:
3. Name of the Proprietor/Partner/Director of the Agency/Firm:
4. Telephone No:
5. PAN/TIN/VAT number/Service Tax/registration of the Agency/Firm:-
(Proof must be attached self-certified copy)
6. EMD Draft number/Date and name of the Bank:-
7. Details of Experience certificates/award letters/performance certificates by the Ministries/Departments in which the Agency/Firm is providing services for maintenance of Photocopiers.

SI. No.	Name of Ministry/Department (Proof to be attached)	Name & Telephone No. of issuing authority

8. Annual Turnover details minimum Rs.50.00 lakhs per annum (2016-17, 2017-18 and 2018-19):- Audited balance sheet/profit and loss account certified by CA report self-certified copy enclosed.
9. Copy of Authorization certificate by any of the following OEM (Kyocera, Canon, Ricoh, Toshiba, Panasonic):-
10. Copy of the bio-data of resident engineer presently engaged by the firm.
11. The firm should not have black listed/debarred any State/Central/PSU dept. in the past. Bidder's partner/proprietor/Director should not be involved in any criminal activity. The contract of the bidder must not be terminated by any State/Central/PSU dept. in the past. A declaration on stamp paper of Rs.10/- duly attested by notary must be attached.
12. If any of the technical details submitted by the bidder find false the Ministry may free to terminate the contract or any action deemed fit.

Dated:

(Signature of the Proprietor)

Place:

Seal of the Firm/Agency

Under Inviting Authority: Ministry of Statistics & Programme Implementation					
Name of Work: Free Service Maintenance Agreement (FSMA) for the photo copy machines					
Contract No:- D-17016/01/2019-Genl. (E-27568)					
Bidder Name:					
Rates quoted by the bidder(Taxes extra as applicable)					
Sl. No.	Description of work	Unit	RATE in Figures To be entered		Amount Rs.
			Figures (Unit Price)	Words	
1	Per copy charges (Black & White copy)	1		Rupees only	0.00
2	Per copy charges (Colour copy)	1		Rupees only	0.00
Total in Figures					0.00
Total in words		Rupees only			
Taxes extra, if any, as applicable.					

Dated:

(Signature of the Proprietor)

Place:

Seal of the Firm/Agency