

Krishi Bhawan, New Delhi
Dated the 7th September, 2017

E-Tender Notice
**COMPREHENSIVE SERVICE MAINTENANCE CONTRACT (CSMC) FOR
PHOTOCOPY MACHINES IN THE DEPARTMENT OF ANIMAL HUSBANDRY,
DAIRYING & FISHERIES.**

Online bids are hereby invited under two –Bid System i.e. **Technical Bid and Financial Bid** from reputed, experienced and financial sound Companies/Firms/Agencies for award of **COMPREHENSIVE SERVICE MAINTENANCE CONTRACT (CSMC) FOR PHOTOCOPY MACHINES** in this Department.

The bid will be accepted through e-tender only and intending bidders must be registered with the Central Public Procurement (CPP) Portal i.e. <http://eprocure.gov.in> .
The tender document contains the following:

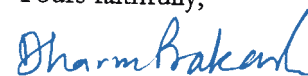
- Annexure-I--“Scope of Work and General Instruction to Bidders”
Annexure-II --“List of photocopier”
Annexure-III --“Proforma for Technical Bid”
Annexure-IV --“Proforma for Financial Bid”

Important Dates for the activities of the bidders:

Start date and time for view/downloading the tender document	7 th September, 2017 at 1700 hrs
Start date and time for submission of bid	8 th September, 2017 at 0900 hrs
Last date and time for downloading tender document	21 st September, 2017 at 1500 hrs
Last date and time for online submission of bid & submission of EMD in original	21 st September, 2017 at 1100 hrs
Date & time for opening of Technical Bid	22 nd September, 2017 at 1130 hrs

In case, any holiday is declared by the Government on the day of opening, the tender will be opened on the next working day at the same time. The Ministry reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

Yours faithfully,



(Dharm Prakash)

Under Secretary to the Govt. of India.
Tele:011- 23385116

I. Scope of work and general instruction for bidders.

1. The Department of Animal Husbandry, Dairying & Fisheries intends to award a Comprehensive Service Maintenance Contract (on basis of meter reading) for about 38 Photocopy machines as per **Annexure-III** for a period one year (from date of awarding contract) to a reputed firm having adequate experience in the maintenance of Photocopy machines in Government Ministries/ Departments/ Organizations and having qualified Photocopy machines technicians on its roll. **The number(s) indicated are tentative and there could be variation of 20% on either side (increase/decrease).**
2. The contract is likely to commence from the date of award of contract and would continue for a period for a period of one year. The period of the contract may be further extended for a period of one year after the completion of contract as per the requirement of the ministry or may be curtailed/ terminated before the contract period owing to deficiency in service. The Department, however, reserves right to terminate this initial contract at any time after giving one week notice to the awardee firm.
3. The tender document also can be downloaded from the Department's website (www.dahd.nic.in) and also from CPP portal (<http://eprocure.gov.in>) of Government of India.
4. The interested firms are required to deposit **demand draft of Rs.15000/- (Rupees Fifteen Thousand only) as Earnest Money Deposit (EMD) in favour of PAO(Sectt.-I), D/o AHD& F**, valid for a period of 90 day superscribing the envelope "Annual Rate Contract of supply of stationary items in the D/o AHD &F". Offer not accompanied by EMD of the requisite amount or without proper validity will summarily be rejected.
5. The e-tenders have been invited under two bid system i.e. **Technical Bid and Financial Bid (Annexure III& IV)**. The interested firms are advised to submit their bids "on-line" by visiting the Govt. of India, Central Public e-Procurement (PP) Portal i.e. <http://eprocure.gov.in>. The bids will be accepted as e-tender only i.e. the tenderers will submit their bids on the e-Procurement Portal (module of NIC), in an encrypted format. Possession of valid Digital Signature Certificate (DSC), valid e-mail address and registration of the firm on the Government of India, Central Public e-Procurement (CPP) Portal i.e. <http://eprocure.gov.in> are pre-requisite for e-tendering.
6. The scanned copy of the **demand draft of Rs.15000/- (Rupees Fifteen Thousand only) as Earnest Money Deposit (EMD)** must be uploaded with the Technical Bid and original EMD has to be dropped in the Tender Box **placed in Room No.531 (Admn.II Section), 5th Floor, Krishi Bhawan, New Delhi** latest by the last date of bid submission superscribing the envelope "Annual Rate Contract of **COMPREHENSIVE SERVICE MAINTENANCE CONTRACT (CSMC) FOR PHOTOCOPY MACHINES** in the D/o AHD &F" latest by 1100 hrs on **21st September, 2017**. The tenders received without the prescribed EMD will not be entertained and cancelled. The EMD of unsuccessful tenderers shall be returned after finalization of the contract.

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7. The firms who are exempted from submission of EMD Fee shall be dealt as per General Financial Rules, 2017. Copies of relevant orders/documents regarding such exemption should be submitted alongwith the bid.
8. The firms who required to upload copies of the following documents along with the Technical Bid, failing which their Bids shall be summarily/outrightly rejected and will not be further considered:
 - a. Scanned copy of Earnest Money Deposit (EMD)
 - b. Scanned copy of Technical Bid (Annexure –III) duly filled along with following document:
 - i. Scanned copy of registration certificate of firm (Certificate of incorporation in respect of Public Limited or Private Limited Co., Registered Declaration in respect of Sole Proprietorship and Registered partnership deed in respect of Partnership firm or suitable Registration under the respective Act as per the nature of Firm.)
 - ii. Scanned copy of PAN Card
 - iii. Scanned copy of IT return filed for the last 3 financial years.
 - iv. Scanned copy of GST registration.
 - v. Scanned copy of Annual turnover of the firm for last three years, duly authenticated/ duly signed by the Chartered Accountant of the firm (Annual turnover should not be less than Rs.20,00,000/ (Twenty lakh) in each year during previous three years.
 - vi. Scanned copy of work experience of similar work during the last 3 years requisite proof thereof)
 - vii. **Scanned copy of Valid Authorization for sale/service from any one of Three companies viz. M/s Ricoh/ HCL/ Sharp.**
9. Conditional bids shall not be considered and will be rejected out-rightly at the very first instance.
10. The bidder shall quote the technical and financial bids only as per the format enclosed at Annexure-III and IV.
11. Bidders should upload their financial bids in PDF format in the proforma given at **Annexure-IV.**

II. Technical requirement for the tendering companies/firm/agencies

- (a) The firm should be doing similar work currently particularly in Government sector successfully during the last 3 years to the satisfaction of the contracting Government Ministries/ Departments/ Organizations.
- (b) Firm should be registered as Sole Proprietorship/ Partnership/ Public Limited or Private Limited
- (c) Firm should be registered in income tax department.
- (d) Firm should be registered for GST.
- (e) Annual turnover of the firm for should not be less than Rs.20, 00,000/ (Twenty lakh) in each year during previous three years.
- (f) **Valid Authorized sales/service provider of any one of three companies viz. M/s Ricoh/ HCL/ Sharp.**

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III Terms and Conditions

(a) General Terms & Conditions

(i) Photocopy machines are to be taken over for Comprehensive Service Maintenance on “as is where is basis” and could be inspected by the prospective bidders on any working day between 3.00 p.m. to 4.p.m. from 14th to 15th September, 2017. The inspection shall be arranged through the Section Officer (Admn. II) of the Department (Tele: 23385116).

(ii) The term Comprehensive Service Maintenance shall include servicing, replacement of Harness, Drum cartridge, fuser of M/C, Developer, Recovery blade, L.V.P.S., Scanner sensor, Regn. Sensor, Power Supply Cooling fan, Exit Sensor Unit, Heat Roller, Heater Lamp, R.R, Sensor, L.R.C. Takeup roller, ADF clutch, fixing film, consumables (Photocopy Tonner) and replacement/repair of all other parts which are required to make the machines in working condition during the currency of the contract at the exclusive risk, responsibility and cost of the contractor. Only the outer cover of the machine including paper tray is not cover under Comprehensive Service maintenance. It shall be ensured that genuine certified original parts only are placed and this shall be done after proper inspection of old parts and new parts by a representative of the Department and under overall supervision of Section Officer (Admn-II).

(iii) It shall be obligatory on the part of the contractor to carry out repair/ maintenance of machines under his direct supervision during the period of currency and in no case this shall be sub-contracted.

(iv) For regular and proper maintenance of the machines the contractor will depute at least one qualified mechanic/technician to this Department on all working days throughout the period of contract from 9.00 AM to 6.00 PM. If required, the services of technicians shall also be made available on Sunday/holidays without making any extra payment. *No separate payment for resident mechanic/technician will be made by this department i.e the payment for resident mechanic/technician will be borne by contracted firm.*

(v) Contractor shall obtain users' certificates every month regarding satisfactory working of machines during the previous month. Further, servicing of photocopier as per schedule given in Annexure-II will be done by the mechanics and will obtain users certificate in this regard. Deductions equivalent to twice the charges of maintenance contract separately for each default shall be made from the bill in case of any equipment remaining out of order for more than 24 hours.

(vi) If in any case, the firm is not able to do the work, the same shall be got done from some other firm or from the open market at the cost of the contractor and the extra expenditure incurred thereon shall be recovered from him. This shall entail the termination of the contract; forfeiture of the performance security and debar for any future contracts from the Department for at least three years.

(vii) The contractor shall be responsible for payment of wages/ settlement of dues with workers engaged by the firm as per prevailing labour/ wage laws in force in NCT of Delhi. All matters/disputes pertaining to the tender and the rest of the contract shall be settled by the Head of the Department or officer nominated by him for the purpose. The contract terms are interpretable under applicable Indian Laws.

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(viii) The contractor shall arrange to get the character and antecedents of workers verified before deployment and their full particulars shall be furnished to the Department of Animal Husbandry, Dairying & Fisheries.

(ix) The contractor shall be responsible for handing over all the Photocopy machines in working condition along with all the accessories (Including Photocopy tonner) to the Department at the end of the contract period and the cost of shortcomings, if any, shall be borne by the outgoing Contractor.

(x) The damage caused, if any, either to machines or to any other property of the Government through negligence or otherwise, shall be at the risk, cost and responsibility of the Contractor

(xi) No extra payment/compensation whatsoever on account of natural calamity/accident or otherwise in respect of service engineer/technician/mechanic deputed by the firm will be made to the firm by the Department.

(xii) No advance payment will be made. The payment shall be made **Quarterly** basis in respect of the actual number of machines required/maintained by the firm, on submission of bills.

(xiii) The contract shall normally be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the tender letter. The Department reserves the option to select more than one firm for award of contract for different machines to ensure uninterrupted servicing/ repairing during the currency of the contract.

(xiv) The Department reserves the right to reject or to accept any quotation, whole or in part. However, the bidders would have the right to question the bidding conditions, bidding process and/or rejection of its bid. The Department also reserves the right to renew the contract for such period (s) as it may deem necessary taking into account, of course, the satisfactory services rendered by the Contractor during the currency of this contract.

(xv) **No conditional bids will be accepted and such bids are liable to be summarily rejected by the competent authority at its discretion.** If any of the bidder have objection with regard to the terms and conditions of the tender, the same may be pointed out within 10 days of the issue of tender enquiry. The quoted rates shall be kept open for acceptance by the Department for 45 days of the tender opening.

(xvi) **The Department reserves the right to terminate the Comprehensive Service Maintenance Contract at any time during the contract period if the services of the contractor are not found satisfactory.** In all matters of dispute relating to the proposed Comprehensive Service Maintenance Contract, the decision of the Department shall be final and binding of the contractor.

(b) Financial Terms & Conditions

(i). **The Rate would be per copy** for Comprehensive Service Maintenance Contract (one year) for Photocopy machines including servicing, replacement of Harness, Drum cartridge, fuser of M/C, Developer, Recovery blade, L.V.P.S., Scanner sensor, Regn. Sensor, Power Supply Cooling fan, Exit Sensor Unit, Heat Roller, Heater Lamp, R.R, Sensor, L.R.C., Takeup roller, ADF clutch, fixing film, consumables

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(Photocopy Tonner) and replacement/repair of all other parts which are required to make the machines in working condition during the currency of the contract at the exclusive risk, responsibility and cost of the Contractor, if required and request for any payment for it will not be entertained. **Only the outer cover of the machine including paper tray is not cover under Comprehensive Service maintenance.**

- (ii). All complaints for the repair of machines should be attended within shortest time not later 24 hours. If required, the services of technicians shall also be made available on Sunday/holidays without making any extra payment.
- (iii). Preventive maintenance of all photocopiers shall be an integral part of the CSMC and the awarded firm shall undertake periodic servicing (cleaning, overhauling etc) of the equipments to insure that they function smoothly without any complaints. In this direction, **servicing of photocopier as per schedule given in Annexure-II will have to be done by the contractor** and will obtain users certificate in this regard.
- (iv). Photocopy machines are to be taken over for Comprehensive Service Maintenance on **"as is where is basis"**.
- (v) **The tenderer whose quotation is finally accepted, shall have to deposit an amount of Rs. 40,000/- (Rs. Forty thousand only) as Performance Security** by means of Fixed Deposit Receipt/Bank Guarantee from a Nationalized/Public Sector/ Commercial Bank which shall be prepared in the name of PAO(Sectt-I), D/o AHD &F. The Performance Security shall remain valid for a period of sixty days beyond the date completion of all contractual obligations of the Contractor.

IV. BID EVALUATION CRITERIA

1. All terms & conditions stipulated in the tender document shall be considered for selection of L-1 firm(s).
2. **THE TENDERING FIRMS SHALL QUOTES THEIR NET RATES ONLY (WITHOUT ADDING ANY KIND OF TAXES). NON- COMPLIANCE OF THIS CONDITION SHALL MAKE THE FIRM LIABLE FOR SUMMARY REJECTION OF THEIR BIDS.**

Place: New Delhi
Dated: 7th September, 2017
of India.


(Dharm Prakash)
Under Secretary to the Govt.

Tele: 23385116

List of Photocopy Machines of the Department of AHD&F

S.No.	Room No.	Make/Model.	Machine No.	Schedule of servicing preventive maintenance for
1	297-C	ToshibaE-studio-350	CPK-430844	First fortnight of September 2016, January 2017, May 2017
2*	587	Ricoh 2014AD	G617M250162	
3	415	ToshibaE-Studio-207	CCL-713093	
4	153	ToshibaE-studio-207	CSG-717806	
5*	557-A	Ricoh 2014AD	G617M250307	
5	354	Ricoh Office MP2000	L7107050499	First fortnight of October 2016, February 2017, June 2017
6*	530	Ricoh 2014AD	G617M350020	
7	230	Sharp AR-M 205	13080069	
7*	575-A	Ricoh 2014AD	G617M350022	
8	DMS	RicohMP3350B	M6211800104	
9#	435	Ricoh MP3054	G155P700629	First fortnight of November 2016, March 2017, July 2017
10	544	RicohMP5001	W532M150050	
11	240	RicohMP2000Le	L7117150416	
12	531	RicohMP2000Le	L7117250414	
13	337	RicohMP2000Le	L7117251059	
14#	533	Ricoh 3554SP	G166P900483	
16	575	RicohMP3352	W682H500007	
17	234	RicohMP2000Le	L7126750430	
18	532	RicohMP3352	W683H200061	
19#	491	Ricoh 2014AD	G617M250156	
20	436	RicohMP2000Le	L7136450332	First fortnight of December 2016, April 2017, September 2017
21	246-A	Ricoh MP3053	E753HB80053	
22	586-A	Ricoh MP3053	E753HB80055	
23	490-A	Ricoh MP3053	E753HB80030	
24	482	Ricoh MP2001L	E344M650220	
25	39-C	Ricoh MP2001L	E344M650221	
26	538	Ricoh MP2001L	E344M650238	
27	189-A	Ricoh MP2001L	E344M650239	
28	298-B	Ricoh MP2501L	E353MB50544	
29	324	Ricoh MP5054	G185R190193	
30	417	Ricoh MP2001L	E345M650309	First fortnight of April 2017, September 2017
31	544	Ricoh MP2001L	E345M350155	
32	557	Ricoh MP2001L	E344M250252	
33	220	Ricoh MPC2003 (colour)	E204R17231	
34#	218-A	Ricoh C3004SP (colour)	G696MB50380	
35#	228	Ricoh 2014AD	G617M250155	
36*	334	Ricoh 2014AD	G617M350017	
37#	Mos Residence	Ricoh MP3054	G155P700490	
38	221	Ricoh		

* The machines will be covered under CSMC from February, 2018.

The machines will be covered under CSMC from June, 2018.

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Tender No. 17016-1/2017-Admn-II

TECHNICAL BID

**FOR COMPREHENSIVE SERVICE MAINTENANCE CONTRACT (CSMC) FOR
PHOTOCOPY MACHINES IN THE DEPARTMENT OF ANIMAL HUSBANDRY,
DAIRYING & FISHERIES.**

S.No.	Particulars	Details to be given by the bidder
1	Firm's name and full Postal Address (Office should be located either in New Delhi or Delhi only.)	
2	Registration No. of the firm (Sole Proprietorship/ Partnership/ Public Limited or Private Limited), (upload copy) to be enclosed.	
3	Details of earnest Money Deposit : Rs.15000/- DD/PO No. & Date Drawn on Bank (upload copy)	
4	Registration No. of GST to be enclosed. (upload copy)	
5	Details of PAN Card. Copy to be enclosed. (upload copy)	
6		
7	Annual turnover for the last three years, duly authenticated/ duly signed by the Chartered Accountant of the firm. (upload copy)	
8	Certified copies of work experiences for three year or more (upload copy)	
9	Certified copy of authorized service provider of any three photocopier company viz. M/s Ricoh/ HCL/ Sharp. (upload copy)	
10		

Declaration by the Contractor:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions and instructions therein and undertake myself/ourselves to abide by the said terms and conditions.

Date:

Place:

(Signature of Authorized Signatory)

full Name & Designation:

Seal:



Tender No. 17016-1/2017-Admn-II

FINANCIAL BID**FOR COMPREHENSIVE SERVICE MAINTENANCE CONTRACT (CSMC) FOR
PHOTOCOPY MACHINES IN THE DEPARTMENT OF ANIMAL HUSBANDRY,
DAIRYING & FISHERIES.**

1. Name & address of the company/firm (in capital letter):

Comprehensive Service Maintenance contract (CSMC) rates will be net rates
(WITHOUT ADDING ANY KIND OF TAXES):

(i)BLACK & WHITE PHOTOCOPY MACHINES(Number-36)			
S.No.	Name of model	Rate per copy charged (without adding any kind of taxes)	
1	Model mentioned at S.No.1 to 32 and from Sl. No. 35 to 38 in Annexure-II		
(ii) COLOUR PHOTOCOPY MACHINE (Number-02)			
S.No.	Model	B&W copy	Colour copy
		Rate per copy charged (without adding any kind of taxes)	Rate per copy charged (without adding any kind of taxes)
1	Ricoh MPC2003 (colour)		
2	Ricoh C3004SP (colour)		

Photocopiers will be handed over to the firm(s) to whom the CSMC will be awarded, on AS is where basis". Bidders are requested to inspect the machines before quoting their rate in financial bid.

Signature:.....

Name of tenderer:.....

Date.....

Official seal of tenderer

