




GOVERNMENT OF INDIA
MINISTRY OF INFORMATION & BROADCASTING
'A' Wing, Shastri Bhawan, New Delhi- 110001

Tender ID: 2017_MIB_227954_1

E-NOTICE INVITING TENDER FOR Full Service/ Maintenance Agreement (FSMA) for photocopier machines installed in the Main Sectt. Min. of I&B - regarding.

Tender No.D-19016/01/2016-Admn.-III	Date: 31.07.2017
IMPORTANT DATES	
Published Date	31.07.2017; 03:00 PM
Bid Document Download Start Date	31.07.2017; 03:00 PM
Bid Submission Start Date	31.07.2017; 03:00 PM
Bid Submission End Date	21.08.2017; 03:00 PM
Date of Financial Bid Opening	22.08.2017; 03:00 PM

The Bids shall be submitted online only at Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>. Manual bids shall not be accepted.


(Neeraj Kumar)

Under Secretary to the Government of India
Tel: 23387930

No.D-19016/01/2016-Admn.-III
Government of India
Ministry of Information & Broadcasting
A-Wing, Shastri Bhawan, New Delhi: 110001

Shastri Bhawan, New Delhi

Dated 28.07.2017
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To

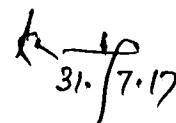
All Intended Persons / Firms.

Subject: Full Service Maintenance Agreement (FSMA) of Photocopier Machines installed in Ministry of I&B (Main Sectt.).

E-tenders are invited from only Delhi based Agencies/Firms/Individuals for annual contract for Full Service Maintenance Agreement (FSMA) of Photocopier Machines working in Ministry of I&B (main sectt.) for a period of one (01) year on the terms and conditions enumerated in the following paragraphs from the date of awarding the contract. This period may be extended/ curtailed without assigning any reason or giving prior notice.

2. **Brief Description of the Selection Process:** The Ministry of Information & Broadcasting will adopt one stage selection process in the form of single bid. The bid shall be accepted online only through Central Public Procurement Portal website: <http://eprocure.gov.in/eprocure/app>.and NO other format for submitting the bids shall be accepted. Financial evaluation of the bids will be carried out and **successful bidders**, selected on the basis of lowest rates, will be required to sign a contract with Ministry of Information & Broadcasting for doing above-mentioned work as per the terms and conditions mentioned in this tender document. The rates will have to be quoted in Indian Rupees (INR). Only those bidders who will qualify the eligibility criteria as mentioned in terms and conditions will be considered for selection.

3. The scanned copy of the demand draft of Rs. 25,000/- (Rupees twenty five thousand only) as Earnest Money Deposit (EMD) must be uploaded with the bid. The EMD shall be in Indian Rupees (INR) and shall be in the form of Demand Draft from any of the Nationalized Bank/Scheduled Bank in favour of "Pay and Accounts Officer, Ministry of Information & Broadcasting, New Delhi payable at New Delhi". The original hard copy of EMD of Rs. 25,000/- in the form of Demand Draft is also required to be submitted in a sealed envelope superscribed "Full Service Maintenance Agreement (FSMA) of Photocopier Machines", on or before the closing date and time of e-submission of online bids to **Section Officer (Admn.III), Ministry of Information & Broadcasting, A-wing, Room no. 548, Shastri Bhawan, New Delhi**, failing which the bids will not be considered. The suppliers/firms registered with Central Purchase Organization and National Small Industries Corporation (NSIC), MSME i.e., "Registered Suppliers" are

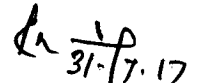

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exempted from furnishing bid security along with their bids as per the provision made under applicable rules of GFR-2017. In case so, a copy of the order issued by the concerned organization in this regard should be enclosed with other documents.

4. The successful bidders shall have to deposit Rs. 1,00,000/- (Rupees One Lac only) as performance security by means of Bank Guarantee from a Nationalized Bank/Scheduled Bank in favour of "Pay and Accounts Officer, Ministry of Information & Broadcasting, New Delhi payable at New Delhi". EMD of the unsuccessful bidders shall be returned after finalization of the contract.

5. The Ministry reserves the right to cancel the process of tender/contract at any point of time without assigning any further reason.

6. Intended persons / firms may quote the rates as per enclosed performa. Terms & Conditions for the contract/quotations are enclosed which will required to be signed by the Contractor.


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(Neeraj Kumar)

Under Secretary to the Govt. of India

Ph. No. 23387930

Terms And Conditions

1. Only firms having adequate experience of atleast 3 years, in the relevant field i.e. having FSMA contract/ AMC in at least two (02) Government Ministries/ Departments/Government or Semi-Government Organizations, including Public Sector Undertakings and having the requisite Competence/ capability to provide excellent services are eligible to participate in this tender process.
2. At present the photocopier machines in the Ministry which are to be covered under FSMA are of Toshiba and Kyocera make. Machines of other makes which are currently under warranty may also come under FSMA during the currency of the contract. It shall be the responsibility of the successful tenderer to carry out the requisite servicing and all sorts of repair and also to provide genuine OEM spare parts/ consumables of the machine and to keep them in proper working condition throughout the period of the contract. The number of photocopiers may increase or decrease during the currency of the contract. The firm selected should undertake repair/ maintenance of photocopy machine of M/o I&B of all make.
3. The following may be noted before submitting the tenders :
 - (a) 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 tenders.
 - (b) The Ministry reserves the right to accept or reject any tender, in whole or in part thereof, without / specifying any reason therefore.
4. A list containing models of photocopier machines installed in this Ministry is enclosed herewith. The tenderers may note that these machines are located in Shastri Bhawan, New Delhi. However, the machines may be relocated depending on the requirement of this Ministry but no extra charges are payable on this account and some more machines of different make and models may be added as per requirement of this Ministry on same rate.
5. The FSMA shall essentially consist of the following Terms & Conditions:
 - (i) The FSMA will remain valid for a period of one year from the date of award of contract and right to grant any extension beyond the contract period will solely vest with this Ministry including terms and conditions.
 - (ii) The FSMA will include all spares and consumables (except operator, power and photocopy paper). The rates should be submitted on **per copy basis** which includes the cost of all the repairs, servicing, maintenance, preventive check-ups, all spare parts and all the consumable items including toner.

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(iii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use only original consumables & spare parts for replacement. If Ministry finds consumables and spare parts used by the firm are not genuine then Ministry reserves the right to terminate the contract immediately & all damage recovery due to non genuine consumables, will be borne by the firm. The firm will maintain the original configuration/specification/characteristics/features intact which shall not be changed until and unless approval/order of the authorized official in the Ministry.

(iv) Immediately on award of the contract the contractor would give a report taking over all equipment 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 Ministry in working condition on the expiry of the contract. In case any damage in the machines of the Ministry is found, compensation which would be determined by the Ministry will have to be paid by the firm. The starting meter readings of all the machines are required to be submitted along with the above report. The firm will prepare separate logbooks for each of the machines to be taken under the FSMA. The firm will be required to carry out preventive maintenance on quarterly basis.

(v) Payment will be made on monthly basis for which the firm will be required to submit typed bills/invoice supported with meter reading duly certified/verified by the office of the concerned users. The firm will also submit reports of the services/items provided every month supported by the office of concerned users along with monthly bill.

(vi) The firm 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.

(vii) The firm should not have been blacklisted by any Government Ministry/Department or Semi-Government Department in the past.

(viii) The Ministry reserves the right to cancel the contract at anytime during the currency of contract, if the services of the firm are not found satisfactory or in case of violation of terms and conditions of the FSMA.

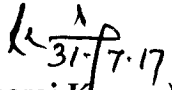
(ix) The quoted rates will remain in force for the entire period of the contract. No demand for upward revision of rates on any account shall be entertained during the contract period.

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- (x) The contractor will be required to depute competent persons to inspect the machines at least once a week and put at least one (01) whole time service engineer with mobile phones on duty exclusively for this Ministry on all working days, if required on holidays also, to attend the photocopier machines and whenever, defect arises therein or any complaint to this effect is made. In case the complaints of maintenance/ repair of the item are not attended to within two working hours, penalty of Rs. 25/- per hour thereafter subject to a maximum of Rs. 100/- per day will be levied. No payment for FSMA for a particular photocopier machine will be made if the same is out of order for two consecutive days.
 - (xi) The firm should provide the Mobile numbers of service engineers and service centers. All the faults should be taken up immediately upon reporting by the users over telephone etc. The repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by machine for the same and ensure that the work of the office does not suffer on this account. No transportation charges etc. would be paid for this purpose. The services should be provided during office hours on all working days and in case of urgency and whenever felt necessary by the Ministry, the service should be provided beyond office hours and on holidays too. It will be overall responsibility of the firm for maintenance of all the equipment and ensure that these remain in perfect working conditions.
 - (xii) The firms intending to participate in the tender process with their offer of tenders are expected and also advised to read and fully understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending in their tender, as no change or violation of the aforesaid terms and conditions shall be permissible once the tender is accepted by this Ministry. The unsuccessful tenders shall send, if necessary, letter of authorization etc. to facilitate refund of the Earnest Money Deposit.
 - (xiii) A specific mention must also be made in the tender to the effect that the terms and conditions mentioned above are acceptable to the firm in full.
6. It may again be noted that the decision of this Ministry would be final and binding in all respect and this Ministry reserves the right to accept or reject any or all quotations in full or in part without assigning any reason whatsoever.
7. It may again be noted that the decision of this Ministry would be final and binding in all respect and this Ministry reserves the right to accept or reject any or all quotations in full or in part without assigning any reason whatsoever.

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8. If any photocopier is not repaired within twenty-four hours, the firm will provide a stand by photocopier. 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/- (Rupees Five hundred only) per day or part thereof will be charged for delay beyond two days till such time the copier gets repaired.
9. Any information thereto, if required, may be collected from Section Officer (Admn.III), Ministry of I & B, Room No.548, 'A' Wing, Shastri Bhawan, New Delhi or on Telephone No.23386086.


(Neeraj Kumar)

Under Secretary to the Government of India
Tel: 23387930

Copy to:-

1. **All Ministries / Departments of Govt. of India**, New Delhi with the request that this enquiry may please be given wide publicity and contractors employed by them may please be persuaded to submit their quotation.

List of Toshiba/ Kyocera make photocopier machines under FSMa at present

S. No.	Model/make Toshiba
1	Toshiba E-455
2	Toshiba E-455
3	Toshiba E-305
4	Toshiba E-282
5	Toshiba E-456
6	Toshiba E-455
7	Toshiba E-456se
8	Toshiba E-456se
9	Toshiba E-356se
10	Toshiba E-352
11	Toshiba E-352
12	Toshiba E-207
13	Toshiba E-455
14	Toshiba E-452
15	Toshiba E-457
16	Toshiba E-452
17	Toshiba E-455
18	Toshiba E-356se
19	Toshiba E-352
20	Toshiba E-456
21	Toshiba E-256
22	Toshiba E-352
23	Toshiba E-455
24	Toshiba E-455
25	Toshiba E-456se
26	Toshiba E-456se
27	Toshiba E-456se
28	Toshiba E-356se
29	Toshiba E-356se
30	Toshiba E-456se
31	Toshiba E-356

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S. No.	Model/make Kyocera
1	Task Alfa - 4500!
2	Task Alfa - 4500!
3	Task Alfa - 5501!
4	Task Alfa - 4501!
5	Task Alfa - 4501!
6	Task Alfa - 4501!
7	Task Alfa - 3010!
8	Task Alfa - 3010!
9	Task Alfa - 3010!
10	Task Alfa - 8520
11	Task Alfa - 5501!
12	Task Alfa - 5501!

Amendment of Bidding Document:

1. At any time prior to the deadline for e-submission of bids, the Ministry may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.
2. Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, will be uploaded as 'corrigendum' on <http://eprocure.gov.in/eprocure/app> and www.mib.nic.in. Such amendments modification shall be binding on all the prospective bidders.
3. Ministry at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidder time to take into the consideration the amendments while preparing their bids.
4. The Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any of the terms and conditions continued in the tender document or to reject any or all the tenders in whole or impart without giving any notice or assigning any reason.
5. Ministry of Information & Broadcasting also reserves the right to call for additional information from the Bidders.

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Annexure-A

Cover 1-Bid		
(following documents to be uploaded online in .pdf format)		
S.No.	Document	Type
1.	Scanned copy of EMD	.pdf
2.	Scanned Copy of PAN Card	.pdf
3.	Scanned copy of Income Tax return filed for last three (3) years	.pdf
4.	Scanned copy of VAT/Sales Tax/ GST registration certificate	.pdf
5.	Scanned copy of three (03) years work experience of similar work in two (02) Ministries/ Departments/ PSU's etc. with requisite proof	.pdf
6.	Scanned copy of the tender acceptance letter duly signed and sealed by the Agency/Firm as a token of Acceptance of the terms and conditions	.pdf
7.	Scanned copy of Annexure-B	.pdf
8.	Scanned copy of information on Taxes, if any, may also be indicated separately giving full details of nature of tax and percentage of tax	.pdf

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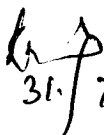
Annexure-B

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 notice no.:..... dt. Accordingly, we hereby submit information desired and the rates quoted as under:

S.No.	Particulars	Details to be given by the bidder
1.	Firms' Name & full Postal Address	
2.	Details of EMD DD/PO No. & date Drawn on Bank(upload copy) *If exempted attach the requisite proof.	
3.	Details of PAN Card. [Copy to be enclosed (upload copy)]	
4.	Registration No. of VAT/ Service Tax/ GST [copy to be enclosed(upload copy)]	
5.	Copy of Income Tax return for last three (3) years (upload copy)	
6.	Certified copies of requisite work experience as per tender document (upload copy)	
7.	Copy of the tender acceptance letter duly signed and sealed by the Agency/Firm as a token of Acceptance of the terms and conditions of the tender (upload copy)	

Declaration

I hereby certify that the information furnished in Annexure-A and Annexure-B is full and correct to the best of my knowledge. I understand that in case any deviation in the statements furnished in Annexure-A and Annexure-B at any stage, the company will be blacklisted and will not have any dealing with the Ministry of I&B in future. I hereby further certify that my firm has not ever been blacklisted from any government department/ Undertakings.


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(Name and signature of authorized signatory with stamp)

Instructions to bidders

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 / email 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 colored (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.
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.
