

File No. D-19016/2/2010-Genl  
Government of India  
Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Food & Public Distribution)

Krishi Bhawan, New Delhi  
Dated the 23 Aug, 2016

**e-Tender Notice**

Sub: **Invitation for online 2 bid tender for Comprehensive Service Maintenance Contract (CSMC) of Ricoh Photocopier Machines 4 to 10 years old installed in Department of Food & Public Distribution for about 10-15 Photocopiers.**

The undersigned is directed to invite quotations from authorized dealers of various well-known brands dealing in photocopier of international/national standard for annual Comprehensive Service Maintenance Contract (CSMC) of Ricoh Photocopier Machines installed in Department of Food & Public Distribution. The model are 2000L and MP 4500(9-10 year old) MP5002 (4 year old).

2. Dealer having the experience in Comprehensive Service Maintenance Contract (CSMC) of photocopier of national/international brand as mentioned above may view and download the tender document containing the detailed terms & conditions, free of cost from the website from the Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> or Department of Food & Public Distribution Website: <http://dfpd.nic.in>.

3. The online bids can be submitted till 15.00 hours on 13.09.2016 and opened at 15.30 hours on 13.09.2016.

**Critical Date Sheet:**

<b>Tender Publish Date/time</b>	23.08.2016/17.30 hrs.
<b>Pre-Bid Meeting Date/time</b>	-
<b>Document Download Start Date/time</b>	23.08.2016/17.30 hrs.
<b>Document Download End Date/time</b>	13.09.2016/15.00 hrs.
<b>Bid Submission Start Date/time</b>	23.8.2016/17.30 hrs.
<b>Bid Submission End Date/time</b>	13.09.2016/15.00 hrs.
<b>Bid Opening Date/time</b>	13.09.2016/15.30 hrs.

4. The Department reserves the right to cancel the tender at any time/stage or relax/amend/withdraw any of the terms & conditions contained in the Tender Document without assigning any reason, thereof. Any enquiry, after submission of the bid shall not be entertained. In case of withdrawal of bid, the EMD will stand forfeited.

**5. Earnest Money Deposit (EMD) :**

An Earnest Money Deposit (EMD) of Rs.5,000/- (Rupees five thousand only) in the form of Demand Draft/Bankers Cheque drawn in favour of DDO (Cash), Department of Food & Public Distribution shall accompany the quotation payable at Delhi. The scanned copy of the EMD of Rs.5,000/- (Rupees five thousand only) must be uploaded as part of online bid submission and original in a sealed envelope be deposited in Department of Food & Public Distribution as per instructions.

**6. Performance Guarantee (PG):**

The successful bidder would have to deposit Rs.10,000/- as PG in the form of Demand Draft/Bankers Cheque drawn in favour of DDO (Cash), Department of Food & Public Distribution shall accompany the quotation payable at Delhi within 10 days of acceptance of offer letter and that must have validity beyond 90 days from the date of expiry of the contractual obligation. The PG may be made from the Bank Account of the firm/company and should be in the favour of DDO (Cash), Department of Food & Public Distribution. No interest will be paid on EMD/PG by this Department.



Non submission of PBG or submission by other mode shall be viewed with adverse performance which shall further lead to de-registration/suspension of business dealing with the Department and amount of EMD/PG deposited by the firm shall also be forfeited.

## 7. OTHER TERMS & CONDITIONS


- 7.1 The bidder shall submit the price bid in the prescribed format enclosed at Annexure-1 of the tender documents in BOQ\_XXXX.xls format. The rates so quoted should be inclusive of all taxes and installation charges and no other charges would be entertained. No transportation charges, delivery charges etc. will be paid to the successful bidder and the same should be borne by the successful bidder.
- 7.2 The rates of CSMC as mentioned above, quoted by the firm in the price bid should be valid for a period of minimum three months. Bidder should have minimum 2-5 year experience of maintaining these types of Photocopier and have CSMC of Government offices/Departments /PSUs.
- 7.3 Tenderer is advised to follow the instructions provided in the tender for the e-submission of the Bid online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>. Tender must be electronically submitted (on-line at <https://eprocure.gov.in/eprocure/app> through internet) within the prescribed date and time as mentioned in the e-Procurement portal. Hard copy of the Tender documents will not be accepted.
- 7.4 If the date fixed for opening of the Tender is declared as holiday, the tender will be opened on the next working day. The firm will provide service and maintenance of the photocopiers (without any other additional charges) in good working order. Under the CSMC all spare parts and consumables except power, paper and man power will be covered. Loss/damage arising out of fire, short circuit of electricity, mishandling of systems or any natural calamity is not covered.
- 7.5 On receipt of complaints, the repair should be carried out immediately in the office premises and it should be taken up within one hour of the complaint. In case the photocopier machine is required to be taken out side, the charges will be borne by the firm. No extra charges will, in any case, be payable on this account. Mobile No. of the engineer is also required.
- 7.6 In case of replacement of faulty parts, they shall be replaced only by genuine new spare parts. The firm will repair and service the equipments at the customer's request. If requested, firm will at its sole discretion replace, without any charges, worn out parts by new parts including photoreceptor (Drum) of serviceable quality. Parts thus exchanged shall be the property of firm and authorized service engineers of firm shall be entitled to remove and carry away such parts from the customer's premises.
- 7.7 The service engineers have to take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. If any machine is not repaired within a day, the contractor will provide a standby machine. If the firm fails to carry out repairs/provide a stand by copier within 2 days, upto the satisfaction of the user, a penalty of Rs.200/- (Rupees Two hundred only) per day will be charged till such time the copier gets repaired.
- 7.8 The contract shall be liable to be cancelled without any notice, if the service rendered by the firm is not found satisfactory at any time during the period of the contract.
- 7.9 The firm should be in existence for over three years in the business and should have a turn over at least Rs.50.00 lakh per annum. Audited balance sheet attested by Chartered Accountant must be enclosed alongwith bid.
- 7.10 The firm should have previously executed CSMC for at least three years with Govt. Ministries/Government Departments or Semi-Govt. Organisations including PSUs of at least 20 machines. A copy of such contract should be furnished along with the bid.

*Rajan*

- 8.1 The firm should produce self attested photocopies of documents related to allocation of PAN and Service Tax Number.
- 8.2 **Vendor have to supply all spare parts like different motors, electromagnetic clutches, gears, pulley, driving belts, bushes, shafts, bearings, power supply unit, control panel, high voltage transformers, all PCBs and sensors etc including Drum kit, H-kit and Toners. The rates quoted will remain in force for the period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The physically damaged parts will be borne by Department.**
- 8.3 It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Office, he will be liable to recovery if higher rates, are to be incurred by this office on maintenance of photocopier machines for the balance period of contract through alternative means.
- 8.4 No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each period would be made on production of satisfactory service report duly signed by concerned users/sections. The firm shall do preventive maintenance/check up of all the machines on monthly basis.
- 8.5 The contract shall be terminated at any time without assigning any reason. In this respect, the decision of the Department of Food & Public Distribution will be final and binding on the contractor. The Competent Authority reserves the right to reject any quotation in whole or in part without assigning any reason thereof.
- 8.6 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 organization or otherwise. The firm should not have been blacklisted by any Central/State Govt. departments/PSUs in the past.
- 8.7 The firm should be authorized service provider of any branded photocopier machine like Canon, Sharp, Toshiba, HCL, Ricoh etc.
- 8.8 Neither Department of Food & Public Distribution nor NIC shall be responsible for non-accessibility of e-Procurement Portal due to technical glitches or internet connectivity issues at Tenderers end.
- 8.9 In case of any clear indication of cartelization or express or implied anti-competitive agreements amongst the Tenderers at the time of finalization of Tender or thereafter, which at any time i.e. before or after award of the Contract comes to the notice of the Department of Food & Public Distribution, the Tendering Authority may reject the relevant Tenders, forfeit their EMD/Security Deposit, recover the losses as assessed by the authority arising out of such anti-competitive practice of the Tenderer(s) and also recommend the case to the Ministry of Finance/Registrar of Companies/NSIC/Competition Commission of India or any other Department having appropriate jurisdiction or Authority, for initiating necessary action including, but not restricted to, cancellation of license.
- 8.10 Department of Food & Public Distribution may, at its discretion, seek from any or all tenderers clarification(s) in respect of any particulars furnishing in their offer. The request for such clarifications and the response will be in writing.

*Rajesh*

- 9.1. The L-1 rate would be decided against the rate quoted . The firm will be required to do the work of servicing and maintenance for the period of one year from the date of award of the contract. The Department will also have option to extend the contract on the same terms and conditions for any period up to one year
- 9.2. The payment for the service rendered will be made in four equal instalments. The first instalment comprising 25 percent of the value of the contract amount will be released on successful completion of 3 months after satisfactory report by the user of the Department. The other instalment will be released after each quarter..
- 9.3. At the time of completion of CSMC, the firm will hand over all items covered under the CSMC, in a good and perfect working condition.
- 9.4. The tenderer should enclose the signed copy of the term and condition stipulated in award of the contract, conveying his acceptance of the same.
- 9.5. The firms intending to participate in the tender process with their offer of tender are expected and also advised to read and understand carefully the terms & 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 & conditions shall be permissible once the tender is accepted by this Department.
- 9.6. All disputes are subject of Delhi jurisdiction only.
- 9.7. The price bid is at Annexure-1.
- 9.8. The technical bid is at Annexure-2
- 9.9. The foremost requirement of participation in e-tender is to have a digital signature. Instructions to the Bidders to submit the bids online are also enclosed herewith as Annexure-3.
10. The firm will be required to submit the tender acceptance letter (Annexure-4).

  
( Rajesh Kumar Pandey )  
Under Secretary to the Government of India  
Tele: 23097040

Format of Price Bid

Sl. No.	Item	Unit Rate including all taxes and charges per page basis (in Rs.)
1.	Rate for Comprehensive Service Maintenance Contract (CSMC) of Ricoh Photocopier Machines 4 to 10 years old installed in Department of Food & Public Distribution.	
<b>Total (Net Price)</b>		

*Rajan*

Technical Bid

## Particulars of Firm

Sr. No.	Particulars	To be filled by Bidder
1.	Name of firm	
2.	Whether Original Equipment Manufacturer Or Authorized Dealer (Please submit the certificate of authority.)	Indicate Yes/No for certificate of authority.
3.	Name of the proprietor/partners/Directors of the firm.	
4.	TIN and VAT details with supporting documents	
5.	Address of the firm	
	Telephone	
	Email	
	Fax	
6	Declaration regarding the company/agency never be blacklisted/terminated in past	
7.	Work experience in years	

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**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.
- 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 (i.e. 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 Procuring entity/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. Foreign bidder can get help at +91-7878007972 & 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/organisation too 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. I/We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.

6. I/We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

7. I/We hereby submit all the Annexure i.e (1, (2 Price Bid), 3, 4)

8. AMC after expiry of the validity of all the supply goods may be continuing with the supplier. So, kindly give declaration for the same on company letter head.

9. The contractor shall indemnify the Govt. from and against any loss, damage, cost charge, expenses, etc., for no fault of the Division and shall ensure that Government's interest is protected and safeguarded at any cost.

10. The contractor shall not avoid or delay or slow down or postpone or refuse any order for lifting the consignment for any reason whatsoever. Any avoidance or delay or slow down or postpone/refusal, will tantamount to violation of the contract.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)