



भारतीय आयुर्विज्ञान अनुसंधान परिषद
स्वास्थ्य अनुसंधान विभाग, स्वास्थ्य और परिवार
कल्याण मंत्रालय, भारत सरकार

Indian Council of Medical Research
Department of Health Research, Ministry of Health
and Family Welfare, Government of India

TENDER DOCUMENT

For

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PHOTOCOPIER MACHINES (FSMA) UNITS

**Tender Notice No: AA-VI/CAMC/Photocopiers Machines /2020
LAST DATE FOR RECEIPT OF TENDERS: 21st February 2021**

1. INTRODUCTION

Indian Council of Medical Research is a premier organization and constitutes various Research activities through Institutes situated across the country and working under Department of Health Research, Ministry of Health and Family Welfare, Govt of India, the ICMR has its Headquarter at Ansari Nagar, New Delhi-110029. For and on behalf of ICMR, the Director General invites sealed tenders in single bid system for awarding of the contract for Comprehensive Annual Maintenance of the **Photocopier Machines (FSMA)** installed at ICMR Hqrs. New Delhi.

2. KEY EVENTS & DATES:

| Type | Description |
|--|--|
| Tender Notice No. | AA-VI/CAMC/Photocopiers Machines /2020 |
| Name of Work | Comprehensive Annual Maintenance Contract of Photocopier Machines (FSMA) |
| Estimated Contract Value | Rs. 7,50,000/- annually |
| Bid Security/EMD (in form of Pay Order/DD) | Rs. 15,000/- (Rs. Twenty thousand) in favour of DG, ICMR payable at New Delhi (MSME are required to attach exemption certificate) |
| Date of Issue | 01.02.2021 |
| Site Inspection | Within 10 days of date of issue/publish of tender document with permission of ICMR Authorities |
| Last date for submission of bid | Till 5.30 p.m. of 21.02.2021 |
| Date & Time of opening Bids | At 3.00 p.m. of 25.02.2021 (Tentative) |
| Address of Meeting for opening of Bids | ICMR Headquarters, Ansari Nagar, New Delhi |
| Validity of Proposal | The rates in tender document shall be kept open for acceptance for minimum period of 90 days from last date of submission of tender. |
| Contacting Person | Mr. Vikash (UDC) Contact No. 0-9896757349 |

3. INTENT OF THE CAMC

ICMR Hqrs. holds **Photocopier Machines** at ICMR Hq. at New Delhi and requires services for their regular maintenance and prompt repair. All of the items are installed at ICMR Hqrs. Ansari Nagar, New Delhi.

It is intended to select a company for the award of the Comprehensive Annual Maintenance Contract (CAMC) including cost of all new original spares and providing consumables for proper functioning of all **Photocopiers Machines i.e. Full Service Maintenance Agreement on per page cost basis**. The detailed specifications and quantities of the **Photocopiers Machines** are indicated at **Annexure-I**.

The company with whom comprehensive AMC will be executed shall be required to replace all the defective parts of the equipment with genuine original spare parts and also provide consumables. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

The ICMR reserves the right to add or reduce the quantity of **Photocopier Machines** at the time of award of contract or start of any quarter.

4. SCOPE OF COMPREHENSIVE AMC AND ITS IMPLEMENTATION

The bidder should be conversant with the handling of repair and maintenance of all types of **Photocopier Machines**. The services comprise of preventive and corrective maintenance and also include carrying out necessary repairs and fittings free of cost, replacement of all parts including plastic parts under warranty and consumables which are to be replaced.

This CAMC services will be on Call basis. The technical engineer should attend the call with in 2 hrs after receiving the call ICMR.

The CAMC would be comprehensive in nature i.e. including cost of **all new original spares** in original packing and consumables for proper functioning of all Photocopier Machines installed at location. All the components required to be replaced will be of same make or of equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

5. INSTRUCTION TO BIDDERS

The quotations shall be submitted in the envelopes duly sealed and marked with “Technical & Price Bid & EMD”. These envelopes are again be put in a sealed envelope marked with “Quotation for CAMC of Photocopier Machines”, the sealed quotation shall be dropped in the quotation box kept at reception in ICMR Hqrs., Ansari Nagar New Delhi on or before 21.02.2021 up to 17:30 hours.

Please enclose following documents in bid document:

1. Company/Firm Profile with Annual Turnover above 10 Lac during last 3 years (i.e. for F.Y. 2017-18, 2018-19, 2019-20).
2. Client list.
3. Registration certificate of company/firm. (ROC)
4. PAN Card copy.
5. GST registration certificate copy.
6. Demand Draft of Rs. 15,000/- as Earnest Money Deposit (exempt for MSME).
7. Experience certificate as per eligibility criteria (in government sector).
8. Audit Report with IT return of 3 years. (F.Y 2017-18, 2018-19, 2019-20).
9. MSME Exemption Certification.

The tenders those received at ICMR after the prescribed date and time of receipt will be treated as late tender and will not be considered at all.

- i) The General Conditions of the Contract form part of the Tender specification. All the pages of the tender shall be duly signed and stamped along with the offer in token of complete acceptance thereof. The information furnished shall be complete by itself. The bidder is required to furnish all the details and other documents as required.
- ii) The specification and Terms & Condition shall be deemed to have been accepted by the bidder.
- iii) Before submitting your quotation you are requested to depute your service engineer for inspection of the above machines within 10 days of issue of tender document and submit your rates for the comprehensive AMSC. The council shall not pay any fee for the inspection.

6. QUALIFYING REQUIREMENTS AND DOCUMENTS TO BE FURNISHED

- i) Technical & financial bid should consist of the documents as stated in Ann-II without fail. It may also be noted that supporting documents alone shall not be accepted as a substitute for the information asked in Annexure(s). Bidders are required to quote all the information along with the supporting document as requested in the tender document, in the absence of which the bid is liable to be rejected. Conditional tenders shall not be accepted.
- ii) Turnover of business in last 3 financial years shall be more than 10 Lac with documentary proof of income tax return and annual accounts.
- iii) The bidder should have been in the business of Photocopier Machine Maintenance service for at least Five years and documentary proof may be submitted.
- iv) The list of reputed Clients/Organization of Central Govt./PSU/Autonomous Bodies with whom the bidder has entered into the CAMC contract during last 5 years should be furnished with the bid, along with copies of satisfactory performance certificate and contract agreements. (Minimum 3 clients report)
- v) Service Tax/GST Registration certificate, PAN Card, Registration Certificate of Company/firm to be attached.

This Tender Document shall be returned along with the bid, with each page thereof duly signed by the bidder and affixed with the seal of the company.

You are requested to submit the certificate that qualification criteria and terms & conditions have been read carefully, fully understood and the terms and conditions of the tender documents are acceptable to the bidder and will be ready for entering into the CAMC contract on the terms and conditions prescribed in the tender document.

7. Technical Bid & Price Bid Evaluation:

The evaluation of the tenders will be done by the Technical/Financial Evaluation Committee. The Technical & Price bid will be opened and evaluated for its acceptability. Those firms who do not provide complete information and documents as stated in point no. 6 above shall be rejected during technical evaluation itself. The date and time of opening the bid shall be 25.02.2021 tentatively and the same will be opened in the presence of the representatives of the qualified firms who wish to be present at the time of bid opening.

Any bid received after due date and time by whatever means shall not be considered and no body from ICMR will be responsible for delay in receipt of tenders.

The quotation must be valid for 90 days from the date of opening of the bid for awarding the CAMC. The officers of ICMR may visit the premises of the bidders to assess their capability to handle such job giving prior intimation. The report of this inspection, if carried out, would serve as input for the competent authority to decide as to whether or not a bidder is technically qualified to fulfill the CAMC.

The financial offer must be in accordance with the prescribed form attached with this document (**Annexure-II**) along with the rates of spare parts which are not included in the CAMC (which are to be replaced by bidder if required) Failure to do so shall result in rejection of the tender.

The Price bid shall be evaluated on the basis of lowest per page cost of maintenance of photocopier machines. The rates should be quoted both in figures and words. The rates quoted shall be neat and firm. No upward changes in the rate will be acceptable during the period of contract. However, in the event of an increase in Govt. taxes/duties, the extra liability incurred by the bidder shall be borne by ICMR. Similarly in the event of abolition/reduction of taxes/duties the savings accruing to the bidder shall be passed on to ICMR. In case rates quoted for spare parts are found higher than the other bidders, the CAMC will be awarded on lowest basis. Conditional or ambiguous tenders are liable to be rejected summarily.

8. GENERAL TERMS AND CONDITIONS

Acceptance and date of start of the contract: The successful bidder after receiving the award letter of the contract shall submit his / her acceptance immediately along with the required performance security and also required to sign the service level agreement with ICMR failing which the matter will be taken up at the appropriate level.

ICMR shall have the right for replacement of any other parts on payment basis which are found defective at the time of inspection by the contractor before submitting his / her quotation or before taking over CAMC of the Photocopier Machines.

The firm has to inspect and service all the items, during CAMSC period even in the absence of any complaint from the users (preventive Maintenance).

- i. The contract can be terminated at any time, during the period of contract without any prior intimation.
- ii. In the event of a major breakdown the firm shall have to provide a stand –by machine in place of the faulty machine/equipment on same day or next day in the morning.
- iii. ICMR reserve the right to reject all the quotations without assigning any reason.
- iv. Quotations without earnest money will summarily be rejected except in case of MSME.
- v. GST as applicable shall be reimbursed to vendor/firm as per govt. norms.
- vi. Income tax TDS & GST TDS shall be deducted as applicable
- vii. The contractor will pay minimum wages as per Govt. norms to the Engineer appointed for CAMC work of ICMR.
- viii. In case of any mishandling with appointed Engineer for CAMC work, the contractor shall indemnify for all legal and financial applications.

- 9. PERFORMANCE SECURITY:** The successful bidder will have to submit a performance security equivalent of 10% of the contract value in the form of performance Bank Guarantee valid for 60 days beyond the end of CAMC period along with the acceptance of the CAMC. In case the performance security is not submitted by the successful bidder it will be presumed that the successful bidder is not fulfilling obligation of the contract. In case the performance of the successful bidder is found unsatisfactory during the period of contract or if there is any breach of terms and conditions of the contract due to his/ her fault the performance security will be forfeited and the contract for remaining period shall be cancelled. The performance security will be refunded to the contractor after satisfactory completion of the CAMC period, on receipt of his/her claim along with pre-receipt, duly signed by the

authorized signatory of the agency. Performance securities remaining unclaimed for three years will be cancelled, automatically and no further claim will be entertained.

10. Service Level Agreement: The successful bidder shall have to sign service level agreement with ICMR on Non-judicial stamp paper incorporating the terms & conditions. The stamp duty for the said contract will be paid by the contractor.

11. Fall Clause: In case it is found during the period of CAMC with ICMR that the successful bidder has concluded a CAMC for similar items under the contract on conditions similar to the ICMR contract at a price lower than the price offered to ICMR price, the contract price will be automatically reduced from that date for the remaining period of contract or contract shall be cancelled.

12. TERMS OF PAYMENT

No Advance payment will be made to the contractor. The performance of the contractor will be monitored/ assessed by the end user on Monthly basis. Accordingly the payment will be made on running of photocopier machine per page basis on monthly basis after certification of end user for satisfactory performance of the services rendered by the contractor. The payment for the same shall be subject to recoveries, if any.

Sum of all recoveries levied during the month shall however, be limited to the amount of monthly bill. Additional deductions, towards penalty shall be made from the amount of performance security/next invoice or from the pending bill.

ICMR officials will review the status of pending complaints with the Contractor from time to time. If it is found that many complaints (10 or more) requiring repair of Photocopier Units are pending for over a month, ICMR reserves the right to withhold the payment of Monthly bills temporarily till all pending complaints are cleared.

ICMR shall have the right of additional/deletion of machines either before the start of CAMC or at the starting of each quarter during the CAMC under intimation to the contractor and the payment will be made accordingly on pro-rata basis.

13. PENALTY: The break down maintenance call shall have to be attended within 2 hours and the equipment will have to be set functional within twenty four hours of the complaint, failing which the firm has to arrange for the alternative Equipment till the original gets repaired.

In case the standby Machine is not provided or the original Machine is not set right to put the same under satisfactory operation within 48 hours, a penalty may be charged @ 0.10% per day subject to a maximum of 10% of the CAMC charges of contract value for delayed period. The Contractor shall not subcontract the maintenance job to outside agency.

14. CHANGE OF LOCATION:

In case any **Photocopier Units** are required to be shifted from one place to another then all action for shifting from old location to new location shall be done by the Contractor without any extra charges under intimation to ICMR.

In case of shifting of the said machine outside the campus of ICMR, then also action for shifting from old location to new location shall be done by the Contractor, transport arrangement will be made available by contractor under intimation to ICMR.

15. PERIOD OF AWARD OF CONTRACT: The CAMC shall be awarded for a period of one year extendable on satisfactory report for further 2 years with the successful qualified lowest bidder.

If at any stage, the service of the firm is found not satisfactory, the ICMR reserves the right to terminate the contract along with forfeiture of the performance security.

16. HANDING OVER AFTER CAMC

The Contractor shall provide services for 10 working days from the date of the expiry of the contract without any extra cost, so that all the equipment under maintenance shall be handed over to the next Contractor in a smooth manner.

Any machine not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Contractor within the next 10 working days failing which the equipment shall be got rectified from alternative sources and the cost thereof shall be deducted from the last quarter CAMC payment.

17. ARBITRATION:

If at any time any dispute, doubt, difference or question arises with regard to the interpretation or meaning of any terms and conditions, prices etc. of this contract or in respect of the rights, duties and liabilities of the parties, hereto or in any way touching or arising out of these presents or otherwise in relation to the present contract, then every such dispute, difference doubt or question (except the decision whereof is herein expressly provided for) shall be referred to the arbitration of the sole arbitrator to be appointed by the Director-General, ICMR under the Indian Arbitration and Conciliation Act 1996 or any statutory modification re-enactments thereof and rules made there under for the time being in force shall apply to such arbitration. The venue of arbitration shall be the place from where the contract is finalized.

The ICMR reserves the right to accept or reject any or all tenders or part thereof without assigning any reasons.

ANNEXURE -I

Details of Photocopier Machines for CAMC:-

| S.No. | Room No. | Model No. |
|-------|-----------------------------|--------------|
| 1. | Hindi Sec. NIMS | iR-2016J |
| 2. | Room NO. 125 | iR-2420-L |
| 3. | Room No. 04 Gradge Building | iR-ADV-4245 |
| 4. | Room No. 118 | iR-ADV-4045 |
| 5. | Room No. 122, Finance | iR-2530 |
| 6. | Room No. 124 | iR-2016-J |
| 7. | Room No. 202 P& I | iR-ADV-4045 |
| 8. | Room No. 203 | iR-ADV-4245 |
| 9. | Room No. 204 | iR-2530 |
| 10 | Room No. 02 Garage Building | iR-3245 |
| 11 | Room No. 213 Library | iR-2530 |
| 12. | Room No. 319 | iR-ADV-4045 |
| 13. | Room No. 325 | iR-3530 |
| 14. | Room NO. 102 | iR-3530 |
| 15. | Room No. 403 | iR-ADV-4045 |
| 16. | Room No. 405 | iR -ADV-4045 |
| 17. | Room No. 407 | iR-3245 |
| 18. | Room No. 415 | iR-ADV-4045 |
| 19. | Room No. 416, HRS Div | iR-3245 |
| 20. | Room No.423 | iR-ADV-4045 |
| 21. | Room No. Tai build | iR-ADV-4045 |
| 22. | Guest House | iR-2420-L |
| 23. | E Gov. & Transport Deptt | iR-ADV-4545 |
| 24. | Room No. 413 | YAK- 01109 |
| 25. | Room No 104 | iR-ADV-4545 |
| 26. | Room No. 206 | iR-ADV-4545 |
| 27. | Room No. 326 | iR-ADV-4545 |
| 28. | Room No. 207 | iR-ADV-4545 |
| 29. | Room No. 203 | iR-ADV-4545 |

SAMSUNG PHOTOCOPIERS MACHINE

| S.No. | Room No. | Model No. |
|-------|---------------|-----------------|
| 1. | SBR DIVISION | SCX-8128 NA/XIP |
| 2 | STORE SECTION | SCX-8128 NA/XIP |
| 3. | D G OFFICE | SL-K4350 |
| 4. | HEAD ECD | SL-K3250NR/XIP |
| 5. | ECD-1 | SL-K3250NR/XIP |
| 6. | AUDIT | SL-K3250NR/XIP |

| S.No. | Room No. | Model No. |
|--------------|-----------------|------------------|
| 7. | A/CS-III | SCX-8128NA |
| 8. | ECD-III | SCX-8128NA |
| 9. | ADDI DG OGGICE | SL-4350LX/XIP |
| 10. | SR. DDG (A) | SL-K4350/XIP |

RICOH PHOTOCOPIERS MACHINE

| S.No. | Room No. | Model No. |
|--------------|-----------------|------------------|
| 1. | ROOM NO. 120 | 2501SP |
| 2. | ROOM NO. 214 | 2501SP |
| 3. | ROOM NO. 223 | 2501SP |

*Exact quantity may vary.

TECHNICAL & FINANCIAL BID

1. Name of the Company

2. Address (with Tele No. fax No. & e-mail)

3. Contact person Name and mobile number

(a) The number of years of experience in the trade_____

(b) The number of years of experience in Maintenance business_____

(c) Total value per year of maintenance _____ Business in respect of the last five years.

5. (a) Registration Number_____

(b) PAN Number_____

(c) Service Tax/GST Number_____

6. Details of Technical Manpower (Category-wise) –Degree Holders/Diploma Holders/Others

| S No. | Total Strength | Qualification | Length of Average Experience |
|-------|----------------|---------------|------------------------------|
| | | | |
| | | | |
| | | | |
| | | | |

7. Address of Workshop / Service Center with area of premises.

8. Whether owned/rented.

9. Name of Banker

10. Confirm the following :-

| | | |
|------|---|--------|
| I) | Whether the firm is in existence for over two years in the trade. If yes, necessary supportive document to be attached. | Yes/No |
| II) | Have you attached the copies of two CAMC contract in the last two financial years of Rs.5 lakh or more. | Yes/No |
| III) | Whether PAN number / GST Certificate copy is attached? AND have you attached copies of Business registration certificate. | Yes/No |
| IV) | Have you attached the complete details of the company address and contact person's details. | Yes/No |

| | | |
|----|---|--------|
| V) | Have you attached all the documents as required in the tender document. | Yes/No |
|----|---|--------|

FINANCIAL BID

Price Quote

| S.No. | Items/Equipments | Qty | Unit Price (Per page cost per machine) in fig | Unit Price (per page, cost per machine) in words | Total CAMC (exclusive tax) |
|-------|----------------------|---------|---|--|-------------------------------------|
| 01. | Photocopier Machines | 42 Nos. | | | |

Rate list of Spare parts (Please enclose separate list or price catalogue)

| S.No. | Spare Part Items | Rate (exclusive tax) |
|-------|------------------|----------------------------|
| | | |
| | | |

Declaration

I/We hereby certify that the information furnished above are true and correct to the best of my/our knowledge and belief. I/We understand that in case found any deviation in the above statement at any state then the bidding firm/company will be black-listed and will not have any deal in future.

Authorized Signature with Seal of Company.