

eFile No. Gen-21014/1/2019-General-MCA
Government of India
Ministry of Corporate Affairs

5th Floor, A-Wing, Shastri Bhawan,
New Delhi dated 9 . 01.2019.

LIMITED TENDER ENQUIRY

Subject: Comprehensive Service Maintenance Contract (CSMC) for 21 Canon/Toshiba/Kyocera make photocopy machines installed in the Ministry of Corporate Affairs at Shastri Bhavan as well as O/o DGCoA at Kota House Annexe, Lok Nayak Bhawan & Pt. Deendayal Antyodaya Bhawan, New Delhi

Sealed tenders are invited from reputed and financially sound firms for the award of Comprehensive Service Maintenance Contract (CSMC) of 21 Photocopy Machines installed in the Ministry of Corporate Affairs, at Shastri Bhavan as well as O/o DGCoA at Kota House Annexe, Lok Nayak Bhawan & Pt. Deendayal Antyodaya Bhawan, New Delhi for a period of one year from the date of award of contract, description of which are given below with terms & conditions enumerated in succeeding paragraphs. The tender has to be submitted following two bid system - Technical & Financial Bid should be in two separate covers with technical bid marked "TECHNICAL BID" and financial bid proposed marked as "FINANCIAL BID". Both envelopes shall be put in another bigger envelope superscribed "Quotation for Comprehensive Service Maintenance Contract (CSMC) of Photocopy Machines". The tender document can be obtained from the Section Officer (Genl.), Room No.511-B, 5th Floor, Shastri Bhavan, New Delhi on any working day during office hours. The tender document can also be down-loaded from the Ministry's website: www.mca.gov.in and Central Public Procurement Portal: www.eprocure.gov.in. The schedule of receipt opening of bids is as under: -

Last date & Time for receipt of bids	31.01.2019 upto 11:30 a.m.
Date & time for opening of technical bids:	31.01.2019 at 3:30 p.m.
Opening of Financial Bids of Technically qualified firms	: 04.02.2019 at 3.30 p.m. (tentative)

The quotations received will be opened at scheduled date & time in Room No. 526-A, 5th Floor, Shastri Bhawan, New Delhi in the presence of tenderers or their authorized representatives who would like to be present. The quotations received after the stipulated date & time will not be entertained. The successful tenderer will be required to sign a formal contract with the Ministry.

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(1) The Technical Bid should include the following detail:

- a. Details of company in prescribed Performa Annexure-I.
- b. Registration certification of firm.
- c. Copy of registration (GST etc.).
- d. Minimum average turnover required of last three financial years Rs. 25 lakh (as per cost of Ministry's machines)
- e. Proof of annual turnover shall be submitted in form of CA certified letter and last three years income tax clearance certificate shall also be attached.
- f. The company should not have been black-listed / debarred or its contract terminated in any ministries/ departments in past. The firm has to give declaration in this regard.
- g. Registered and Reputed firm having adequate experience, preferably 3 years, in the relevant field. Details of past experiences shall also be attached.
- h. Minimum 05 technicians on the pay rolls of the firm with qualification and experience of Photocopy machines. List should be attached with mobile no. of technicians of the firms.
- i. Earnest money of Rs. 50,000/- in favour of "Pay & Accounts Officer, Ministry of Corporate Affairs, New Delhi".
- j. Firm must be authorized service provider of either Canon, or Toshiba or Kyocera, without any authorization bid will not be considered. Except these companies another authorization will not be considered.

NOTE: If any of the details submitted by bidder are found to be incorrect / false then the firm will be blacklisted with the name of proprietor with wide circulation.

(2) **Financial Bid:-**

Rates should be quoted in prescribed Performa attached as Annexure-II on per machine per month basis.

General Conditions

- 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 periods. 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 tenderers.
- b) The Ministry reserves the right to accept or reject any tender, in whole or in part thereof, without assigning/ specifying any reason therefore.
- c) The Models of Canon/Toshiba/Kyocera Photocopier machines installed in this Ministry. The tenderers may note that these machines are installed in Shastri Bhavan as well as O/o DGCoA at Kota House Annexe, Lok Nayak Bhawan & Pt. Deendayal Antyodaya 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 and models may be added as per requirement of this Ministry on same rate.

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- d) The CSMC will remain valid for a period of one year from the date of award of contract and it can be extended as per GFR on satisfactory services basis.
- e) **The CSMC will include all spares and consumables (except operator, power and photocopy paper). The rates should be submitted on per machine per month basis which includes the cost of all the repairs, servicing, maintenance, preventive check-ups, all spare parts and all the consumable items including toner. The rate should be excluding of taxes and taxes may be as applicable.**
- f) **The rate will be firm and fixed during the contract period. No extra payment will be made at any cost.**
- g) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Authorized service provider of any one of companies viz. Canon/Toshiba/Kyocera. The firm will maintain the original configuration/ specification/characteristics/features intact which shall not be changed until and unless written approval/order of the authorized officer in the Ministry.
- h) 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 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.
- i) The firm will prepare separate logbooks for each of the machines to be taken under the CSMC. The firm will be required to carry out preventive maintenance on quarterly basis.
- j) **Payment will be made on monthly basis for which the firm will be required to submit typed bills/invoice supported with satisfactorily certification by the office of the concerned users.**
- k) 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.
- l) The Ministry reserves the right to cancel the contract at any time during the currency of contract, if the services of the firm are not found satisfactory or in case of violation of terms & conditions of the CSMC.
- m) 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.
- n) 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 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 beyond office hours and on holidays too. it will be the overall

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responsibility of the firm for maintenance of all the equipments and ensure that these remain in perfect working conditions.

- o) 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.
 - p) 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.
 - q) **The L-1 firm is required to deposit security amount of Rs. 2,00,000/- (Rupees Two Lakh only) in the form of FDR/Bank Guarantee in favour of Pay & Account Officer, Ministry of Corporate Affairs, New Delhi.**
 - r) If any damage is caused due to the mechanic of the contract awarded firm, cost of the same will be recovered from the firm.
- (3) It may again be noted that the decision of the Ministry would be final and binding in all respect and this Ministry reserves the right to accept or reject any or all tenders in full or in part without assigning any reason, whatsoever.

Yours faithfully,

(Hemant Verma)

Under Secretary to the Government of India

Copy to: e-Governance Cell for uploading on the website of the Ministry.

PROFORMA FOR TECHNICAL BID

[For CSMC of photocopy machines of Ministry of Corporate Affairs]

S.No.	Particulars	Details to be given by the bidder
1.	Firm's name and full postal address	
2.	Registration No. Of The Firms(Sole/Proprietorship/Partnership Public Limited/Private Limited)	
3.	EMD details (Amount, Name of Bank, Branch, DD. No. & dated)	
4.	Details of PAN & GSTIN No.	PAN: GSTIN:
5.	IT return of last three year (returns to be attached)	2017-18: Rs. _____ 2016-17: Rs. _____ 2015-16 Rs. _____
6.	Financial status i.e Annual turnover details (Certificate from CA to be attached)	2017-18: Rs. _____ 2016-17: Rs. _____ 2015-16: Rs. _____
7.	Particulars of names, Qualification, Experience of the Mechanics on roll(please furnish copies of certificates)	
8.	Certified copies of Annual Maintenance Contract received from Central Govt. Ministries/ Departments for three year or more	

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9.	Certified copy of authorized service provider of any photocopier company	
10.	Whether Company black-listed / debarred or not in any Ministries/Departments, be enclosed	

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.

I/We hereby undertake that we shall make good any loss/damage caused to Photocopy machines or any other property of the Government through our negligence. I/We also undertake that the decision of the Director (General), Ministry of Corporate Affairs in this regard as well as the matter of dispute arising due to the provision of this contract shall be final and binding on us. I/We undertake not to make any representation against the decision of the Ministry.

Signature

Name

Designation

Company

Address.....

Handwritten signature

PROFORMA FOR FINANCIAL BID

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 Gen-21014/1/2019-General-MCA dated _____. Accordingly, I/we hereby offer the following rate for Comprehensive Service Maintenance of photocopier machines:

Rate per machine per month for Comprehensive Service Maintenance Contract for photocopier machines (Including all spare parts and all the consumable items including toner)	Rate in figure _____ Rate in words _____
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I, on behalf of M/s _____, hereby declare that all the terms & conditions as mentioned in the letter for limited tender enquiry no. No Gen-21014/1/2019-General-MCA dated _____ of the Ministry of Corporate Affairs are fully acceptable to us.

Signature
Name
Designation
Company
Address.....

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