

INDIAN COUNCIL FOR CULTURAL RELATIONS
AZAD BHAVAN, IP ESTATE, NEW DELHI-110002

TENDER NOTICE

Subject: Comprehensive Service Maintenance Contract (CSMC) for 16 photocopier machines installed in Indian Council for Cultural Relations at Azad Bhavan, IP Estate, New Delhi.

Sealed online tenders are invited from reputed and financially sound firms for the award of Comprehensive Service Maintenance Contract (CSMC) of 16 Photocopier Machines installed in Indian Council for Cultural Relations at Azad Bhavan, IP Estate, New Delhi on as is where is basis, 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. The tender document can be downloaded from ICCR's website www.iccr.gov.in, CPP Portal www.eprocure.gov.in and Tender Wizard www.tenderwizard.com/ICCREPROC. The schedule of receipt opening of bids is as under:

1.	Date of Publishing of Tender	01/11/2019
2.	Last date & Time for receipt of bids	15/11/2019 at 13.00hrs.
3.	Date & Time for opening of Technical bids	15/11/2019 at 16.00hrs.
4.	Date & Time for opening of Financial bids	Will be intimated let to be technically qualified bidders

The quotations received will be opened at scheduled date & time in ICCR, 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 ICCR.

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. 5 lakh

- e) Proof of annual turnover shall be submitted in form of CA certified letter/ last three years income tax return certificate 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 03 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. 25,000/- in favour of "Indian Council for Cultural Relations, New Delhi".
- j) Firm must be authorized service provider of either Canon or Xerox. Authorisation certificate from OEM against this bid must be submitted alongwith the offer. 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.

Financial Bid:

Rates should be quoted in prescribed Performs 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 15 days of award of contract. 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) ICCR 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/Xerox Photocopier machines installed in the Council. The tenderers may note that these machines are installed in Azad Bhavan, New Delhi. However, the machines may be relocated depending on the requirement of this Council but no extra charges are payable on this account and some more machines and models may be added as per requirement of the Council on same rate.
- 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 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 mentioned extra as applicable as specified in Annexure II.

- 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 of the company for replacement. 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 Council.
- h) Immediately on award of the contract, the contractor would give a report taking over all equipments 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 Council in working condition on the expiry of the contract, in case any damage in the machines of the Council is found, Compensation which would be determined by the Council 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 quarterly 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) ICCR 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 rate 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 centre. 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 hour and on holidays too. It will be the overall 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 the Council.

- 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) Performance Security @ 10% of the order value shall be submitted by the L-1 bidder in the form of FDR/Bank Guarantee in favour of Indian Council for Cultural Relations, New Delhi which shall be valid up-to 60 days beyond the time period of AMC.
 - 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.
 - s) The machine can be supervised on any working day between 10.00 a.m. to 5.00 p.m.
3. It may again be noted that the decision of the Council would be final and binding in all respect in this ICCR reserves the right to accept or reject any or all tender in full or in part without assigning any reason, whatsoever.

4. Penalty and Liquidated Damages:

- i) If the firm does not attend to the complaint within 4 hours from the time of registration of complaints a penalty @ 5% of the value of AMC charges of the equipments would be imposed till it is not available for the use. If a sub assembly of the equipment fails, the penalty shall be applicable for the same scheduled item.
- ii) Penalty shall be levied @ 5% of the value of AMC charges for that equipment for each day.
- iii) If the fault is set right by replacing the defective sub assembly and equipments, the same should be re-installed after servicing within 7 days (if 7th day falls on holiday then next morning day). In case of default, penalty shall be levied at the rate of 5% of the value of the AMC charges for the scheduled item.

Annexure-I**PROFORMA FOR TECHNICAL BID**

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 financial years (returns to be attached)	2018-2019: 2017-2018: 2016-2017:
6.	Financial status i.e. Annual Turnover details (certificate from CA to be attached)/ITR may be enclosed.	2018-2019: 2017-2018: 2016-2017:
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	
9.	Certified copy of authorized service provider of any photocopier company	
10.	Whether Company black-listed/ debarred or not in any Ministry/ Department, 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, Indian Council for Cultural Relations 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 ICCR.

Signature:.....

Name:

Designation:.....

Company:

Address:

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 datedAccordingly, I/we hereby offer the following rate for Comprehensive Service Maintenance of photocopy machines:

S. No.	Make of Machine	Machine No./ Model	Rate Quoted including all items
1	Canon	IRA 4245	
2	Canon	IRA 4245	
3	Xerox	IRA 4245	
4	Xerox	WC-5335	
5	Xerox	WC-5335	
6	Canon	Advance 4245	
7	Xerox	WC-5335	
8	Xerox	WC-5335	
9	Canon	Image Runner 2535	
10	Canon	Image Runner 2535	
11	Xerox	WC-5335	
12	Xerox	WC-5335	
13	Canon	Image Runner 2535	
14	Xerox	Versa Link B 7030	
15	Canon	Advance 4245	
16	Xerox	Versa Link B 7030	
Total			
GST			
Grant Total			

Total AMC value in words (Including GST)

I, on behalf of M/s, hereby declare that all the terms & conditions as mentioned in the letter for limited tender enquiry No datedof the Council are fully acceptable to us.

Signature:.....
Name:
Designation:.....
Company:
Address:

Affidavit

I ----- s/o ----- resident of -----
----- Owner/Partner/Proprietor/Director of M/s -----
----- having its registered office at -----
----- do hereby solemnly affirm and declare the following: - That our
Firm/organization/company namely M/s -----has
never been black listed by any of our clients or by any government department.

Deponent

Verification

Verified at ----- on the ----- date ----- that the
contents of the above affidavit are true and correct to the best of my knowledge
and belief.

Deponent

ACCEPTANCE

I ----- son of ----- resident of -----
----- who is Proprietor/Partner/Director of M/s-----
----- have read and understood the contents of the
foregoing paragraphs with sound mind and without any pressure. If any
document or information furnished with tender is found forged or fabricated at
any time, the ICCR has full right to forfeit my/our EMD and Security Deposit
and cancel the agreement.

I am putting my signature and seal of the organization, as a token of acceptance
to the above.

Signature

Name

Designation

Seal

Date---

Place---

Signature of Tenderer

Seal

Affidavit

I ----- s/o ----- resident of -----
----- Owner/Partner/Proprietor/Director of M/s -----
----- having its registered office at -----
----- do hereby solemnly affirm and declare the following:- That there is
no ongoing criminal case / vigilance enquiry / labour dispute against the
firm/organization/company or its owners/ partners/ proprietors/directors and
he/she has never been convicted by any Hon'ble Court of law.

Deponent

Verification

Verified at ----- on the ----- date ----- that the
contents of the above affidavit are true and correct to the best of my knowledge
and belief.

Deponent

INDIAN COUNCIL FOR CULTURAL RELATIONS
AZAD BHAVAN, INDRAPRASTHA ESTATE, NEW DELHI-110002

Check List

S. No.	Particulars	Details	Page No.
1	Name of the Tenderer		
2	Type of Firm Proprietorship/Partnership Firm/Pvt. Ltd./Company/ Society Enclose relevant deed		
3	Name of Proprietor/Partners/ Director Enclose separate sheet		
4	Name and Address of the person legally authorized to sign Agreement, in case of Partnership Firm/Company		
5	Local Address		
6	Permanent Address:		
7	Telephone No. (Head /Local office) Mobile No. Fax No. /E-mail		
8	The annual turnover of the last three preceding years.		
9	Registration Certificate of GST and PAN		
10	Copy Of Adhar Card		
11	Earnest Money of Rs -----/= Bank Draft No. Date Banker's Name:		
12	Annexure –I Technical Bid		
13	Annexure -II separate sealed envelope subscribe at tender comprehensive service maintenance contract for photocopy machines		
14	An affidavit duly certified by a Notary that the firm or proprietary concern/ company has never been blacklisted.[Annexure-III]		
15	Annexure IV, Acceptance		
16	An affidavit duly certified by a Notary that there is no ongoing Criminal case /vigilance enquiry Labour disputes against the firm/ Partners/ proprietor /Director of the company and he/she has never been convicted or punished by any Hon'ble Court of Law . [Annexure-V]		
17	Total No. of Pages of Tender Documents, annexure and enclosures.		
18	Particulars of names, qualification, experience of the Mechanics on roll (please furnish copies of certificates)		
19	Certified copies of Annual Maintenance Contract received from Central Govt. Ministries/ Departments for three year or more		
20	Certified copy of authorized service provider of any photocopier company		
21	IT return of last three year (returns to be attached)		

Note: All the pages of Tender documents and its enclosures must be numbered and signed with stamp.

Date :

Name, Signature, address and Seal of Bidder