

तार का पता: "मिनीस्टील"

Telegraphic Address : "MINISTEEL"

सूचना का
अधिकार

सं० _____

No. _____

भारत सरकार
GOVERNMENT OF INDIA
इस्पात मंत्रालय
MINISTRY OF STEEL
उद्योग भवन
UDYOG BHAWAN

नई दिल्ली-110107

New Delhi-110107 dated 22nd April, 2015**Notice Inviting Tender**

Subject: To invite Online Bid for FULL SERVICE MAINTENANCE CONTRACT (FSMC) (including all spares and consumables) for Cannon/Sharp/Toshiba DIGITAL PHOTOCOPIER MACHINES".

Online Bid are hereby invited at Central Public Procurement (CPP) Portal (www.eprocure.gov.in) from reputed, experienced and financial sound companies/firms/agencies for award of FULL SERVICE MAINTENANCE CONTRACT (FSMC) (including all spares and consumables) for 40 Nos of Cannon/Sharp/Toshiba DIGITAL PHOTOCOPIER MACHINES". installed in the Ministry of Steel for the period of one year from the date of awarding the Annual Rate Contract (ARC).

2. The bid will be accepted as e-Tender (in two bids system-Technical Bid and Financial Bid) only and intending bidders must be registered with the Central Public Procurement (CPP) Portal.

3. The tender document contains the following enclosures:

- | | | |
|--------------|---|---|
| Annexure-I | - | Term and Condition |
| Annexure-II | - | Proforma for Technical Bid Submission |
| Annexure-III | - | List of Items (Proforma for Financial Bid Submission) |
| Annexure-IV | - | Details of Bank Account |
| Annexure-V | - | Instructions for Submission of e-Tender |

4. Important Dates for the invitation of aforesaid Online Bid:

- | | |
|---------------------------------------|-----------------------|
| ✓ Publish Date of Bid | - 22.04.2015 1.00 PM |
| ✓ Bid/Document Downloading Start Date | - 22.04.2015 1.30 PM |
| ✓ Bid Submission Start Date | - 23.04.2015 09.00 AM |
| ✓ Bid/Document Downloading End Date | - 25.05.2015 03.00 PM |
| ✓ Bid Submission End Date | - 25.05.2015 03.00 PM |
| ✓ Bid Opening Date | - 25.05.2015 03.30 PM |

5. **The Bid should invariably be accompanied by a Demand Draft of Rs. 5,000/- (Five Thousand only) in favour of 'Pay and Accounts Officer, Ministry of Steel' payable at New Delhi as Earnest Money Deposit (EMD). The bid received without the requisite EMD will not be entertained. The scanned copy of the Earnest Money Deposit (EMD) along with all requisite documents must be uploaded with the bid and original Earnest Money Deposit (EMD) should be **dropped in a sealed cover superscripted with 'FULL SERVICE MAINTENANCE CONTRACT (FSMC) (including all spares and consumables) for Cannon/Sharp/Toshiba DIGITAL PHOTOCOPIER MACHINES" installed in the Ministry of Steel' in the Tender Box fixed outside Room No. 64, Ministry of Steel, Udyog Bhawan, New Delhi on or before 25th May, 2015 by 03.00 P.M.****

6. Tender may also be downloaded from the website of the Ministry of Steel (www.steel.nic.in).

7. In case, any holiday is declared by the Government of India on the day of Bid Opening Date, the bid will be opened on the next working day at the same time.

8. The Ministry reserves the right to reject or select any bid without assigning reasons thereof.

(H. K. Wadhwa)

Under Secretary to the Govt. of India

अवर सचिव/Under Secretary

इस्पात मंत्रालय/Ministry of Steel

उद्योग भवन, नई दिल्ली

Udyog Bhawan, New Delhi

Phone:-23061243

Copy with request to upload it on the website of the Ministry of Steel to: NIC, Ministry of Steel

हिन्दी का प्रयोग उपेक्षित नहीं है, पत्र का उत्तर शीघ्र दिया जायेगा।

TERMS AND CONDITIONS

1. The contract will be valid for a period of 12 months w.e.f. award of the contract. However, the contract may be further extended as per the requirement of the Ministry for a period of six months or may be curtailed/terminated before expiry of this period owing to deficiency in service after giving one weeks' notice to the selected firm.
2. The firms are required to upload copies of the following documents along with the *Technical Bid* (information furnished by the firm for evaluation of technical bids) in .pdf format, failing which their Bids shall be summarily/uprightly rejected and will not be further considered:
 - (a) Scanned copy of Annexure-II (information furnished by the firm for evaluation of technical bids)
 - (b) Scanned copy of Earnest Money Deposit (EMD)
 - (c) Scanned copy of PAN Card
 - (d) Scanned copy of VAT/TIN//Sale Tax registration certificate
 - (e) Scanned copy of work experience certificate
 - (f) Scanned copy Annexure-IV (details of bank account of firm)
 - (g) Scanned copy of cheque from account furnished in Annexure-IV
 - (h) Scanned copy of financial statement of account of firm like Balance Sheet, Profit & Loss Account etc.
3. The firm is not black listed by any Government Ministries/Departments nor any criminal case is registered/pending against the firm or its owner/partner anywhere in India.
4. The firm should have a minimum 3 years experience in the operational area. List of present contracts having in three Government Departments may also be uploaded with the quotation
5. **Conditional bids** shall not be accepted. Making the lowest bid will not automatically result in a contract. The contract will arise only when the lowest bid is accepted by the competent authority and the said acceptance is communicated to the tenderer.
6. Overwriting or correction in any of the tender document is not permissible.
7. It will be the responsibility of the firm to ensure supply of genuine OEM spares parts (including all spares and consumables) of the photocopier machines and to keep the machines in working order all the times.
8. The number of photocopier machines may vary from time to time during the currency of the contract due to addition of new machines after warranty period or due to scrapping of old machines. As such, contract price may depend upon number of machines under FSMC.
9. Bidders may inspect the photocopier machines before bidding or quoting rates on any working days between 04.00 PM to 05.00 PM from 23.04.2015 to 30.04.2015. Bidders shall quote rates for all the machines and not a single machine.
10. The selected bidder will undertake service/repair of the photocopier machines in the presence of the user at the location of photocopier machines and provide a copy of call/service report to the user after getting his signature over it indicating the details of spare parts replaced and service provided by the engineer.

एच० के० अर्जुन/ K. WADHWAN/-
 अवर सचिव/Under Secretary
 इस्पात मंत्रालय/Ministry of Steel
 उद्योग भवन, नई दिल्ली
 Udyog Bhawan, New Delhi
 Phone:-23051243

11. The bidders should have at least one landline telephone connection and one mobile to lodge the complaint. The details of the same may be furnished in the bid (Annexure-II).

12. The bidder(s) shall be chosen on the basis of lowest bid price.

13. Bidder shall sign all pages of quotations, documents with seal/stamp of the firm etc. forwarded with the quotation.

14. Payment: The firm will prepare separate log books for each of the machines to be taken under the FSMC. Preventive maintenance with special cleaning of the Photocopier machine from outside and inside with liquid cleaner will be carried out on quarterly basis. The payment will be made on quarterly basis after execution of jobs satisfactorily on production of Pre-receipted typed bills alongwith copy of all job cards and satisfactory performance reports from the users preferable signed by Gazetted officer.

15. The selected Service Provider(s) will be required to maintain job card for each product under FSMC (including all spares and consumables) and lodge all complaints, action taken, parts replaced, time taken in rectification, etc. which shall be duly signed by the Engineer and users preferably by Gazetted officer.

16. Preventive maintenance:- The Service Providers will attend preventive maintenance at least once in a quarter of all machines. The corrective maintenance would be attended to promptly.

Penalty Clause

17. The selected Service Provider(s) shall be responsible for the trouble free working of the machines and their upkeepment for which no extra/additional charges shall be paid. The complaint shall be attended within four working hours. A penalty of Rs.200/- per day in case of down time of machine is more than 12 working hours shall be deducted from the bills of the contractor. In case of any damage to any system/machine during the maintenance by the contractor, the contractor will be fully responsible for the same and will require to pay full damages to the Ministry. In case, the contractor fails to maintain any machine within 15 days due to any reason whatsoever, it would be sufficient to conclude that the services of the contractor are not satisfactory and contract may be terminated forfeiting the Performance Security.

18. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the machine will be treated as continuously down. In that situation it will be construed that the services of the contractor are unsatisfied and the contract may be terminated leading to forfeiture of performance security.

19. The FSMC charges for the services provided under the contract by the tenderer shall in no event exceed the lowest price at which the tenderer provides the services of identical description to any person/organizations including the Ministry or any Ministry/Department of the Central or State Government or any statutory undertaking of the Central or State Govt., as the case may be, during the currency of the Contract. If any time during the said period, the tenderer reduces the service charges to any person/organization including the Ministry or any Ministry/department of the Central or State Govt., or any statutory undertaking of the Central or State Govt., as the case may be, at a price lower than the price chargeable under the contract, the tenderer shall forthwith notify and pass on such reduction to the department and the price payable under the contract for the service provided after the date of coming into force of such reduction shall stand correspondingly reduced.

20. The Ministry reserves the right to accept or reject any bid or cancel the tender proceeding without assigning any reason whatsoever.

एच० के० वाडवा / H. K. WADHWA
अवर सचिव / Under Secretary.3/-
इस्पात मंत्रालय / Ministry of Steel
उद्योग भवन, नई दिल्ली
Udyog Bhawan, New Delhi
Phone:-23031242

Arbitration Clause

21. Arbitration: In the event of any dispute or disagreement under or in relation to this Agreement or over the interpretation of any of the terms hereinabove contained or any claim or liability of the party, the same shall be referred to the sole Arbitrator to be nominated by mutual consent of both parties therein. The intending party will serve notice in writing upon the other party notifying its intention for appointment of Arbitrator. Should both parties fail to agree on by mutual consent, then Ministry will appoint the sole Arbitrator. The provisions of Arbitration and Conciliation Act, 1996 will apply. The arbitration proceedings will be held in New Delhi. The Arbitrator will give reasons for his award and the award passed by the Arbitrator shall be final and binding upon the parties herein. Such reference shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications or re-enactment there of including the rules framed there under.

22. **Force Majeure:** Notwithstanding the provision of the clause 21, the firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for breach, if and to the extent that, it's delay in performance or other failure to perform its obligation under the agreement is the result of an event of Force Majeure. For purpose of this clause, "Force Majeure" means an event beyond the control of the firm and not involving the firm's fault or negligence and not foreseeable. Such events may include, but are not restricted to, act of the 'Ministry' either in its sovereign or contractual capacity, wars or revolutions, fire, floods, epidemics, quarantine restrictions and freight embargoes. If the Force Majeure situation arises, the firm shall promptly notify the 'Ministry' in writing of such condition and the cause thereof. Unless otherwise directed by the 'Ministry' in writing, the firm shall continue to perform its obligation under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

23. All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi

Financial Conditions

1. Average Annual Turn Over of bidder firm during last three year, ending 31st March of the previous financial year should be at least of RS.6 lakh per annum. Documentary evidence to this effect i.e. copy of financial statement of account of firm like Balance Sheet, Profit & Loss Account etc. should be submitted alongwith the other requisite documents.

2. *Earnest Money Deposit (EMD) of 5000/- (Five Thousand only) in favour of 'Pay and Accounts Officer, Ministry of Steel' payable at New Delhi is to be dropped in a sealed cover superscripted with "FULL SERVICE MAINTENANCE CONTRACT (FSMC) (including all spares and consumables) for Cannon/Sharp/Toshiba DIGITAL PHOTOCOPIER MACHINES" in the Tender Box fixed outside Room No. 64, Ministry of Steel, Udyog Bhavan, New Delhi on or before 25th May, 2015 by 03.00 P.M.*

3. Earnest Money Deposit (EMD) of unsuccessful bidder will be returned on finalization of the Annual Maintenance Contract (AMC). No interest will be paid on EMD amount.

4. Earnest Money Deposit (EMD) of successful bidder will be returned after submission of the performance security. *Successful bidder shall submit the performance security of Rs.10,000/- (Ten Thousand only) by way of Fixed Deposit (FD) which will be refunded on satisfactory completion of the contract. No interest will be paid on performance security deposit.*

एच० के० एच० एच० एच०
अवर सचिव/Under Secretary: 4/-
इस्पात मंत्रालय/Ministry of Steel
उद्योग भवन, नई दिल्ली
Udyog Bhavan, New Delhi
Phone:-23051243

5. *No exemption will be given to any firm with regard to deposit Earnest Money Deposit (EMD). However, The firms who are exempted from submission of Earnest Money Deposit (EMD) shall be dealt as per General Financial Rules, 2005 subject to submission of an undertaking from the firm seeking such exemption. Copies of relevant certificates/documents regarding such exemption should be submitted alongwith the bid.*

Yours faithfully,



(H. K Wadhwa)
Under Secretary(GA)
T.No.O11-23061243

एच० के० वधवा / H. K. Wadhwa
अवर सचिव / Under Secretary
इस्पात मंत्रालय / Ministry of Steel
उद्योग भवन, नई दिल्ली
Udyog Bhawan, New Delhi
Phone:-23061243

INFORMATION FURNISHED BY THE FIRM FOR EVALUATION OF TECHNICAL BIDS

Sl.NO.	Particulars	To be filled by the Bidder	
1.	(a) Name of the Firm		
	(b) Address of the Firm		
	(c) Name of the Proprietor		
	(d) Telephone No.		
	(e) Mobile No.		
	(f) Email Address		
2	PAN Number (copy to be enclosed)		
3	TIN Number (copy to be enclosed)		
4	Service Tax Registration Number (copy to be enclosed)		
5	List of at least three Govt. Ministries/Departments showing experience in the field (copy to be enclosed)		
6	Annual Turn over (In Rs.) (copy of financial statement of account like balance sheet, profit and loss account etc. to be enclosed) (Average Annual Turn Over during last three financial years should be at least of Rs. 6 lakh Per annum.	Year	Annual Turn Over (in Rs.)
		2011-12	
		2012-13	
		2013-14	
7	Details of EMD (i) Amount (ii) DD No (iii) Date (iv) Issuing Bank		
8	Whether terms and conditions of the tender is acceptable?		

It is certified that the above information are true and correct to the best of my knowledge and belief. It is also certified that the firm is not black listed by any Government Ministries/Departments nor any criminal case is registered/pending against the firm or its owner/partner anywhere in India.

Further it is certified that I/we have read and understood the terms and conditions of the Notice Inviting Tender NO. 21014/1/2015-Ad (G) dated 22nd April, 2015 and will abide by them till the completion of the contract period.

(Signature of the authorized person)

Date:

Name;

Place:

Designation

Seal

Note: Any bid received without all the details and the certificate dully signed with the seal of the firm will be treated as incomplete and unresponsive bid and therefore bid will be summarily/uprightly rejected and financial bid will not be opened.

एच० के० वधवा / H. K. WADHWA
अवर सचिव / Under Secretary
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Udyog Bhawan, New Delhi
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Financial Bid Form

Sl. No.	Description of Machine	No. of Machines to be covered under AMC	Rate per page (In Rs. or Paise)
01	Cannon 3530L	31	
02	Cannon 2525		
03	Cannon 4025		
04	Cannon 2320L		
05	Cannon 2022N		
06	Cannon 2525		
07	Cannon 4025		
08	Cannon 2320L		
09	Cannon 2320L		
10	Cannon 4025		
11	Cannon IR3225		
12	Cannon 4225		
13	Cannon 2320L		
14	Cannon 4045		
15	Cannon 4025		
16	Cannon 2320L		
17	Cannon 4245		
18	Cannon 2320L		
19	Cannon 3530L		
20	Cannon 4225		
21	Cannon 2320L		
22	Cannon 2320L		
23	Cannon 4045		
24	Cannon 2320L		
25	Cannon 4245		
26	Cannon 2318L		
27	Sharp AR5127	7	
28	Sharp 205		
29	Sharp 205		
30	Sharp 420U		
31	Sharp 5127		
32	Sharp 420U		
33	Sharp 420U		
34	Toshiba 167	2	
35	Toshiba 167		
	Total	40	


 एच० के० वधवा / H. K. WADHWA
 अवर सचिव / Under Secretary
 इस्पात मंत्रालय / Ministry of Steel
 उद्योग भवन, नई दिल्ली
 Udyog Bhawan, New Delhi
 Phone:-23051243

DETAILS OF BANK ACCOUNT

(Real time Gross Settlement(RTGS)National Electronic Fund Transfer (NEFT) facility for receiving payments)

Sl.No.	Particulars	To be filled by the bidder
1.	Name of Account Holder	
2.	Address of Account Holder	
3.	Name of the Bank	
4.	Name and Address of the Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account Number	
8.	Type of Account	

I, hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the user institute responsible.

Date:


Name:

Place:

Designation

Seal

Note Please attach a photocopy of the cheque.


 एच० के० वधवा / H. K. WADHWA
 अवर सचिव/Under Secretary
 इस्पात मंत्रालय/Ministry of Steel
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 Udyog Bhawan, New Delhi
 Phone:-23051242

Instructions for Submission of e-Tender(in two bids system-Technical Bid and Financial Bid)

As per the directives of Department of Expenditure, Ministry of Finance, this tender document has been published on the Central Public Procurement (CPP) Portal (www.eprocure.gov.in). 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 submission of e-Tender through the CPP Portal. More useful information for submitting online bids on the CPP portal may be obtained at www.eprocure.gov.in/eprocure/app

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the CPP Portal (<https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrolment". Enrolment on the CPP Portal 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 (DSC) (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 DSCs 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.

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 they should be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.
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" 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.


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SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that he/she 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 either details of the instruction.
4. ***Bidder should upload their Technical Bid (information furnished by the firm for evaluation of technical bids given in Annexure-II) and Financial Bids (information furnished by the firm for evaluation of financial bids given in Annexure-III) alongwith the other requisite document in .pdf format.***
5. 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.
6. 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.
7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bids, 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.
9. ***The e-Tender has been invited under two bids system (Technical Bid and Financial Bid).*** The interested firms are advised to submit their bids-Technical Bid and Financial Bid "on-line" by visiting the Central Public Procurement (CPP) Portal (www.eprocure.gov.in).The bids will be accepted as e-Tender only i.e. the bidders will submit their bids on the e-Procurement Portal, in an encrypted format. Possession of valid Digital Signature Certificate (DSC), valid e-mail address and registration of the Firm on the Central Public Procurement (CPP) Portal are pre-requisite for e-tendering.
10. Bidder should prepare the Earnest Money Deposit (EMD) as per the instructions specified in the tender document. The original should be dropped in a sealed cover superscripted with 'FULL SERVICE MAINTENANCE CONTRACT (FSMC) (including all spares and consumables) for Cannon/Sharp/Toshiba DIGITAL PHOTOCOPIER MACHINES" in the Tender Box fixed outside Room No. 64, Ministry of Steel, UdyogBhavan ,New Delhi on or before the last date of bid submission. The details of the Demand Draft, physically sent, should tally with the details available in the scanned copy and the date entered during bid submission time. Otherwise the uploaded bid will be rejected.
11. The firms who are exempted from submission of Earnest Money Deposit (EMD) shall be dealt as per General Financial Rules, 2005 subject to submission of an undertaking from the firm seeking such exemption. Copies of relevant certificates/documents regarding such exemption should be submitted alongwith the bid.

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12. The firms are required to upload copies of the following documents along with the *Technical Bid* (information furnished by the firm for evaluation of technical bids) in .pdf format, failing which their Bids shall be summarily/uprightly rejected and will not be further considered:

(a) Scanned copy of Annexure-II (information furnished by the firm for evaluation of technical bids)

(b) Scanned copy of Earnest Money Deposit (EMD)

(c) Scanned copy of PANCard

(d) Scanned copy of VAT/TIN//Sale Tax registration certificate

(e) Scanned copy of work experience certificate

(f) Scanned copy a Annexure-IV (details of bank account of firm)

(g) Scanned copy of cheque from account furnished in Annexure-IV

(h) Scanned copy of financial statement of account of firm like Balance Sheet, Profit & Loss Account etc.

13. Conditional and incomplete bids shall not be considered and will be treated as un-responsive bid and rejected out-rightly at the very first instance.

14. The Ministry of Steel reserves the right to annul any or all bids without assigning any reason.



(H. K. Wadhwa)

Under Secretary to the Govt. of India
एच० के० वधवा / H. K. WADHWA
अवर सचिव / Under Secretary
उद्योग विभाग / Ministry of Steel
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