

National Health Systems Resource Centre (NHSRC)

NIHFW Campus, Baba Gangnath Marg, New Delhi – 110067

Tel. +91-11-26108983, 84, 92, 93. Fax: +91-11-26108994

Website: www.nhsrcindia.org

File No:NHSRC/2019-20/TENDER/PHOTOCOPYINGMACHINE/AMC 06/05/2020

TENDER DOCUMENT FOR INVITING TENDER FOR HIRING OF PHOTOCOPY MACHINE WITH ANNUAL MAINTANANCE CONTRACT (AMC)

Tender Fee –500/- (Fee exempted for MSE vendors)

On behalf of the Executive Director, NHSRC, the Indenter, Sealed Tenders are invited for hiring in a **Two Bid System** from reputed and experienced agency/companies having experience in the above mentioned services for the last three years to any Central / State Govt. organization or a large Public Sector Undertaking or reputed private organization in Delhi strictly subject to the Terms and Conditions of the Contract as notified in the tender document available on the official NHSRC website www.nhsrcindia.com for use in the NHSRC, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi -110067. Eligible and interested agencies may send by speed post / courier/ registered post or drop in tender box held at reception of NHSRC their Tenders by 27 May 2020 to **The PAO, NHSRC, NIHFW Campus, Baba Gangnath Marg, Munirka, New Delhi – 110067.**

Any query prior to Pre-bid meeting may be raised to mail: nhsrc.india@gmail.com and Tele Phone :011-26108983

Schedule to the Invitation of Tender : Hiring-cum-AMC of a Photocopying machine

1.	Tender document download/Sale date/time	:	10:00 hrs 06 May 2020
2.	Pre bid meeting	:	12:00 hrs (PM). On 18 May 2020
3.	Tender document download/sale end date/time	:	14:00 hrs. On 27 May 2020
4.	Last date and time for receipt of bids	:	15:00 hrs. on 27 May 2020
5.	Date and time for opening of Prequalification-cum-technical bid	:	15:30 hrs. On 27 May 2020
6.	Service to be provided	:	Printing of various kinds of material.
7.	Period / Extension of contract	:	Up to 31 March 2021 from the date of Award of contract with an option of extension for a further period of three years at the same rate, terms and conditions subject to provision of satisfactory services and at the sole discretion of NHSRC.
8.	Validity of tender offers	:	180 days from date of opening of prequalification-cum-technical bid.
9.	Bid Security (EMD) total estimated value	:	INR – 25,000/- (Exempted for MSE vendors)
10.	Performance Security total cost of Bid (for Finalised Bidder only)	:	7% of total amount of bid on each award of work to finalised bidder.

1.0 INSTRUCTIONS TO THE TENDERER

1.1 Sealed quotations are invited in single part on behalf of Executive Director, NHSRC, New Delhi for supply, installation and commissioning of a high speed A-4 & A-3 size Digital Photocopier machine along with a compatible voltage stabilizer on Hiring – cum – Annual Maintenance Contract basis at our premises for a period of 12 months. (Extension subject to satisfactory services).

1.2 The tender document shall be submitted by the tenderer in a sealed envelope. Full name and address of the tenderer shall be written on the bottom left hand corner of all the sealed envelopes 'Tender No.' name of the work, date and time of opening shall be indicated on the right hand corner of the envelope. The tenders will be addressed to **The PAO, NHSRC, NIIFW Campus, Baba Gangnath Marg, Munirka, New Delhi – 110067** up to due date and time as given in the tender notice.

1.3 Tender received after due date and time shall be rejected without assigning any reasons. The tenderers are requested to submit their tenders in person.

1.4 The tender document in which the tender is submitted by the tenderer will become the property of the company and the company shall have no obligation to return the same to the tenderer.

1.5 The tender/offer shall be typed or written with indelible ink in English or Hindi in his own letter head.

1.6 The employer does not bind themselves to accept the lowest tender and reserves the right to reject any or all the tenders without assigning any reason whatsoever.

1.7 Every tenderer is expected, before quoting the rates to go through requirements and condition of contract and inspect the site to be acquainted with the work.

1.8 Corrections where unavoidable shall be made by crossing out and rewriting and attested with full signature of the tenderer or his representative who is signing the offer.

1.9 Full information regarding tenderer such as full name, postal address, PAN number, GST registration number and phone number are required to be furnished.

1.10 Canvassing in connection with the tenders in any shape or form is strictly prohibited and tender and tenders submitted by such tender who oust to canvassing shall be liable for rejection.

1.11 In case of any doubt regarding the tender document, the tenderer may submit to the official inviting tender a written request for the same before closing date of the tender. Any interpretation or clarification of the tender documents by formal amendments, if issued by the official inviting tender, shall be final and valid and binding on the company and tenderers. The clarification will be issued to all tenderers who have purchased the documents.

1.12 The company reserves the right to postpone the date of receipt and opening of tenders or cancel the tenders without assigning any reason whatsoever.

1.13 The tenders will be opened on due date and time in the presence of attending tenderers. The representative attending the opening of the tender shall have authorisation and signature attested by the person who has signed the tender.

1.14 The tenderer shall submit the offer in the format prescribed in this document and the signed copy of the terms and conditions as a token of acceptance. Otherwise the tender may be considered incomplete.

1.15 NHSRC reserve the right to cancel the tender at any time without citing any reasons and also cancel the any bids if found any kind of irregularities, amendments, duplication or at any stage with the approval of ED, NHSRC.

2.0 GENERAL TERMS AND CONDITIONS

2.1 The contractor shall submit his offer in the prescribed format as given in NIT.

2.2 The contractor may submit the past records of experience of similar jobs if any (Copy of Work Order)

2.3 The scope of work will be as shown elsewhere in the tender document.

2.4 The Executive Director, NHSRC reserves the right to terminate the contract at any time without assigning any reason whatsoever.

2.5 The contractor shall employ only competent, skilful and orderly work men to perform the installation, preventive and breakdown maintenance job (without any further charges)

2.6 The contractor shall carry out the complete the work in every respect in accordance with the contract.

2.7 No escalation shall be payable during the contract period.

2.8 The contractor shall arrange the instruments, tools, tackles required for the installation and maintenance work.

2.9 In case of any dispute, the decision of Executive Director, NHSRC will be final and binding.

2.10 The courts in Delhi will have the jurisdiction to deal with any legal matters or dispute.

2.11 The offer shall be valid for 120 days from the date of opening of the offers and the rates shall be firm.

2.12 In case of non-working of machine completely 02 days the new machine to be provided with immediate effect. In case of delay the fine as applicable will be charged.

3.0 SPECIAL TERMS AND CONDITIONS

3.1 NHSRC will offer space for installation of the equipment, power connection, paper and operator free of cost. The equipment will be operated by NHSRC.

3.2 The equipment will be provided by the successful bidder at his cost. The equipment will also be maintained by the bidder at site so as to ensure at least 90% availability on

quarterly basis. The bidder shall provide all the spare parts, consumables (except power and paper) for trouble –free operation of the equipment throughout the contract period.

3.3 The A4 /A-3 size Digital Copier will be under Hiring – cum- Annual Maintenance Contract (AMC) for a period of 12 months so as to ensure 100% equipment availability.

3.4 Regular maintenance service will be provided during general shift of NHSRC's working hours (10am to 5pm) on weekdays only.

3.5 In the event of breakdown the party shall ensure that the fault will be attended within one day from the date/time of intimation by NHSRC on phone or through letter.

3.6 The above machine should be able to handle work load of at least 20000 (twenty thousand) copies per month.

3.7 The rate of hiring – cum- AMC will include hiring charges of equipment including its comprehensive insurance, cost of the maintenance services, all the spares and consumables (except paper, power and operator) required for trouble free operation of the equipment and will remain fixed throughout the contract period.

3.8 The bidder may quote rate on per copy basis for different outputs.

3.9 The bidder may undertake a comprehensive insurance against theft damage, fire or any other item that is considered necessary for ensuring safety of his equipment.

3.10 The machine shall have an inbuilt facility of Printing, Scanning (in all format), Internet connectivity and latest all facility along with following type of automatic copying in single operation: -

- a) Copying from single side original to single sided copies.
- b) Copying from single side original to two sided copies
- c) Copying from double side original to single sided copies
- d) Copying from double side original to two sided copies

3.11 The machine must have facility for reduction and enlargement from 50% to 200% with 1% incremental or detrimental option.

3.12 The machine must have arrangement for automatic document feeding and sorting.

3.13 The copy should be clear, dark, sharp and good consistent quality.

3.14 The copy density control should be such that a good resolution copy even from dirty and grey originals is obtained.

3.15 The successful bidder shall carry out and complete the work in every respect in accordance with the contract. No subletting of work as a whole or part by the bidder is permissible.

4.0 COMMERCIAL TERMS AND CONDITIONS

4.1 No advance will be paid

4.2 Pre-receipted and signed bills shall be submitted for payment in duplicate.

4.3 Paying authority will be PAO & ED, NHSRC.

4.4 Payment will be made through "E" payment, Bank transfer i.e. money will be deposited directly into the account of the successful bidder. Necessary formalities will be made after placement of order.

4.5 Payment will be made within 30 days from the date of submission of the bill. Penalty for any shortfall from the uptime guaranteed (i.e. 100% availability) will be deducted from the billed amount for that quarter on pro-rata basis.

4.6 Payment will be made after deducting the taxes as per existing rules (income tax, service tax and any other tax) at source unless an exemption letter issued by the concerned department is furnished. A certificate for the above deduction will be issued at the end of the financial year. GST registered parties are required to upload their invoices in their GSTR-1 before claiming their bills from NHSRC.

4.7 In case of failure on the part of contractor's role during the contract period the employer has the right to get the work done by any other party and employer shall deduct the charges payable for the service from your bills.

4.8 If any sum found due and payable to employer from the contractor in connection with this contract or any other contract, the employer shall have the right to deduct the amount due from the bills of the present contract.

4.9 The successful contractor should submit the GST Registration Number if he is GST registered. In case of exemption from payment of GST the bidder shall clearly indicate the reasons.

4.10 A penalty of 0.5% of the ordered value will be imposed for delay of a week or part there of subject to a maximum of 10% of the value, if the machine is not commissioned in due time as per Work Order. GST will be charged extra and LD to be borne by the party.

4.11 The tenderer shall submit an earnest money as specified elsewhere along with of the tender. If earnest money is not submitted along with of the tender, the offer shall be out rightly rejected without reference on the subject. EMD shall be refunded to the unsuccessful tenderer immediately after finalization of the tender. The EMD of the successful tenderer will be converted to security deposit. The earnest money will not carry any interest. MSE agencies are exempted for EMD and Tender Cost.

4.12 Security deposit: - Initial security will be 7% of the annualized value of contract amount and should be submitted, after adjusting the EMD, within 28 days from the date of receipt of LOI by the L1 bidder in the form of account payee demand draft in favour of National Health Systems Resource Centre, New Delhi. Total security and retention money will not exceed 10% of the annualized value of contract amount and will not carry any interest. The security deposit will be released after successful completion of work on application.

4.13 Penalty: The party should guarantee 100% availability (uptime) for the machines on daily basis. Machine downtime will be reckoned only during the working hours i.e. 08.00 hours to 19.00 hours (11 hours) of working day would be excluded. For example, if the

down time starts at 12.00 hours on a day and extends up to 11.00 hours the following working day, the downtime would be calculated as below :-

From 12.00 hours to 17.00 hours on the first day = 5.00 hours

From 10.00 hours to 11.00 hours on the second day = 1.00 hours

Total down time = 6.00 hours.

The downtime period will start from the time and date of reporting the complaint to the party. The availability percentage will be calculated for each month. Penalty will be imposed on pro-rata basis, if the availability falls below 90%. Thus : -

$$\text{Penalty} = \frac{(90\% - \text{Actual availability}) \times (\text{Bill Amount})}{90\%}$$

Actual availability percentage of each machine will be calculated as follows : -

$$\text{Actual availability} = \frac{(\text{No of working days in the quarter} \times 7) - (\text{Downtime hours during the quarter})}{(\text{Number of working days in the quarter} \times 7)} \times 100$$

4.14. In case the photocopying machine/s is/are down for the day, the penalties will be imposed @ 3% (of total billed amount of that month) per day as per machine down conditions. If the photocopying machine/s is/are down for more than 20 days, the bills amount to be treated as NIL and the contract may be terminated. Subsequently, the security money will also be forfeited.

4.15 Bonus: No bonus or additional sums shall be payable

5.0 SCOPE OF WORK

The supply, installation, annual maintenance (including supply of spares, consumables), comprehensive insurance etc. of A-4 & A-3 size Digital copying machine along with compatible voltage stabilizer for 12 months in NHSRC premises.

6.0 All disputes are subject to Delhi Court Jurisdiction only.

7.0 Taxes and Duties

i. Goods and Service Tax (GST): GST will be payable extra as per prevailing GST Rules. Bidders have to clearly indicate GST rates applicable (SGST, CGST, IGST) in Price Bid/BOQ.

ii. If the tenderer is exempted from buying from paying the GST or Bidder has opted for GST under Composition scheme, the same must also be confirmed with valid documentary evidence.

iii. Input Tax Credit (ITC): Set off against ITC of GST will be considered while arriving at Landed cost vis-a-vis ranking of the firms.

iv. In the event of placement of supply order, supplier should comply all the GST provisions for availing ITC (by CMPDI).

v. In case of failure of the supplier to comply GST provisions for availing ITC (by NHSRC), the supplier has to pay the amount to NHSRC and also NHSRC will have the right to recover the amount from any payment due to supplier.

ANNEXURE - I**Checklist for Pre-Qualification cum Technical Bid**

Tender reference No. _____ Due for opening on:

Name of the Service _____ No's: - _____

Following documents are required to be submitted in the Pre- Qualification cum Technical Bid in a Sealed Envelope. Super scribed "TECHNICAL BID"

S. No.	Items to be submitted	Remarks
1.	Covering letter indicating the list of all enclosures.	
2.	Original/downloaded tender document duly filled in, signed and stamped by the bidder or his authorized representative of the bidder.	
3.	Additional Information of the Bidder duly signed by the bidder or authorized representative of the bidder in the Proformas and format as given in Appendix-I	
4.	Latest /Valid Authorization from the Principal Company/Manufacturer to the bidder for its brands/products;	
5.	Bid Security (EMD) Appendix-II	
6.	Refund of Bid Security (EMD) Appendix –III	
7.	Attested Copies of following Appendix -IV i) Income Tax Return for the last three years alongwith audited documents (Financial year 2016-2017, 2017-2018 & 2018-2019) ii) PAN Card iii) Service Tax/ GST Registration Certificate and latest challan of Service Tax/GST iv) Certificate from the State Transport Authority	
8.	Undertaking to accept Terms and Conditions of the Tender document and to comply with them as per Appendix V (on Non-Judicial stamp paper of denomination of Rs. 50/-)	
9.	Proof of successfully providing of the similar services i.e. certified copies of the work order for providing similar services for any other Govt. Institutions or reputed private institutions in Delhi or NCR in the recent past (during last five years) along-with endorsement from the concerned Institution. Annexure VI	

SIGNATURE OF BIDDER
(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm

(FOR OFFICIAL USE ONLY)

Bid (PQB) Accepted for further processing.

*** Bid rejected (Reasons for rejection.....)**

Appendix– I

TECHNICAL BID

Additional Information

(To be submitted in PAO, NHSRC, NIHFV Campus, Baba Gang Nath Marg, New Delhi, so as to reach before the last date and time of the closing of the bid)

Due for Opening on (Time): _____

Item Name & Tender Number: _____

1. Name & Address of Bidder/ Indian Agent:

2. Name & Address of Local Service Station /
Maintenance branch of the Bidder:

3. Income Tax Permanent Accounts Number(PAN) of the bidder:

4. Name & Address of Banker of the Bidder:

5. Business Name and constitution of the Bidder firm.

Also state if the firm is registered under

- i) The Indian Companies Act, 1956
- ii) The Indian Partnership Act, 1932
- iii) Any other act,
- iv) If not (privately owned) who are the owners.
(Please give full Names and Address)

6. For partnership firms state whether they are registered or not registered under Indian Partnership Act.1932. Should the answer to this question by a partnership firm be in the affirmative, please state further: -

(i) Whether by the partnership agreement authority to refer disputes concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender.

(ii) If the answer to (i) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tender to refer dispute concerning business of the partnership to arbitration.

7. State whether business dealing with you has been banned by any Central/ State Government Organization? If so, give details.

Signature of witness

Full Name and Address of Witness

Signature of Bidder

1. Full name & address of the
Person signing (In BLOCK
LETTER)

2. Whether signing as Proprietor/
Partner/Constituted Attorney /
duly authorized by company.

Appendix-II

Bid Security (EMD)

Tender for. _____ Due for opening on:

Name of the Service _____

Bid Security (EMD) as required by this Tender Enquiry is being submitted in the form of Demand Draft/ pay order/ favouring the **“National Health Systems Resource Centre”** payable at Delhi and duly discharged in his favour in advance.

Details of Demand Draft/Pay order attached:

No. _____ Dated _____

Drawn on (Bank) _____

Amount _____

**SIGNATURE OF BIDDER
(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm**

Refund of Bid Security (EMD)

Received with Thanks from “**National Health Systems Resource Centre**” as refund of Bid Security (EMD).

Details of Demand Draft/Pay order are:

No. _____ Dated _____

Drawn on (Bank) _____

Amount _____

**SIGNATURE OF BIDDER
(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm**

Appendix - IV**Income Tax Return & PAN Number**

Tender _____ Due for opening on:

Name of the Service _____

Self-Attested Copies of IT Return & PAN Number, as required by this Tender Enquiry is being submitted along with this tender as per details given below: -

	Remarks
Copies of Income Tax Returns alongwith audited documents for the Assessment for last three years.	
Copy of Permanent Account Number(PAN)	
Copy of Service Tax / GST Registration Number	

**SIGNATURE OF BIDDER
(PROP. / Partner/ Authorized Signatory)**

Name & Address with Seal of the firm

UNDERTAKING

(To be submitted on Rs. 50/- stamp paper)

Declaration by the Bidder

I/We _____ hereby declare that:

1. I/We am/are the provider of photo copier machine against hired basis duly registered as agency for providing photo copy machine have examined the above-mentioned tender document including amendment/corrigendum (if any) the receipt of which is hereby confirmed.
2. I/We do hereby offer to provide the photo copy machine at the prices and rates mentioned in the price bid.
3. I/We agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
4. I/We have carefully read and understood all the Terms and Conditions of the tender and shall abide by them.
5. I/We agree for the all clauses and payment terms & conditions of this tender enquiry. In case any condition put forth by us is against the terms & conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
6. I/We agree that in the event of any dispute or differences, the decision of the Executive Director, NHSRC New Delhi shall be final and binding on me/us.
7. The tender document has been downloaded from the official website i.e. www.nhsrcindia.org in for bidding purpose and is a true copy of the original.
8. I/we hereby undertake that none of my relative (s) as defined in Disclaimer Clause of Annexure I is/are employed in NHSRC.

SIGNATURE OF BIDDER

**(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm**

Appendix - VI**BID FOR HIRING OF PHOTO COPY MACHINE****(TO BE FILLED IN BY THE BIDDER)**

A. 1. (a) Name of the Firm _____

(b) Address of the Firm _____

2. Earnest money deposited vide Demand Draft/ pay order
 No. _____ dated _____ for
 Rs. _____/- is enclosed herewith.

3. Details of photo copy machine proposed to be ;

Photo Copy Machine No.	Model Year	Facilities	Remark

(b) Total No. of photo copy machine can be supplied additionally at any time.

4. (a) Whether any work of Govt. or Semi Govt. Dep't. or Reputed Private Organization has been done in previous year Y/N _____

(b) If yes, furnish full details _____

Note:

1. Fitness certificate of the photo copy machine from Authorised agency is to be produced by the firm at the time of deployment.

SIGNATURE OF BIDDER
(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm

***Note :- Mandatory before award of contract to the finalised bidder. Failure will lead to forfeited of EMD.**

ANNEXURE- I**FINANCIAL BID**

The bidder shall submit his price bid in the format given below:-

Sl. No.	Particulars	Minimum Qty per month	Unit Rate (Rs.) per Month	Total cost (Rs.)
1	Supply, installation, commissioning, of A-4/A-3 size digital photocopying machine with suitable stabilizer, maintenance including supply of spares, consumables, along with Comprehensive insurance of the machine on hiring cum annual maintenance basis for 12 months	10,000 copies		
2	For extra per page more than 10000 pages	As required	(for each copy)	
GST@18 %				
TOTAL				

I agree with all the terms and conditions mentioned in the tender including payment terms.

Place :

Date :

Signature & Seal of the Bidder