

## **National Health Systems Resource Centre (NHSRC)**

NIHFW Campus, Baba Gangnath Marg, New Delhi-110067

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Website: [www.nhsrcindia.org](http://www.nhsrcindia.org)

On behalf of the Executive Director, NHSRC, Sealed Tenders are invited for hiring in a Two Bid System for an Annual Rate Contract for Hiring of Photocopy Machines 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](http://www.nhsrcindia.com) for use in the NHSRC, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067. Eligible and interested agencies may send their Tenders to The Principal Administration Officer, National Health System Resource Center, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi – 110067. On or before 15.00 hrs on 31 May 2024.

### **Schedule to the Invitation of Tender**

1.	Tender document download/Sale date/time	:	1000 Hrs. onwards 11 May 2024
2.	Pre-Bid Meeting	:	1600 Hrs. on 17 May 2024
3.	Tender document download/sale end date/time	:	1200 Hrs. on 31 May 2024
4.	Last date and time for receipt of bids	:	1500 Hrs. on 31 May 2024
5.	Date and time for opening of Prequalification -cum-technical bid	:	1600 Hrs. on 04 June 2024
6.	Date and time for opening of Financial Bid	:	1500 Hrs. on 12 June 2024
7.	Service to be provided	:	Hiring of Photocopy Machine
8.	Period / Extension of Contract	:	Up to 01 Year from the date of the Award of the contract with an option of extension for a maximum period of two years at the same rate, terms, and conditions subject to the provision of satisfactory services and at the sole discretion of NHSRC.
9.	Validity of tender offers	:	180 days from the date of opening of prequalification - cum-technical bid.
10.	Bid Estimated value	:	INR – 16,50,000/-
11.	Performance Security total cost of Bid (for finalized bidder only)	:	3% of the total cost of annual value by way of DD/FD/Bank Guarantee from a commercial bank.

Specification	Qty.	Period/Extension of Contract
Hiring of 3 Nos. (Black & White) and 3 Nos Color Brand New Multifunctional Photocopier Machines in the Office premises of NIHFW Campus, Delhi, with facility of copy, print, scan, duplex, networking, SPDF with minimum 02 trays for A4/A3 size paper & having speed of at least 30 ppm or above for B/w Machine and 25 PPM or Above for Color Machine. Detailed specifications are enclosed as per <b>Appendix 'A' and 'B'</b>	06	Up to 01 Year from the date of the Award of the contract with an option of extension for a maximum period of two years at the same rate, terms, and conditions subject to the provision of satisfactory services and at the sole discretion of NHSRC.

## 1. Eligibility Criteria: -

1.1 The bidder desirous of participating in the tender should have fully operational registered/ Branch office located in **Delhi/ NCR**.

1.2 The bidder must have a valid **PAN, GST Registration Number**, etc. Copies of the above documents should be enclosed along with the bid.

1.3. The OEM or bidder should have minimum **03 years** of experience in providing rental /hiring Full Service Maintenance Contract for Multi-functional Photocopier Machines for similar work at various organizations, exempted for MSME registered Firm.

1.4 The bidder must be an authorized distributor/ dealer/ partner of the OEM. Supporting documents in this respect shall be submitted by the bidder along with the bids.

1.5 The OEM or bidder should have average turnover of at least forty-eight lakh in the last three financial year's i.e 2020-21. 2021-22 and 2022-23. Copies of the Profit & Loss Account and Balance Sheet duly certified by Chartered Accountant must be enclosed with the tender and the turnover details to be filled, exempted for MSME registered Firm.

1.6 The OEM or bidder should not have been blacklisted/debarred by the Ministry of Finance or the Ministry of Power (MOP), Organizations under the jurisdiction of MOP, or NHSRC or any during last three years. An undertaking in this regard shall be given by the bidder in the format at Annexure-II.

## 2. Description of Work

2.1 The photocopier machines to be supplied shall be **Brand new** and it will be the responsibility of the bidder to install these machines in the office premises of NHSRC Situated Act NIHFW Campus, New Delhi as per the direction of the department. **Copies of the invoices pertaining to purchase of new machines will be provided by the vendor before installation of machines**

2.2 The bidder shall be responsible for all preventive maintenance of these photocopier machines and fault rectifications. The bidder shall be responsible for providing all spare parts, drum, toner, visiting charges and other consumables etc.

2.3 The bidder shall be provided standby toner/cartridge for each photocopier machine.

2.4 The agency shall be responsible for the maintenance towards routine servicing and labour for attending any number of breakdowns calls during the contract period and fault rectification on-site as well as off-site.

2.5 On receipt of a break down complaint, a qualified staff would be deputed immediately on the same day and fault would be rectified immediately on priority basis and within 24 hrs so as to ensure that machines are functioning satisfactorily.

2.6 The rectification works of photocopier machines will have to be carried out at the location of the equipment except in exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such case, the standby arrangement shall have to be made by the agency and in no way the working of system shall be held up for want of any standby arrangements.

2.7 The bidder shall quote rate for monthly rental with black & white and Color photocopier machines along with rate of additional pages for black and white photocopier machine as per format prescribed at Annexure-II.

2.8 The bidder shall submit technical bid as per Appendix A & B

3. **Penalty:** The party should guarantee 100% availability (uptime) for the machines on daily basis. Machine down time 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 down time 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 or each machine will be calculated as follows:-  
Actual availability =  $\frac{(\text{No of working days in the quarter} \times 7) - (\text{Down time hours during the quarter})}{7} \times 100$

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.

**3.1 TOOLS and EQUIPMENT:** The agency shall arrange at its own expenses all necessary tools, equipment and parts required for proper functioning of the machines.

**3.2 TENURE OF CONTRACT:** The tenure of the contract shall ordinarily be 1 year. However, the competent authority in NHSRC may at the discretion, allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm.

**3.3** The competent authority reserves the right to terminate the contract at any time before completion of the tenure in case the services of the firm are found unsatisfactory.

**3.4** If at any time during the currency of the contract, either party wants to end the contract, a prior intimation of at least 03 months shall be given to the other party.

**3.5 Payment Terms:** The payment shall be released on monthly basis on receipt of bill along with call log report/counter report/system manager data list, as per actual reading of the machines at the contracted rates. No advance payment shall be made.

**3.6 Mode of payment:** - The payment shall be released through NEFT/RTGS on monthly basis on receipt of bill along with call reports/current report/meter reading of the machines.

**3.7 SATISFACTORY SERVICES** - The decisions of NHSRC shall be final and binding on the firm / agency for the purpose of determining satisfactory services.

**3.8** If additional requirement arises for similar machines during the currency of the contract, then the bidder shall provide such additional machines at the same rates and terms and conditions for the contract period.

**3.9 PROHIBITION OF SUB CONTRACT** - The firm / agency shall not appoint any sub-contract for this work under any circumstances.

**3.10 DEDUCTION OF INCOME TAX AT SOURCE** - Since it is a "Works Job Order" Income Tax shall be deducted as source from all the accepted payment to be made, in accordance with the provision of Income Tax Act, 1961 as amended from time to time.

3.11 **RESOLUTION OF DISPUTE** - In case of dispute the decisions of NHSRC shall be final.

#### **4. Technical Bid evaluation:**

4.1 The bidder must submit all necessary authentic data with necessary supporting documents of the various items of technical evaluation criteria as per Tender Document, failing which the tender bid is liable to be rejected.

#### **4.2 PROCEDURE FOR SUBMITTING TENDERS**

(a) Pre-Qualification cum Technical Bid: Documents are required to be submitted in the Pre-Qualification cum Technical Bid in Appendix -A and Appendix-B. In case of non- submission of requisite document(s) or providing of incomplete details by the bidder, the bid is liable to be rejected during the evaluation without any further reference.

**5 Financial Bid Evaluation:** Only financial bids of those bidders shall be opened whose bids are found technically suitable and are accepted by the Competent Authority in NHSRC.

5.1 The L-1 bidder will be selected by the Financial Evaluation Committee on opening of financial bids.

5.2 The decision of NHSRC, New Delhi on the evaluation of bids shall be final and no representation shall be entertained in this case.

5.3 The Financial Bids must be submitted in the prescribed format (Annexure-II) in a separate sealed cover kept inside the main cover. The Financial Bids of those tenderers who are found technically feasible will be opened on a specific date and time, which will be intimated later to the eligible tenderer. A duly constituted Financial Evaluation Committee will evaluate the Financial Bids.

5.4 The NHSRC, New Delhi reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

**Declaration/Certification**

To

NHSRC Situated Act NIHFW Campus, New Delhi

Sir

I/We have carefully gone through the Terms & Conditions contained in the bid regarding Scope of Work for Hiring of 6 Nos Multifunctional Photocopier Machines in the Office Premises of NHSRC Situated Act NIHFW Campus, New Delhi. I/We hereby declare that my firm has not been debarred / blacklisted by the Ministry or Govt. Departments. I further certify that I am an authorised signatory of my company/firm and therefore competent to make this declaration.

Yours 'Sincerely

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Name:

Designation:

Company/firm:

Address:

6. Rate quoted by the agency: -

Sl. No	Description	Monthly Rental Charges per Machine	No. of Machine required	Total) (in Rs.)
(i)	Monthly rental charges with 10,000 free copies for black & white photocopier machine (per machine)		03	
	<b>Rate per page</b> After 10000 free Copies			
(ii)	Monthly rental charges with 5,000 B/w A4 free copies for Color photocopier machine (per machine)		03	
	<b>Rate per page</b> After 5000 B/w A4 free Copies			
	<b>Rate per page</b> For A4 Color			
	<b>Rate per page</b> For A3 Color			
			Total (i)+(ii))	
			GST	
			Total Per Month	
			<b>Grand Total</b> per Year	

7. The rate quoted by the bidders should be inclusive of all spare parts, drum, toner, visiting charges and other consumables and without paper.

Dated: \_\_\_\_\_

**(Signature of the authorized signatory)**

Full Name \_\_\_\_\_

Mob. No. \_\_\_\_\_

Company Seal \_\_\_\_\_

**Technical Specifications of the B/w required Photocopier Machines**

<p align="center"><b><u>Technical Specification of Brand-New B/w Multifunction Copier Machines</u></b></p> <p align="center"><b><u>Make:</u></b></p> <p align="center"><b><u>Model:</u></b></p> <p><b>Please Attach Technical Brochure for Compliance</b></p>			
<b>S.No</b>	<b>Products Specifications</b>		<b>Compliance Yes/NO</b>
1	Print Technology	Laser	
2	Type of Machine	Multifunction Machine	
3	Type of Printing	Mono	
4	Cartridge Technology	Separate Drum and Toner	
5	Platen/Flatbed Size	A3	
6	Paper Size (Original/Image)	A3/A3	
7	RAM Size (MB)	4 GB or higher Standard	
8	Hard Disk Capacity (GB)	128 GB SSD or Higher Standard	
9	Minimum Speed per Minute as per ISO/IEC24734 In A4 Size-Mono	30 PPM or Higher	
10	Scanning Feature Availability	Yes with OCR Searchable PDF Scanning Essentially Required	
11	Duplexing Feature Availability	Yes	
12	Faxing Feature Availability	No	
13	Networking Feature Availability	Yes	
14	WiFi Capability	Yes and it should be standard	
15	Original Document Feeder Type	RADF/DADF or higher	
16	Feeder Capacity	Standard,100 Sheets or above	
17	Number of Main Paper Tray	2 Trays or Higher	
18	Basic features (scanning)	OCR scanning standard	
19	BIS Certification	Must Require	
20	Made in China not allowed.	Only Non-China Make OEM's Products Bids will be accepted, and the Bidder needs to submit a BIS Certificate in support of the same.	



**Technical Specifications of the Color required Photocopier Machines**

<b><u>Technical Specification of Brand-New Color Multifunction Copier Machines</u></b>			
<b><u>Make:</u></b>			
<b><u>Model:</u></b>			
<b>Please Attach Technical Brochure for Compliance</b>			
S.No	Products Specifications		Compliance Yes/NO
1	Print Technology	Laser	
2	Type of Machine	Multifunction Machine	
3	Type of Printing	Mono	
4	Cartridge Technology	Separate Drum and Toner	
5	Platen/Flatbed Size	A3	
6	Paper Size (Original/Image)	A3/A3	
7	RAM Size(MB)	4 GB or higher Standard only	
8	Hard Disk Capacity (GB)	128 GB SSD or Higher Standard only	
9	Minimum Speed per Minute as per ISO/IEC24734 In A4 Size-Mono	25 PPM or Higher	
10	Scanning Feature Availability	Yes with OCR Searchable PDF Scanning Essentially Required	
11	Duplexing Feature Availability	Yes	
12	Faxing Feature Availability	No	
13	Networking Feature Availability	Yes	
14	WiFi Capability	Yes and it should be standard	
15	Original Document Feeder Type	RADF/DADF or higher	
16	Feeder Capacity	Standard,100 Sheets or above	
17	Number of Main Paper Tray	2 Trays or Higher	
18	Basic features (scanning)	OCR scanning standard	
19	BIS Certification	Must Require	
20	Made in China not allowed.	Only Non-China Make OEM's Products Bid will be accepted, and the Bidder needs to submit a BIS Certificate in support of the same.	

**Additional Features:**

1. **Security** – Advanced security features such as user authentication, data encryption, and secure printing to protect sensitive information.
2. **Print Job Tracking:** Tracks print, copy, scan, and fax activities to monitor usage.  
**Job Monitoring:** Ability to manage active jobs remotely through login, including options to pause, cancel, or prioritize tasks.  
**Scanning Features:**
3. **Scan to USB/Email/Network (FTP/SMB):** The machine should support scanning and sending documents directly through email and to USB.
4. **Scan File Formats:** PDF, PDF/A, XPS, JPG, TIFF.  
**Touch Screen Panel** with intuitive and user-friendly interface for easy operation and configuration.
  - i. Print should be stored in mailbox for printing
  - ii. Print logs of each user on daily basis
  - iii. Print from USB, Personal Print, Booklet Creation, Scaling, Application Defaults, Draft Mode

**Additional Term & Conditions:** OEM/Bidder should submit in sign bid specific MAF to ensure authenticity of MAF & Proper after Sale/Service & the same MAF will be validated by Respective OEM during the technical valuation. In case any bidder/reseller is unable to provide the same, their bid will be rejected.

**Contract Period:** 1 Year with an option of extension for a further period of two years (2 extensions) at the same rate, terms, and conditions subject to the provision of satisfactory Services and if approved by the competent authority at NHSRC.

**The successful bidder has to submit the tax Invoice towards the purchase of all the new machines generated by the OEM (after the date of placing the order by NHSRC) for installation at NHSRC.**

**All the bidders are required to mention the annual rental charges (inclusive of applicable taxes) on Financial Bid Document.**