

F. NO. EIII/ 26(79)/Canon/2019

Dated :- 8<sup>th</sup> April, 2022.

**TENDER NOTICE**

**Subject : Invitation of Tender for Annual Maintenance of Photo Copier and Printers installed at DGCI&S, Kolkata.**

For and on behalf of the President of India, the Director General, Directorate General of Commercial Intelligence & Statistics, 565-Anandapur, Sector-I, Plot No. 22, Kolkata - 700 107 invites quotation for Annual Maintenance of Photo Copier and Printers installed at DGCI&S, Kolkata.

Organizations capable and interested, may please submit the quotation separately for **Technical Bid** and **Financial Bid** for this tender.

Tender Published Date	12.04.2022
Tender Document Download Start Date	12.04.2022
Tender Submission Start Date	12.04.2022
Tender Document Download End Date	26.04.2022
Tender Submission End Date	26.04.2022
Tender Opening Date	27.04.2022

Earnest Money (refundable) to the tune of Rs. 5000/- (Rupees Five thousand only) in the shape of Demand Draft/Banker's cheque from any nationalized/Scheduled bank in favor of "**Director General, DGCI&S, Kolkata**" Payable at Kolkata shall have to be submitted for the tender.

This office reserves all rights to accept or cancel any quotation without showing any reason.

  
( Manish Kumar )  
DY. DIRECTOR/HEAD OF OFFICE

GOVERNMENT OF INDIA  
MINISTRY OF COMMERCE & INDUSTRY  
DIRECTORATE GENERAL OF COMMERCIAL INTELLIGENCE & STATISTICS  
VANIJYA TATHYA SADAN  
565 – ANANDAPUR, SECTOR-I, PLOT NO.22  
KOLKATA – 700 107.

## **TENDER DOCUMENT**

### **Annual Maintenance of photo copier and printer at DGCI&S, Kolkata**

Bid publishing date : 12.04.2022  
End of Bid Submission date & time : 26.04.2022 & 06:00 PM  
Bid Opening date & time : 27.04.2022 & 11:00 AM

## **Scope of Work for photocopier machine**

Day to day maintenance of Comprehensive Annual Maintenance Contract (on Site) [Total Guarantee, covers services,spares & consumables (Toner & Drum)]of following photo Copy Machine installed at DGCIS, Kolkata.

Details of the units:

<b>Sl. No</b>	<b>Machine Model No.</b>	<b>Serial No.</b>	<b>Make of the Machine</b>
01	iR 2422L	HWB 02661	Canon
02	iR 2422L	HWB 02657	Canon
03	iR 2002N	QXS 15620	Canon
04	iR 2022N	MZZ03388	Canon
05	iR ADV 4225	RKX 03894	Canon
06	iR 2004N	WDT 04399	Canon
07	iR 2004N	WDT 04402	Canon
08	iR ADV 4545	YAK 00507	Canon
09	iR 2525 W	WMP 06427	Canon
10	iR 2525	WMP 06429	Canon
11	iR 2625	2VN 00547	Canon
12	266	A8A3041000321	Konica
13	2001L	E344M850975	Ricoh
14	2001L	E346M450070	Ricoh

## **Scope of Work for Line Matrix Printer**

Maintenance and servicing of line matrix printer by visiting the installation sites for periodic preventive maintenance. Apart from the periodic preventative maintenance visits, all breakdown call on the systems must be attended by the firm.

Details of the units:

<b>Sl. No</b>	<b>Machine Model No.</b>	<b>Serial No.</b>	<b>Make of the Machine</b>
1	6810L	WGfCH1667	Line Matrix printer

## **General Terms and Conditions**

The Contract is likely to continue for a period of one year from the date of commencement, unless it is curtailed or terminated by this Organization/Department owing to deficiency of service, substandard quality of persons deployed, breach of contract, etc.

1. It is highly desirable that the vendor may visit this directorate before going for the bidding process in order to understand the scope of the work.
2. The vendor must have servicing outlet in West Bengal.
3. The bidder must have ISO 9001-2015 certification.
4. Non-Blacklisted certificate need to be submitted.
5. The period of contract may be extended for a further specific period on mutually agreed terms and conditions between DGCI&S, Kolkata and the successful service providing Company/Firm/Agency.
6. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Directorate.

7. The tenderer will be bound by the details furnished by him/her to this Directorate while submitting the tender or at subsequent stage. In case, any of such documents furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable for legal action besides termination of contract.
8. The contract will be awarded on merit basis after examining technical specifications quoted by the agencies, working performance of any kind for the **past two years in Govt. offices** and overall examination of tender bids of the Company/firm/agency.
9. This Directorate reserves right to terminate the contract during the period also after giving a month's notice to the contracting agency.
10. For photocopy machine :
  - a. Contract covers services, spares and consumables (Toner, Fixing film unit and Drum).
  - b. Each service will be supervised by an official of this directorate and the service report has to be submitted on monthly basis.
  - c. Bill has to be submitted on quarterly basis for payment. Payment will be done on per page basis.
  - d. The date of servicing of the machine would be at the discretion of this directorate.
11. For Line matrix printer:
  - a. Maintenance and servicing of line matrix printer by visiting the installation sites for periodic preventive maintenance.
  - b. Apart from the periodic preventative maintenance visits, all breakdown call on the systems must be attended by the firm.
  - c. The following services are not included in this contract and could be done on payment basis.
    - i. Shifting/replacement of accessories if required for the use of the system.
    - ii. Electric wiring, accessories, and its associated problems.
    - iii. Consumables are excluded from this contract like ribbon, printer head, printer cabinet, data cable and all other plastic spares.
    - iv. Replacement of capacitor
    - v. Contract does not includes cost of the consumable,i.e, Toner and Drum required to run the copier and printer.
12. The one year period of servicing will commence from the date of acceptance of Contract.
13. There shall be 12 preventive servicing in a year strictly on monthly basis.
14. If the contracting party fails to attend the breakdown within 48 hours after communication by this directorate telephonically and/or in writing, the department reserves the right to get the work done from other service agencies and recover the cost thereof from AMC.
15. The vender/firm to whom the AMC will be awarded should attend on call and repair the equipment within 48 hours, failing which there will be penalty clause including cancellation of contract.
16. During the continuance of AMC, if the machine becomes obsolete/ unserviceable, then the contract will be terminated in that month itself in which the machines becomes obsolete/unserviceable. The payment, therefore, will be made on pro-rata-basis (proportionately).

17. In the event of breakdown or failure in machine after servicing, your representative would pay a visit to this directorate as and when intimated and you shall have to attend this forth-with without any extra charges.
18. The Company/Firm/Agency shall depute a coordinator who would be responsible for immediate interaction with this Directorate, so that services of the persons deployed by the Company/Firm/Agency could be availed optimally without any disruption.
19. The bidder must provide escalation matrix of telephone numbers for service support.
20. During the course of servicing or repairing this directorate shall not be liable for any damage or loss direct, indirect or consequential to any person or property/procurement of the Servicing Agency, as a result of operation/breakdown or accident of this machine or any other circumstances beyond the control of this directorate.
21. In case, the person employed by the successful Company/Firm/Agency commits any act of omission/commission that amounts to misconduct/ indiscipline/ incompetence, the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required.
22. It will be the responsibility of the service providing Company/Firm/Agency to meet transportation, food, medical and any other requirements in respect of the persons deployed in this Directorate and this Directorate will have no liabilities in this regard.
23. The persons deployed by the service providing agency shall neither claim nor shall be entitled to pay, perks and other facilities admissible to regular/confirmed employees of this Directorate during the contract period or after expiry of the contract.
24. In case of any dispute in the service contract, the decision of the Head of Department, Directorate General of Commercial Intelligence and statistics, shall be final and binding on you.
25. The successful Company/Firm/Agency shall maintain all statutory registers under the Law. The agency shall produce the same on demand to the concerned authority of this Directorate or any other authority under the Law.
26. Payment terms as follows:
  - a. No advance payment will be made.
  - b. The payment shall be made after successful completion and handing over of work in all respect in quarterly basis.
27. The successful Company/Firm/Agency shall also be liable for depositing all taxes, levies, educational Cess, etc. to concerned tax collection authorities from time to time as per extant rules and regulations on account of services rendered by it to this Directorate.
28. Should any statutory levy or tax of any nature, including Service Tax become applicable to this agreement at any time, it is understood and agreed that such incidents will be borne by the Servicing Agency.
29. EARNEST MONEY DEPOSIT (EMD):
  - A. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD.
  - B. Bid Security deposit equal to an amount of Rs. 5000/- (Rupees Five Thousands Only) in the form of A/C Payee Demand Draft from a commercial Bank/Bank Guarantee from a Commercial Bank which should remain valid at least for a period of 45 days beyond the final bid validity period payable to Director General, DGCI&S, Kolkata, must accompany the tender. Tender not accompanied with prescribed EMD or EMD submitted in any other form i.e. Cheque or Cash will not be considered for evaluation.

C. FOREFEITURE OF EMD: The EMD will be forfeited under the following conditions:

- a. If the tenderer withdraws or amend, impairs or derogates from the tender in any respect within the period of the validity of the tender.
- b. If the bidder withdraws the bid before the expiry of the validity period of the bid or within the time frame of the extension given by Head of Department, DGCI&S, Kolkata in special case communicated before the expiry of the bid.
- c. If the bidder fails to comply with any of the provisions of the terms and conditions of the bid document.
- d. If the selected bidder fails to execute agreement in prescribed format furnish the bank guarantee within the prescribed time.

D. RETURN OF EMD

- a. The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity but not later than 30 days of the issue of the work order to the successful bidder.
- b. The EMD of the successful bidder shall be returned after receiving the Bank Guarantee.
- c. No interest will be paid by this office on the Earnest Money Deposit.

### **Instructions for Tender Submission**

1. The Price Bid is to be submitted in the Prescribed Formats (Annexure I, II & III) enclosed to this Tender Notice. Tenders submitted otherwise would not be considered.
2. Each interested bidder is allowed to submit only a single tender. Tenders must be submitted in sealed envelope on or before the last day of submission. The Bids should be addressed to The Head of Office, Directorate General of Commercial Intelligence and Statistics, Kolkata. The Tender should be sent to Directorate General of Commercial Intelligence and Statistics, 565Anandapur, Ward No.108, Sector-1, Plot No.22, ECADP, Kolkata – 700107 on or before the due date. Tender Application received after the expiry of the due date and time shall not be considered.

### **Additional Conditions/Requirements**

1. The Tender will be accepted by the Competent Authority in DGCI&S as per the rules/instructions issued by the Government of India from time to time in the matter.
2. The Directorate reserves the right to reject any or all Tenders/extend the date of opening of Tender etc. without assigning any reasons thereof.
3. In addition to its right to determine the contract upon fault of the Successful Bidder, the Directorate reserves the right to cancel the contract after giving a month's notice to the contracting agency in whole or in part without assigning any reasons and also reserves the right either to pay or not to pay the Successful Bidder for either part of the contract work or whole of the contract work executed, if they are not according to the directorate's specifications and complete satisfaction.

### **Legal**

1. The successful Company/Firm/Agency shall maintain all statutory registers under the Law. The agency shall produce the same on demand to the concerned authority of this Directorate or any other authority under the Law.

2. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Directorate.
3. In case of breach of any terms and conditions attached to this contract, this Directorate reserves right to terminate the contract during the period after giving a months's notice to the contracting agency.

**(ANNEXURE-I)**

**Submission of Technical Bid:**

1. Name of the Bidding Agency: \_\_\_\_\_

2. Contact Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Contact No./Details : Landline No. :  
Fax No. :  
Mobile No. :  
E-mail ID. :  
Website (if any):

4. PAN (Attached attested copy) \_\_\_\_\_

5. ISO 90001-2015 Certificate (Attached attested copy) \_\_\_\_\_

6. Service Tax Registration No.  
(Attach attested copy) \_\_\_\_\_

7. G ST Registration No.  
(Attach attested copy) \_\_\_\_\_

8. EMD submitted (Yes/No) \_\_\_\_\_

9. MSME Certificate (Attach attested copy) \_\_\_\_\_

10. Escalation matrix of telephone numbers:

LEVEL	Contact Name and designation	Contact	Email
Level 1			
Level 2			
Level 3			



11. Document supporting servicing outlet in West Bengal \_\_\_\_\_  
(Attach attested copy)

12. Documents supporting two years of working experience in Govt. offices \_\_\_\_\_  
(Attach attested copy)

13. Non-Bankruptcy undertaking (Attach attested copy) :

14. Non-Blacklisted certificate (Attach attested copy) :

15. Additional Information, if any

Date:

Name:

Place:

(Signature & Seal of Bidding Agency)

**(ANNEXURE-II)**

**Financial Bid Specifications:**

For photocopier:

Sl. No.	Particulars	Quantity	Unit Rate in Rs./paisa (Per page)	Per Unit	
				Service Tax (%)	
1	Canon Photocopier	11			
2	Konica	1			
3	Ricoh	2			

For line matrix printer:

Sl. No.	Particulars	Quantity	Unit Rate in Rs (a)	Service Tax (%) (b)	Total (a+b)
1	Line Matrix printer	1			

Enclosures to be submitted with the Bid:

1. Tender Document, Submission of Technical Bid, Financial Bid Specifications & Machine Profile (Annexure I, II & III) (Given format to be adopted/used by the bidder) **must be duly signed and stamped on every page.**

Date:

Place:

(Signature & Seal of Bidding Agency)

(ANNEXURE III)

**Machine Profile**

<b>Sl. No</b>	<b>Machine Model No.</b>	<b>Serial No.</b>	<b>Brand</b>	<b>Duplex</b>	<b>Date of installation</b>
01	iR 2422L	HWB 02661	Canon	Yes	17.12.2012
02	iR 2422L	HWB 02657	Canon	Yes	17.12.2012
03	iR 2002N	QXS 15620	Canon	Yes	31.03.2016
04	iR 2022N	MZZ03388	Canon	Yes	31.10.2008
05	iR ADV 4225	RKX 03894	Canon	Yes	31.03.2016
06	iR 2004N	WDT 04399	Canon	Yes	01.08.2017
07	iR 2004N	WDT 04402	Canon	Yes	01.08.2017
08	iR ADV 4545	YAK 00507	Canon	Yes	02.01.2018
09	iR 2525 W	WMP 06427	Canon	Yes	12.03.2019
10	iR 2525	WMP 06429	Canon	Yes	14.03.2019
11	iR 2625	2VN 00547	Canon	Yes	22.06.2020
12	266	A8A3041000321	Konica	Yes	Feb-2018
13	2001L	E344M850975	Ricoh	Yes	Nov-2014
14	2001L	E346M450070	Ricoh	Yes	27.06.2016
15	6810L	WGFCH1667	Line Matrix printer	Yes	20.03.2018

(Signature & Seal of Bidding Agency)

## **DECLARATION**

I, \_\_\_\_\_ Son/Daughter/Wife of  
\_\_\_\_\_, Proprietor/ Director/ authorized signatory of  
the Company/firm/Agency, mentioned above, is competent to sign this declaration  
and execute this tender document.

I have carefully read and understood all the terms and conditions of the tender and  
undertake to abide by them.

The information/documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I/we am/are well aware of the fact  
that furnishing of any false information/fabricated document would lead to rejection  
of my tender at any stage besides liabilities towards prosecution under appropriate  
law.

Signature of authorized Person

Name:

Seal:

Date:

Place: