

E-NOTICE FOR INVITING TENDER

No. 19016/02/2018-GA
Government of India
Ministry of Environment, Forest and Climate Change
GA Section

Indira Paryavaran Bhawan,
Jorbagh Road, New Delhi
Dated 19th February, 2019

Sub: E-Tender for providing Comprehensive Annual Maintenance Contract of Full Service Maintenance Agreement (FSMA) for maintenance of various models of Toshiba make photocopier machines installed in the Ministry of Environment, Forest and Climate Change, Indira Paryavaran Bhawan, Jor Bagh Road, New Delhi.

Tender No. MOEF/Toshiba Photocopier Machines/2019-20

(Closing date: 14 /3/ 2019 (1500 Hours))

E-Tenders are invited from interested Firms/Companies on behalf of the President of India through Under Secretary (GA), Ministry of Environment, Forest and Climate Change, (MOEF&CC) for providing Comprehensive Annual Maintenance Contract of Full Service Maintenance Agreement(FSMA) for the maintenance of Toshiba make photocopier machines of various model (72 Black and White and 04 colour, subject to variation depending upon the actual requirement of this Ministry) installed in the Ministry of Environment, Forest and Climate Change, Indira Paryavaran Bhawan, Jorbagh Road, New Delhi, and Pandit Deen Dayal Upadhyay Bhawan, CGO complex, Lodi Road, New Delhi-03 as per terms and conditions indicated below:-

| | | |
|----|--|-----------------------|
| a. | Availability of tender document on website : / http://envfor.nic.in/ and https://moefcc.euniwizard.com | |
| b. | Last date of sale/ downloading of tender document | 14.3.2019 at 15:00 PM |
| c. | Last date of submission of tender | 14.3.2019 at 15:00 PM |
| d. | Technical bid online submission start date. | 19.2.2019 at 17:00 PM |
| e. | Technical bid online submission end date. | 14.3.2019 at 15:00 PM |
| f. | Date and time for opening online technical bids | 15.3.2019 at 15:00 PM |

| | | |
|----|--|------------------------------|
| g. | Date and time for opening online financial bids for technically qualified bidders. | |
| i. | Estimated Value of the Contract | Rs.11,00,000 |
| j. | Registration Charges for One Year | Rs. 2360/- (GST included) |
| k. | Tender Processing Fee | 770/- + 18% GST |

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-Procurement Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-Procurement Portal may be obtained at: <https://moefcc.euniwizard.com>

REGISTRATION

1. Bidders are required to enroll on the e-Procurement Portal ([URL: https://moefcc.euniwizard.com](https://moefcc.euniwizard.com)) with clicking on the link “Online bidder Registration” on the e-tender Portal by paying the Registration fee of Rs. 2360/- per year charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name 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 with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by Controller of Certifying Authority (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 log in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded on portal.
8. For any Query contact to our helpdesk Number 011-49606060, Email: ewizardhelpdesk@gmail.com Mr. Birendra – 9205898228.

SEARCHING FOR TENDER DOCUMENTS

There are various search options built in the e-Procurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Item/work id, Title, Date, etc.

Once the bidders have selected the tenders in which they are interested, they can pay the processing fee Rs. 770/- + 18% GST (NOT REFUNDABLE) by net-banking / Debit / Credit card. Thereafter, they may download the required documents / tender schedules, Bid documents etc. Once bidders pay both fee (Registration Fee and Tender Processing Fees), tenders will be moved to the respective “Register” Tab. This would enable the e-Procurement Portal to intimate the bidders through e-mail in case there is any corrigendum issued to the tender document.

1. Qualifying Criteria/ Technical Bid

The firms fulfilling criteria should submit the following documents in Technical Bid

- i) Name of the firm with full address and Telephone No.
- ii) PAN/TION (VAT)/GST No.
- iii) Details of past experience of providing the maintenance/performance certificates from at least three Government Organisation.
- iv) The Earnest Money of Rs. 25,000/- (Rupees Twenty five thousand only) through a Demand Draft/Pay Order in favour of DDO, Ministry of Environment, Forest and Climate Change, New Delhi.
- v) The firm should be in existence for over 3 (Three) years in the trade with the maintenance business (service business turn over) or not less than Rs. 10,00,000/- (Rupees Ten lakhs only) per annum during the last three years.

- vi) An undertaking that the firm has not blacklisted by any Government Department and no criminal case has initiated/ registered against the agency/firm or its owner/proprietor/partner anywhere in India.

2. Financial Bids

- (i) Only online financial bids of the technical qualified bidders will be considered.
- (ii) Financial bid should include:- The rates against each items separately as per items indicated in annexure- I& II.
- (iii) No documents/ explanation shall be accepted after closing date & time of Financial bid

3. Settlement of Disputes:

In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of Secretary, Ministry of Environment, Forest and Climate Change (MoEF&CC) or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties. Contractor will have no objection in any such appointment that arbitrator so appointed is an employee of MoEF&CC or a Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a MoEF&CC employee he has expressed his views on all or any of the matters in dispute. The adjudication of such Arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification re-enactment thereof or any rules made thereof.

The venue of Arbitration proceeding shall be office of MoEF&CC at New Delhi or such other place as the arbitrator may decide.

The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to aforesaid arbitration and conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

The courts of Delhi only shall have the jurisdiction to decide any dispute that may arise in relation to the contract.

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS:-

1. The Ministry of Environment, Forest and Climate Change, located at Indira Paryavaran Bhawan, Jor Bagh Road, New Delhi, requires the services of reputed well established and financially sound Companies/Firms for awarding Comprehensive Annual Maintenance Contract for the maintenance of Toshiba make photocopier machines various model (76 Approximately) installed in the Ministry of Environment Forest and Climate Change. **The total value of tender is approximately Rs. 11.00 Lakh + GST per annum (variable as per requirement).**
2. The contract is likely to be for a period of one year. The period of the contract may be extended for further two years, provided to satisfactory accomplishment of the job. The contract period may be curtailed, terminated earlier owing to deficiency in service or substandard quality of service by the selected Company/Firm.
3. The Firm that is awarded the contract will ensure that the complaints regarding breakdown of photocopier machines are attended on the same day. In case of any spares required, job to be completed within a period of 48 hours. Request for supply of consumables should be attended within 24 hours. In case of any delay, the Firm will intimate the Ministry for delays with adequate justifications.
4. The crucial dates relating to “Tender for award of Comprehensive Annual Maintenance Contract for the maintenance of photocopier machines installed in the Ministry of Environment, Forest and Climate Change are cited as under:-
 - (a) **Date & Time for submission of bid: 14 /3 /2019 (15:00 Hours)**
 - (b) **Date & Time for opening of Technical bid: 15/3 / 2019 (15:00 Hours)**

(Firms may depute their representative at the time of opening).
5. The tenders have been invited under “Two BID Systems” (Technical and Financial). Both the bids should be submitted online on website <http://envfor.nic.in/>, and <https://moefcctender.euniwizard.com/etender> “Tender for award of Comprehensive Annual Maintenance Contract for the maintenance of Toshiba Photocopier Machines” addressed to

**Under Secretary(GA); M/o Environment, Forest and Climate Change,
Indira Paryavaran Bhawan, Jor Bagh Road, New Delhi – 110 003.**

6. The Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty five Thousand only) refundable without interest should necessarily be accompanied with the tender document of the Agency in the form of Demand Draft/Pay Order drawn in favor of PAO, Ministry of Environment, Forest and Climate Change, failing which, the tender shall be rejected summarily. The bid security shall remain valid for a period of forty five days beyond the financial bid validity period.
7. Performance Guarantee of Rs. 80,000/- (Rs. Eighty thousand only) will be obtained from successful bidder in the form of Bank guarantee issued from Nationalised or Scheduled Bank. The Performance security shall be valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.
8. The tendering Companies/Firms/Agencies are required to enclose photocopies of the following documents (self-attested) along with the tender documents, failing which their bids shall be summarily rejected and will not be considered
 - (a) **Self attested copy of PAN**
 - (b) **Self attested GST Registration letter/Certificate.**
 - (c) **Self declaration that the Firm has not been banned/black listed by any Ministry/Department/PSU.**
 - (d) **Self certified copy of DVAT/TIN Certificate.**
9. The Ministry reserves the right to withdraw/cancel the tender any time without assigning any reason.
10. The prices quoted by the Firms participating in the tender process should be realistic and viable.
11. The bid will be awarded to the eligible bidder who meets the technical requirement as stipulated in the bid document.
12. Instructions of Governments issues from time to time on the procedure of finalization of tender document will be followed.

Note: The L-1 bidder shall be decided on the basis of lowest rate quoted by the bidders.

TECHNICAL REQUIREMENTS FOR THE TENDERING
COMPANY/FIRM

The tendering Company/Firm should fulfil the following technical requirements:-

- i) The registered office or one of the branch offices of the Company/Firm should be located in Delhi/New Delhi/NCR.
- ii) The company/Firm should have turnover of at least 10 Lakhs per year for the Last 3 years.
- iii) The Company/Firm should be registered with appropriate Registration Authority.
- iv) The Company/Firm should have its own Bank Account in any Nationalised/Scheduled Bank.
- v) The Company/Firm should be registered with GST.
- vi) The Company/Firm shall declare that as on date their firm have not been banned or black listed by any Ministry/Department.
- vii) The Company/Firm should have experience of 3 years in this field.
- viii) Bidder shall be recognised by the Original Equipment Manufacturer (OEM) for the purpose of service and repairing. The recognition letter issued by the OEM should be in favour of Under Secretary (Admn.) MoEF&CC, shall be submitted along with Technical Bid.

GENERAL TERMS AND CONDITIONS:-

1. The contract is likely to be for a period of one year unless it is curtailed or terminated by this Ministry owing to deficiency of service, sub-standard quality of service provided, breach of contract etc.
2. The contract shall automatically expire after completion of one year, unless extended further by the mutual consent of contracting agency and the Ministry.
3. The contract may be extended, on the same terms and conditions for a further period of 2 years, mutually agreed upon by successful service providing Company/Firm and Ministry, if the services are found satisfactory by the Ministry.

4. The contracting Company/Firm shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without prior consent of this Ministry.
5. The tenderer will be bound by the details furnished by him to this Ministry, while submitting the tender or at subsequent stage.
6. All matters/disputes pertaining to the tender and resultant contract shall be settled by the Joint Secretary (Admn.). In case the same is not settled at this level, the matter will be referred to sole arbitrator to be appointed by Secretary. The arbitrator so approved shall be an officer of the Ministry not below the rank of Additional Secretary. The contract terms are interpretable under the applicable Indian Law subject to the jurisdiction of NCT of Delhi.
7. The tender document should be accompanied with an **Earnest Money Deposit (EMD) refundable, of Rs. 25,000/- (Rupees Twenty five Thousand only)** in the form of Demand Draft/Pay Order drawn in favor of PAO, Ministry of Environment, Forest and Climate Change, failing which the tender shall be rejected.
8. The Earnest Money Deposit (EMD) in respect of the Firm which do not qualify the BID shall be returned to them without any interest.
9. In case of breach of any terms and conditions attached to this contract, the contract shall be cancelled.
10. The Ministry reserves right to withdraw/relax any of the terms and conditions mentioned above so as to overcome problem encountered by the Contracting parties.

ANNEXURE-A

TECHNICAL BID

**APPLICATION FOR AWARD OF COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT IN RESPECT OF THE PHOTOCOPIERS
MACHINES INSTALLED IN THE MINISTRY**

1. Name of the Company/Firm :
2. Name of the Proprietor/Partner :
3. Full address of registered office :
4. Full address of operating/branch office :
5. Self attested copy of PAN/GIR card and PAN No.:
(Attached)
6. Service Tax registration letter/Certificate and No.:
(Attached with self attested copy)
7. Self certified copy of DVAT/TIN Certificate & No.:
(Attached)
8. Details of EMD :Rs. _____
- Demand Draft/Pay Order No. & Date :
- Drawn on Bank :
9. Self certification to the effect as on date the Firm :
has not been banned/black listed by any Ministry/
Department in the past. :
10. Annual turn over in Rs. :
11. Registration No of Company/Firm :

PERFORMA FOR FINANCIAL BID

For Comprehensive Service Management Contract (CSMA) of Toshiba Photocopier Machines of MOEF&CC.

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.dated

Accordingly, I/we hereby offer the following rate for Comprehensive Service Maintenance of Photocopier Machines:

| S.No | Model/Make of Toshiba Photocopier Machines installed in the Ministry | Total Nos. of Machines | Rate per machine per month for Comprehensive Service Management Contract for Toshiba Photocopier Machines(Including all Consumable) |
|-------------|---|-------------------------------|--|
| 1. | E-352/E-452/E-455/E-456/E-457/ E-600/E-655, E-755,4508 and 6508 (B & W) | 72 (approximately) | |
| 2. | Toshiba Colour Photocopier Machine 3505ac | 04 (approximately) | |
| | | | |

I, on behalf of M/s ----- hereby declare that all the terms & conditions as mentioned in the letter for calling Enquiry No. Datedof MOEF&CC are fully acceptable to us.

Signature of authorized person

Place

Name:

Date:

Seal: