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तार/Tele- Gram : ACCOUNTS

महालेखाकार (ले० एवं ह०) का कार्यालय, बिहार, पटना
OFFICE OF THE ACCOUNTANT GENERAL (A&E), BIHAR, PATNA

सं./GD/AMC of Photocopier /22-23/ 230

दिनांक Date: 07/03/2023

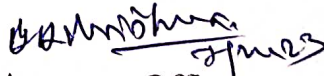
Notice Inviting Tender

A tender is invited on GeM regarding AMC of Photocopier ^{Machine} vide Bid No. GEM/2023/B/3232556 dated 06/03/2023. Additional Term & conditions and Scope of work is attached herewith. All curious bidder are requested to submit their bid on GeM with complete documents and duly filled all annexures.

Bid start Date : 06-03-2023

Bid End Date : 21-03-2023

Bid opening Date : 21-03-2023


Sr. Accounts Officer
Bihar, Patna



Bid Number/बिड संख्या: GEM/2023/B/3232556
Dated/दिनांक: 06-03-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण

Bid End Date/Time/बिड बंद होने की तारीख/समय	21-03-2023 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	21-03-2023 17:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Accountant General, Bihar
Office Name/कार्यालय का नाम	Accountant General (a&e), Patna
Item Category/मद कैटेगरी	Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Lower range); Ricoh; OEM Authorised Service Provider , Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Lower range); Versallink; OEM Authorised Service Provider
Contract Period	1 Year(s) 1 Day(s)
Years of Past Experience Required for same/similar service/उन्नी/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), OEM Authorization Certificate *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिचर नीलामी सक्रिय किया	No

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Bid Details/बिड विवरण	
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी गृह्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	3 Days
Estimated Bid Value/अनुमानित बिड मूल्य	105784
Evaluation Method/गृह्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required	Yes

EMD Detail/ईएमडी विवरण

Required	No
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ePBG Detail/ईपीबीजी विवरण

Required	No
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Splitting/विभाजन

Bid splitting not applied.

MII Compliance

MII Compliance	Yes
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MSE Purchase Preference/एमएसई खरीद प्राथम्यता

MSE Purchase Preference/एमएसई खरीद प्राथम्यता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as

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defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services: There are total 12 machine out of which, 04 Photocopier machine are in warranty will be taken under AMC after expiry of warranty while Bidding 03 machine on 3rd floor. (Versalink warranty till August-2023.01 Machine on 2nd floor Versalink warranty till July-2023.

Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Lower Range); Ricoh; OEM Authorised Service Provider (8)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type Of Asset	Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Lower range)
Make/Brand Of Assets	Ricoh
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Onsite Service Engineers Requirement	As Indicated in Bid Document
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी



S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Quantity	Additional Requirement
1	Pankaj Kumar	800001, Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	8	N/A

Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Toner, Lower Range); Versalink; OEM Authorised Service Provider (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type Of Asset	Photocopier Machines (Monochrome , Laser ; Separate Drum & Toner, Lower range)
Make/Brand Of Assets	Versalink
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Onsite Service Engineers Requirement	As Indicated in Bid Document
Periodicity of Preventive Maintenance Services	Monthly
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोटिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोटिंग अधिकारी	Address/पता	Quantity	Additional Requirement
1	Pankaj Kumar	800001, Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	4	N/A

Buyer Added Bid Specific Terms and Conditions/क्रता द्वारा जोड़ी गई बिड की विशेष शर्तें

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1. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from Irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the General Terms and Conditions/सामान्य नियम और शर्तें, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition

specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the condltions In the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस नियम में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---

ANNEXURE 'A'

Details of Installation of Photocopier Machine

Sl. No.	Model	Quantity	Location
1.	Ricoh 2000L2	3	2 nd , 3 rd , & 5 th floor
2.	Ricoh 1813L	1	5 th floor
3.	Ricoh 2014AD	4	2 nd , 3 rd & 6 th floor.

***Other than above there are four Photocopier machine which are in warranty will be taken under AMC after expiry of warranty while Bidding 03 machine on 3rd floor.(Versalink warranty till Aug-2023. 01 Machine on 2nd floor Versalink warranty till July-2023.**

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SCOPE OF WORK & GENERAL INSTRUCTIONS FOR TENDERERS

1. This office requires the services of reputed, well established and financially sound Companies/Firms/ Agency to provide service for the work of AMC of Photocopier machine.
2. This office requires the services of reputed Agency to provide contract of AMC for one year. The period of the contract may be further extended or may be curtailed, terminated.
3. Service Provider has minimum possess two (2) years of past experience for this purpose at Central/ State Govt.offices./autonomous body /State Central PSUs or Service Provider has past experience of Similar Services required. (Valid proof of documents to be attached).
4. The vendor should not have been blacklisted by the Department/ Ministries of Central/ State Govt.,autonomous body under state/ Central Govt., State/ Central PSUs (valid proof of document/ declaration to be attached).
5. AMC of photocopier shall include supply of all material spares, replacement/repairs of electricals parts, servicing, overhauling, wiring repair, motor rewinding etc. complete in all respect for ensuring the desired level of photocopy.
6. The contract shall be comprehensive basis, inclusive of repairs and replacement of spare without any extra charge. It would include Preventive maintenance service(PMS), Annual Maintenance service & Break down service(BDS). The scope of Annual Comprehensive maintenance service covers upkeep & smooth working of the equipment as per the agreement documents.
7. Any defective part of the equipment must be repaired/replaced by the service provider at his own cost under comprehensive AMC.
8. Parts to be replaced should be new and genuine as per contract.
9. The Photocopier machines, which are not serviceable by the agency/beyond economical repair due to obsolescence of technology or non availability of parts/components will be withdrawn from AMC. The decision of this office regarding non availability and obsolescence of technology will be final.
10. The AMC charges will not include of consumable items i.e, Cartridge, Tonners, Drums, Cleaning Blades, Developers and Papers.
11. The rates of consumables like drum, cleaning blades, developer and photoconductor unit shall be paid to you as per rate mentioned in the contract. The rate will be remaining fixed for the entire period of contract.
12. Break down service (BDS): Breakdown calls shall be attended immediately and a record of such service, duly acknowledged by the person in charge of the Photocopier machine, Shall be maintained. Breakdown service will include replacement of genuine spares parts at the cost of the service provider.
13. MSE Exemption for Years of Experience and Turnover.
14. Startup Exemption for Years Of Experience and Turnover.
15. The following documents are required from bidder:
 - (i) Experience Criteria, Bidder Turnover, OEM Authorization Certificate if any.

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(ii) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

(iii) Self-attested copy of PAN in respect of the firm/ individual as the case may be & Self-attested of GST registration letter/ Certificate;

16. EMD & Ebg are not required for this project
17. Detailed description such as Brand etc of the assets to be covered under AMC is enclosed with Annexure-'A'.
18. The Service Provider would carry out preventive maintenance of each machine mentioned in Appendix 'A' once in every months, in order to forestall any major failure of the same. Service Provider should also ensure proper cleaning of machines on monthly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause in service level agreement & Packages.
19. AMC contractor should follow all the statutory obligations under various laws from time to time and no additional payment will be made in this regard.
20. The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt, bidder to upload under taking to this effect with bid. (Certificate to be submitted).
21. Bidder's offer is liable to be rejected if they don't upload any of the certificates/documents sought in the Bid document, ATC and Corrigendum if any.
22. TDS will be deducted as per Govt. of India norms.
23. The Service Provider shall ensure the following service norms: (a) Service Availability Timings: 09:30 AM to 06:00 PM (Monday to Friday), 10:00 AM to 02:00 PM (Saturday).
24. No extra payment/compensation whatsoever on account of natural calamity/accident or otherwise will be made to the firm except the offered rates permitted under the contract.
25. Payment would be made strictly on availability of funds and inspection of parts by this office.
26. The Agreement shall be come to an end either on completion of the Contract Period or shall be terminated for Breach of contractual obligations.
27. Penalties: As per mentioned in Service Level Agreement And Packages.
28. The bidder should have an average annual turnover 400% of bid value.
29. Any liability arising out of any litigation due to any act of contractor staff shall be directly borne by the contractor.
30. During the contract period, the scope of work for which job has awarded is reduced, then the payment price shall be reduced on pro-rata basis by the department & this decision shall be binding.
31. This Office reserves the right to withdraw/cancel the tender any time without assigning any reason.
32. The Registered Office or one of the Branch Offices of the Company/Agency should be located in Patna. (Documentary evidence to be submitted.)
33. Service provider should maintain register indicating details of equipment/Equipments being maintained and details of rooms/place where they are placed.

- 34. Service provider is required to maintain the log sheet which will include number of services provided during the contract period, which is duly certified by the authorized officer/Welfare Assistant.
- 35. Location of Photocopier machine installed in the Premises of the Office is enclosed in Annexure-'A'.
- 36. No increase in the agreed rates shall be entertained during the period of contract.
- 37. Rest of the term & conditions is applicable as per service level agreement and package.

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Senior Accounts Officer/GD

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