

No.D-17016/1/2019-Adm.II  
Government of India  
Ministry of Labour & Employment

Room No.518, Shram Shakti Bhawan,  
Rafi Marg, New Delhi-110001  
Dated: 30<sup>th</sup> September, 2019

**E-Tender Notice**

**Subject: Comprehensive Annual Maintenance and Service Contract (CAMSC) for Photocopiers machines installed in the Ministry of Labour & Employment (MS), New Delhi for the period of one year.**

**IMPORTANT DATES**

PUBLISHED DATE	30.09.2019
BID DOCUMENT DOWNLOAD START DATE	30.09.2019
BID SUBMISSION START DATE	30.09.2019
BID DOCUMENT DOWNLOAD END DATE	21.10.2019
BID SUBMISSION END DATE	21.10.2019 UPTO 3 P.M.
EMD SUBMISSION DATE	21.10.2019 FROM 9.00 AM TO 3.00 PM
BID OPENING DATE	22.10.2019 AT 3.00 P.M.

Online e-tenders are invited by the Ministry of Labour and Employment (Main Secretariat) under single bid system for Comprehensive Annual Maintenance and Service Contract of Photocopiers machines installed at Shram Shakti Bhawn, Jaisalmer House etc. for the period of one year from date of award of contract as per list enclosed at Annexure-IV. These machines can be inspected by interested parties, if required, **during office hours on all working days before bid submission end date by prior appointment.**

2. The tender documents can be downloaded from the websites of <http://eprocure.gov.in/eprocure/app> and <http://labour.gov.in> in between the period mentioned above under caption "Important dates".

3. The interested bidders may submit the tenders online at <http://eprocure.gov.in/eprocure/app> in a single bid system in the prescribed proforma. Tender is to be submitted **only online** through e-Procurement Portal <http://eprocure.gov.in/eprocure/app>. All the documents in support of eligibility criteria etc. are to be scanned and uploaded along with the Tender documents.

3.1. Tenders sent by any other mode or incomplete tenders will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

4. The general terms and conditions and other details to be submitted are at Annexure-I, II, III & IV.

5. The original Earnest Money Deposit (EMD) of Rs. 80,000/- (Rupees Eighty thousand only) in the form of Account Payee Demand Draft/Bankers Cheque drawn in favour of Pay and Accounts Officer (Main Sectt.) Ministry of Labour & Employment, New Delhi and

*[Handwritten Signature]*  
30/9/2019



physically must be dropped, only in Tender Box, placed near Reception (Gate No.1) of Shram Shakti Bhawan, Rafi Marg, New Delhi between the period mentioned above under caption "Important dates". **In case original EMD has not been submitted during the above date and time, the bids will be rejected summarily.** However scanned copy of Bank Draft must be uploaded electronically on <http://eprocure.gov.in/eprocure/app>. Bids received after the prescribed date and time shall not be considered. Late receipt of EMD i.e. after closure of online bidding, the bidder shall be disqualified and such bid will not be considered. If the bid is received without EMD, it would not be considered and would be rejected summarily. EMD of unsuccessful bidder will be returned to them after the award of the contract. No interest is payable on this deposit. No bidder is allowed to withdraw application after submission of bid, if a bidder wants to withdraw, either before or after award of contract, their EMD will be forfeited. The firm registered under single point registration scheme of NSIC is exempted from the payment of Earnest Money Deposit.

6. The bids will be opened online by Bid Evaluation Committee in the Ministry of Labour and Employment on the date mentioned above under caption "Important dates" in Room No. 518, Shram Shakti Bhawan, Rafi Marg, New Delhi. Bidder parties or their authorized representatives can also be present at the time of opening of bids. Only one representative on behalf of one tenderer shall be allowed to be present on the occasion. The Bid Evaluation Committee after evaluation of the Bids, will give its specific recommendation (s) regarding the lowest responsive bid, which is to be selected along with a comparative statement duly signed by the members of the committee.

7. Each page of this tender notice & documents including general terms and conditions should be signed by the tenderer and rubber stamped in token of having been accepted the same in letter and spirit.

8. The competent authority in the Ministry of Labour and Employment reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, there for.

  
( Deepak Dan Barnwal)

Under Secretary to the Govt. of India  
Telephone No. 23473201

Copy to:-


1. CPP Portal
2. All Ministries/Departments for circulation among their contract holders.
3. Director, NIC, Shram Shakti Bhawan with the request to place the aforesaid Notice on the website of the Ministry for wide publicity.
4. Notice Boards.
5. Hindi Section for Hindi version.
6. Reception Officer, Ministry of Labour and Employment, Shram Shakti Bhawan, New Delhi.
7. Asstt. Commandant, CISF, Shram Shakti Bhawan.



**TERMS & CONDITIONS OF COMPREHENSIVE ANNUAL MAINTENANCE AND SERVICING CONTRACT (CAMSC) OF PHOTOCOPIER MACHINES INSTALLED IN THE MINISTRY OF LABOUR & EMPLOYMENT (MAIN SECRETARIAT).**

**PART-1: ELIGIBILITY CONDITIONS**

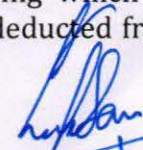
1. The firm must have experience of 3 years in the field of servicing of Photocopiers. The firm should have experience of this work in at least 5 Govt. Departments and copies of award letters in this regard should be uploaded.
2. The firm must have an annual turnover of Rs.50 lakh or more every year during last 3 years from this business. Copies of proof in this regard should be uploaded.
3. The firm should be an Original Equipment Manufacturer (OEM) authorized service provider of particular brands for price which has been quoted of Photocopiers like Sharp/Ricoh/Canon etc. and required to upload Authorization Certificate (current dated) from the respective OEM Manufacturing alongwith Technical Documents. Tenders of non-authorized firms shall be rejected.
4. If a single firm is not authorized by OEM of all brands of photocopier installed in this Ministry then the Ministry will have the option to split the work among the authorized service provider of different brands. If any authorized service provider has not bidden for a brand, in that situation, authorized service provider whose rates are the lowest in all brands will serve the other brands at the same rate for which no other authorized service provider has quoted rates. The decision of the Ministry in this regard will be final.
5. The firm should not have been blacklisted by any Govt. Department. An undertaking in this regard, duly signed by Owner/Proprietor, on a stamp paper of Rs.100/- duly attested by Notary (name should be clearly visible), should be given.
6. The firm is required to furnish document in support of its standing and good will in the form certificates from other Central Govt. Ministries/Departments/Organizations.
7. The numbers of machines to be placed under CAMSC is 66 and are of different brands. The number of machine may increase or decrease during the period of contract.
8. The CAMSC will include all parts (including plastic parts) and consumables for the machines except power supply and papers. It will be the responsibility of company/firm to provide and use genuine spare parts and consumables of machines of Manufacturer Company. If any damage is caused to machine due to use of spurious consumables or fake spare parts or during repair etc., cost of repair will be borne by CAMSC holder firm.

  
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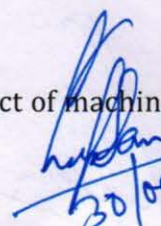
**PART-2: SCOPE OF WORK, SECURITY DEPOSIT & PAYMENTS, PENALTIES AND OTHER CONDITIONS**

1. The successful Bidders will be awarded a Comprehensive Annual Maintenance and Service Contract for service and maintenance of photocopier machines installed in the office of the Ministry of Labour & Employment located in Shram Shakti Bhawan and Jaisalmer House.
2. The successful bidder will be required to furnish **PERFORMANCE SECURITY** of an amount of Rs.1,50,000/- (Rs. One lakh fifty thousand only) in the form of BANK GUARANTEE from a Commercial Bank which should be valid for at least 60 days beyond contract period and would be returnable after completion of the contract period subject to fulfillment of terms & conditions of the contract period and any deductions that may be decided by competent authority. These must be drawn in favour of **PAY & ACCOUNTS OFFICER (MS), MINISTRY OF LABOUR & EMPLOYMENT, NEW DELHI**. No interest is payable on this deposit. **If work is split among the authorized service provider of different brands, then the performance security will be split in proportion of machines.**
3. This PERFORMANCE SECURITY is liable to be forfeited, if the services of the company are found to be unsatisfactory in any respect and / or if any of the conditions of the contract is contravened / breached and / or towards any damage is caused to Govt. property due to the negligence or otherwise of the firm or its employees. This Ministry will be at liberty to entrust the same to any other firm/company at the risk and expense of the defaulting company. The decision of this Ministry, in this regard, shall be final.
4. This PERFORMANCE SECURITY is also liable to be forfeited, if the company backs out of the contract midterm without any express consent of this Ministry. This Ministry will be at liberty to entrust the same to any other firm/company at the risk and expense of the defaulting company. The decision of this Ministry, in this regard, shall be final.
5. The Company will be required to depute one Resident Engineer in this Ministry who will report to appropriate authority on all working days to attend to minor complaints immediately. The company/firm will also depute qualified technician(s) for attending complaints which cannot be handled by Resident Engineer. The details of technicians are required to be submitted to Ministry on the letter head of the company along with copy of any Identity Card issued to them.
6. The company/firm will be required to intimate to all users the telephone/mobile numbers where complaints can be lodged, for this purpose stickers bearing name of company and telephone numbers will have to be put on all machines. A complaint number should be given by the company/firm every time a complaint is lodged.
7. Complaints should be attended within 3 hours. In case any complaint is lodged after 3.00 PM it should be attended **by 11.00AM next day positively**. In any circumstances the machine should be put in order within three days, failing which a penalty of Rs.300/- per day subject to a maximum of Rs.1,500/- will be deducted from the bill of the firm.

  
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8. The company/firm will be required to maintain a record of complaints, consumables used, parts replaced on every machine under contract indicating date, meter reading etc. It should be signed by technician and user on every visit.
9. The initial servicing of the machines (including inner and outer cleaning) will have to be completed within 15 days from the date of commencement of contract and a report duly signed by users will be submitted to the Ministry in this regard.
10. The machines should be **serviced every month or earlier** and **cleaned (outer & inner) every fortnight or earlier**, as required, even if there is no complaint from users. A report in this regard duly signed by users will have to be submitted by the company/firm at the end of every month.
11. Minor complaints, including regular cleaning (outer & inner), of machines which are under warranty, will also have to be attended by the company/firm through their Resident Engineer or other technician. Any major complaint, including requirement of toner, developer, drum etc. should be reported to concerned authority in the Ministry.
12. During the period of contract, the Company/firm will be responsible for proper and consistent functioning of all machines under contract. In case any machine goes out of order, the repair should be carried out by the Company/firm in the premises of this Ministry. Only such work, which cannot be executed in the premises of this Ministry, will be allowed to be done in the workshop of Company with prior permission of this Ministry for which no extra charges like cartage etc. will be payable.
13. In case any repair cannot be carried out immediately or within that day due to unforeseen circumstances, the technician should report it to the user and concerned official in Adm.II Section of this Ministry.
14. If this Ministry feels that any of the machines, under the contract, was not properly maintained / serviced by the Company or does not function for reasonable period after repair, a penal deduction from the bills will be made as decided by competent authority in the Ministry.
15. The payment will be made to the CAMSC holder firm on quarterly basis after satisfactory services during the quarter on presentation of bill, in triplicate, on the rates approved by this Ministry.
16. In all matters of any dispute relating to this contract, the decision of this Ministry will be final and binding upon the Company.
17. The period of contract may be extended for a further period of one year on same rates, terms, and conditions subjected to satisfactory performance rendered by the firm during the current year.
18. The contract will be awarded on "as is where basis is".
19. The firm may be required to prepare & submit report etc. in respect of machines as may be directed by the Competent Authority.

  
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20. While submitting the bid, the bidder will be deemed to have understood and accepted all the terms and conditions stated in this document and no change, what so ever desired, will be entertained by this Ministry.
21. The company/firm may also be required to sign an agreement/contract as may be decided by the Competent Authority in the Ministry.

(Signature of Owner/Proprietor/Authorized  
Signatory of Company/Firm with company seal and date)

  
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**Undertaking to be signed by the contractor/tenderer on behalf of his/her firm.**

I-----do hereby undertake that I have clearly and precisely understood the terms and conditions of the tender, that I will abide by these terms and conditions mentioned in the tender notice/document and the rules and regulations/instructions of the Government, issued from time to time in letter and spirit, that any breach and/or violation of any of the terms and conditions and /or in case of my work being fund unsatisfactory at any time during the period of contract, my contract shall be liable to be terminated without assigning any reason thereof, and that in such case, the amount of security deposit shall stand forfeited to the Government and also I will be liable to make good all extra cost(s) borne by the Ministry of Labour & Employment for getting the jobs done by other person(s) and/or any loss or damages that may be caused to the Ministry of Labour & Employment owing to the unsatisfactory/failure to work on my part.

I-----also undertake that the decision of the Ministry of Labour & Employment shall be final and binding in all cases, whatsoever may be, pertaining to this contract.

Place:

Date:

(Signature of Owner/Proprietor/Authorized  
Signatory of Agency/firm with company seal and date)



**ANNEXURE-III****Details to be submitted with the Tender Documents for Servicing/Maintenance of Photocopier Machines in the Ministry of Labour & Employment**

<b>S. NO.</b>	<b>PARTICULARS</b>	<b>TO BE FILLED BY BIDDER</b>
1.	Details of EMD furnished	
2.	Name of the firm/agency	
3.	Address of firm/agency in Delhi/NCR	
4.	Telephone Number/Mobile Number	
5.	Name of owner/proprietor etc.	
6.	PAN:  GSTN:	
7.	Details of 3 years' experience in the field of servicing/maintenance of Photocopiers	
8.	Experience of working in at least 5 Govt. departments (Names of departments may be listed here & copies of AMC Award letters may be enclosed)	
9.	Satisfactory services rendered in para 8 above (proof enclosed)	
10.	Details of Annual turnover of Rs.50 lakh or more every year of the firm for the last three years (proof enclosed)	
11.	Undertaking regarding the agency/firm not having been blacklisted or terminated or debarred till date by any Govt. department or no legal suit/criminal/tax evasion fraud case is registered against the agency/ firm or its owner/proprietor/partner of agency/firm anywhere in India. (Enclose undertaking on Rs.100/- stamp paper)	
12.	Whether copy of terms & conditions duly signed on each page by owner/proprietor or authorized signatory is attached in acceptance of same.	
13.	Authorization from Original Equipment Manufacturer (original ink signed copy must be dropped in tender box)	

Place:

Date:

(Signature of Owner/Proprietor/Authorized  
Signatory of Agency/firm with seal)



**FINANCIAL DETAIL SUBMITTED WITH THE BID AS PER THE LIST OF PHOTOCOPIERS  
INSTALLED IN MINISTRY OF LABOUR & EMPLOYMENT (MS),**

**SHARP MAKE**

S. No.	ROOM NO. & NAME OF SECTION/ OFFICER WHERE INSTALLED		MACHINE MAKE	MODEL NO.	Machine S.NO.	Rate per Copy* (excluding taxes, as applicable)
Shram Shakti Bhawan A&B-Wing						
1.	12A	US(SK/PJS)	SHARP	MX-M464N	53000174	
2.	16	ADM.I	SHARP	MX-M464N	65007580	
3.	17	US(SKT/BN)	SHARP	MX-M464N	53000194	
4.	28	CR SECTION	SHARP	MX-M452N	43001182	
5.	101	CABINS OF US	SHARP	MX-M452N	43000628	
6.	103	O/o SECY.(L&E)	SHARP	MX-M452N	43000326	
7.	107B	O/o JS(MG)	SHARP	MX-M452N	43000224	
8.	109-A	NCL/LRC	SHARP	MX-M452N	4300019X	
9.	111	JS/FA	SHARP	MX-M464N	53000084	
10.	111	O/o PLEA	SHARP	MX-M464N	65007550	
11.	301	WAGE CELL	SHARP	MX-M452N	43001251	
12.	301	DS(AT)	SHARP	MX-M464N	7500288X	
13.	302	Dir	SHARP	MX-M464N	6502416X	
14.	303	DS(SP)	SHARP	MX-M464N	53000773	
15.	304	ILAS	SHARP	MX-M452N	43000842	
16.	304A	LC	SHARP	MX-M464N	65009009	
17.	307	JD(VS)	SHARP	MX-M464N	53000292	
18.	308	LA	SHARP	MXM-464N	53000743	
19.	309A	IR(PL)	SHARP	MXM-453N	95019997	
20.	311	ISH-I	SHARP	MX-M464N	53000284	
21.	311A	ISH-II	SHARP	MX-M464N	53000202	
22.	311A	CLS-I	SHARP	MX-M464N	53000653	
23.	315	Adm.I	SHARP	MX-M464N	65009059	
24.	319	COORD.	SHARP	MX-M452N	43000708	
25.	517	FIN-I	SHARP	MX-M464N	75002750	
26.	518	Adm.II	SHARP	MX-M452N	5300030A	
27.		Store, 5 <sup>th</sup> floor	SHARP	MX-M452N	43000305	
28.	604B	IT CELL	SHARP	MX-M464N	65005355	
29.	609	CLC-II	SHARP	MX-M464N	6502463X	
30.	611	ESA	SHARP	MX-M464N	6502464X	
31.	617	PLANNING UNIT	SHARP	MX-M464N	53000823	
32.	619	B&A	SHARP	MXM-362N	1501257Y	
Shram Shakti Bhawan C- Wing						
33.	124-C	HINDI SECTION	SHARP	MX-M464N	65008879	
34.	127-C	DESK	SHARP	MX-M464N	65007870	
35.	229	C&WL Section	SHARP	MXM-362N	25016392	
36.	336	WOMEN CELL	SHARP	MX-M464N	53000713	
37.	336	SS-1	SHARP	MXM-362N	25016462	



Jaisalmer House						Rate per Copy* (excluding taxes, as applicable)
38.	2	LW	SHARP	MX-M464N	53000262	
39.	8A	DDG	SHARP	MXM-464N	75002930	
40.	9	O/o DGLW	SHARP	MXM-452N	25015533	
41.	19 A	DS	SHARP	AR M-205	03082937	
42.	18	US (SS)	SHARP	MXM-362N	25016472	
43.	21	DD(MR)	SHARP	MX-M452N	43001092	
44.	22	AUDIT CELL/W-V	SHARP	MX-M464N	53000222	

**RICOH MAKE**

Shram Shakti Bhawan A&B-Wing						Rate per Copy* (excluding taxes, as applicable)
45.	14	US(SKS)	RICOH	MP-2550B	M6422200342	
46.	15A	US(NK)	RICOH	MP2550B	M6421400265	
47.	114	O/o JS(RA)	RICOH	MP-5002SF	W534M150108	
48.	315A	VIG.SEC.	RICOH	MP2550B	M6421400256	
49.	606	O/o DG (Stat.)	RICOH	MP-5002SF	W534M150136	
50.	Near Reception	O/o CISF	RICOH	MP-2501SP	E353M150243	
51.	13 Sunheri Bagh	Residence MOS (IC) L&E	RICOH	MP 2501L	E354M650184	
Shram Shakti Bhawan C- Wing						
52.	228	LDRC	RICOH	MP-5002SF	W533MC50085	
Jaisalmer House						
53.	23	SS-III	RICOH	MP-5002SF	W53M650054	

**CANON MAKE**

Shram Shakti Bhawan A&B-Wing						Rate per Copy* (excluding taxes, as applicable)
54.	12B	US(AK)/US(NK)	CANON	IRADV4545	YAK00743	
55.	111	JS(RKG)	CANON	IRADV4545	UPF00596	
56.	111	NIC	CANON	IRADV4545	YAK00527	
57.	116	PARLIAMENT UNIT	CANON	IR ADV6575i	YBD00520	
58.	116A	O/o MoS(IC) L&E	CANON	IRADV6575i	YBD00533	
59.	301	WAGE BOARD	CANON	IRADV4545	YAK00739	
60.	124	CASH	CANON	IRADV4545	UPF00585	
61.	602	DG (Stat.)	CANON	IRADV4545	YAK00526	
62.	616	Finance-I	CANON	IRADV4545	YAK01184	
63.	332	IR(IMP)	CANON	IRADV4545	UPF00602	
64.	336	PG CELL	CANON	IRADV4545	YAK00538	
Jaisalmer House						
65.	16	BOCW/W-III/W-IV	CANON	IRADV4545	YAK00751	
66.	17	RW	CANON	IRADV4545	YAK00750	

\* Taxes as applicable.

The machines can be shifted one place to another place during the period of tender or before.

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