



उत्तर पूर्व क्षेत्रीय शिक्षा संस्थान
NORTH EAST REGIONAL INSTITUTE OF EDUCATION

(राष्ट्रीय शैक्षिक अनुसंधान एवं प्रशिक्षण परिषद)
(NATIONAL COUNCIL OF EDUCATIONAL RESEARCH & TRAINING)
(मानव संसाधन विकास मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संगठन)
(An Autonomous Organization under Ministry of HRD, Government of India)

उमियाम, शिलांग – 793103, मेघालय
Umiam – 793103, Shillong, Meghalaya

फोन /Ph. No. : 0364-2570009/17/24/52
फैक्स /Fax No. : 0364-2570062/24

ई मेल /Email : nerie.ncert@gmail.com
वेब साइट /Website : http://nerie.nic.in

No.F.18-37/2018-NERIE/MCPM/1717

Date: 28th August, 2018

Notice Inviting Tender
for Comprehensive Annual Maintenance Contract for Photocopier Machines

NERIE, Umiam invites sealed bids from firms having experience in Comprehensive Annual Maintenance Contract (CAMC) of Photocopier Machines (4 nos.). The tender document is available in NERIE website www.nerie.nic.in. Last date of submission of bid is 25th September, 2018 (upto 11:00 A.M.)

B. Basma
27/8
Principal



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Notice Inviting Tender
for Comprehensive Annual Maintenance Contract for Photocopier Machines

NERIE, Umiam invites sealed bids from firms having experience in Government/Semi-Government/Autonomous Bodies/PSU for Comprehensive Annual Maintenance Contract for Photocopier Machines (4 nos.). The envelope containing the bid shall be superscribed as "BID FOR CAMC OF PHOTOCOPIER MACHINES". Bids may be addressed to the **Principal, NERIE, Umiam, Ri-Bhoi District, Pin-793103, Meghalaya.**

The last date/time of receipt of bid is 25th September, 2018 (upto 11:00 A.M.). The date and time for opening of bid is 25th September, 2018 (upto 11:30 A.M.) at NERIE, Umiam.

Bid may be sent either by speed post or may be dropped in the Tender Box placed in the Establishment Section of the Institute. Any other mode will not be accepted. NERIE will not be responsible for postal delay or otherwise.

I. Scope of Work:

- Diagnose the faults and rectify the defects of the photocopiers detected within prescribed time period.
- Repair / replace the faulty parts etc. of the equipment.
- Carry out the preventive maintenance.
- Attend all breakdown calls, as and when intimated.
- Maintenance of log book of works carried out.

II. Details of Photocopier Machines.

Sl. No.	Brand	Model No	Installed Location (NERIE campus)	Remarks (Functional/non-functional)	Year of Purchase/ installation
1	Canon	Image Runner 2002N	Principal's Office	Functional	2015
2	Sharp	MX M202D	Accounts Section	Functional	2016
3	RICOH	MO 2014	Establishment Section	Functional	2015
4	RICOH	MO 2014	Library	Functional	2015

III. Eligibility Conditions: The bidder shall meet the following requirements:

- i. Experience of having successfully completed at least 3 (three) similar CAMC work during last 2 years in Central / State Government Organizations/PSU etc. Documentary proof in support of the above shall be produced along with Bid, failing which the bid may be disqualified.
- ii. Non-tribal firms participating in the Bid shall submit Trading License from Khasi Hills Autonomous District Council, Shillong, if required. The condition of requirement may be confirmed by the firm from Khasi Hills Autonomous District Council, Shillong.

IV. Earnest Money Deposit (EMD): An EMD of Rs.5,000/- (Rupees five thousand only) in the form of Demand Draft drawn in favour of Principal, NERIE, Umiam, Shillong shall have to be submitted along with the bid. The EMD of the unsuccessful Bidders shall be refunded. No interest shall be payable on the EMD to the Bidder.

V. Performance Security: The successful bidder shall furnish Performance Security to the NERIE for an amount of Rs.10,000/- (Rupees Ten Thousand only) within 7 working days from the date of acceptance of the AMC. The performance security bond shall be in the form of Bank guarantee / DD issued by any commercial bank and should be valid for 60 days more beyond the date of expiry of the contract. On receipt of the Performance Security deposit, the EMD will be refunded to the firm. Any act of backing out by the firm after award of contract would lead to forfeiture of the EMD deposit.

VI. Evaluation Process: The bids will be scrutinized and evaluated by the duly constituted Committee with reference to the merits and parameters prescribed in Tender document. All documents submitted alongwith the tender document shall be self-attested by the firm. The decision of the Committee will be final and binding in deciding the successful bidder. Interested bidders may attend the bid opening event.

VII. Bid of Rate:

The Bidder shall quote the rate on **per copy basis** which must be inclusive of all taxes/charges which will also include maintenance/repair/replacement for all spares & consumables like Toner, Drum Kit, Fuser Kit, Exposure & Heater in genuine (except paper and powder supply) throughout the contract period.

VIII. Payment Terms:

- i. Under the Comprehensive AMC, payment will be made to the selected firm on monthly basis upon submission of supporting documents indicating details of number of photocopies made against each machine.
- ii. The Comprehensive AMC charges will be inclusive of annual inspection charges, license fees, taxes etc.

- iii. Payment will be made through RTGS/Account payee cheque on receipt of bills.
- iv. No advance or any charge over & above quoted Comprehensive AMC charges will be paid.
- v. The TDS, if any, will be deducted at source as per rules from the tax invoice/bills of the firm.

IX. Other Terms and Conditions:

1. Bidders agreeing with the terms and conditions in this tender document need only apply. The bid shall remain valid for 90 days from the date of opening of the bid.
2. Besides rate, in case additional terms and conditions are set by the firm, the same shall also be taken note of and must be acceptable to NERIE for the award of the contract. The decision of NERIE in all such matters shall be final.
3. The EMD shall be accompanied along with the Bid.
4. The bidders must comply with the requirements as provided in the prescribed proforma (Annexure-I).
5. The maintenance and servicing of the photocopiers will be done by the firm under the terms and condition as per standard laid down by the manufacturer. The servicing of the photocopiers will be done by trained technicians/experts in the presence of the authorized officials of the NERIE.
6. The technicians/experts deployed for maintenance of the photocopiers shall produce valid Identity Card issued by the firm as and when demanded by the NERIE.
7. The period of the Comprehensive AMC of the photocopiers will be initially for one year from the date of execution of Agreement between NERIE and the successful firm. Thereafter, it may be extended for another two years on yearly basis at the same terms and conditions, based on satisfactory performance and mutual consent of both the parties.
8. The complaints lodged by the NERIE in respect of its photocopiers must be attended on top priority. The complaints lodged either on phone or by email should be attended within 48 hours. The status report and serviceability of the defective photocopiers should be submitted to the Institute at the time of first inspection itself.
9. In the event of non-compliance of the instruction/s, terms & conditions or complaints remains unattended for 48 hours, or repairing/servicing of the photocopiers is not undertaken within stipulated period, the NERIE reserves the right to get the defect removed or servicing done by other firms, at the risk and cost of the firm.
10. In case of major repairs requiring more than 48 hours, the firm shall intimate the NERIE in writing the actual time required along with justification. However, the major repairs should be done by the firm within 5 days from the receipt of complaint.

11. In case of serviceability/dysfunction of the equipment is beyond 5 days, penalty as detailed below may be imposed on the contractor and the amount will be recovered from the quarterly bills.

Delay Period (counted beyond 5 days)	Penalty
6 to 12 consecutive days	@ 5% of respective quarterly bill
13 to 19 consecutive days	@ 10% of respective quarterly bill
20 – 29 consecutive days	@ 20% of respective quarterly bill
30 days and beyond	@ 30% of respective quarterly bill

NOTE: In exceptional cases, the Competent Authority of NERIE may consider to extend the time limit mentioned above. The decision of the Competent Authority shall be final and binding on the contractor in this respect.

12. The Institute reserves the right to include additional photocopier machines (upto two numbers) under the same terms and conditions as delineated in this tender document.
13. If desired, the firm may take the status of the photocopiers installed in NERIE, Umiam in the presence of authorized official of this Institute. In the event of any photocopier out of order, the successful firm will repair the defective photocopier within the approved AMC.
14. NERIE will not pay any advance or any other charges over and above Comprehensive AMC charges.
15. While submitting the bill, the firm has to furnish the supporting documents indicating details of number of copies made against each photocopier.
16. The firm has to ensure for the proper upkeep and maintenance of the photocopiers as per standards of the concerned company. Since the nature of the AMC is fully comprehensive, it includes the charges of repair/replacement of the worn out components also, without claiming any additional charges from the Institute.
17. The AMC charges shall include the cost of all consumable items. i.e. Toners, drums kits, etc. The selected firm shall provide one additional cartridge/toner as spare against each photocopier machine to the Institute.
18. The firm has to replace the damaged/defective parts with genuine parts under the intimation/in the presence of the NERIE official.
19. NERIE reserves the right to cancel the contract at any time during the period of the Comprehensive AMC, if the service is not found to be satisfactory.
20. The successful firm has to give its acceptance within a week from the date of issue of the award letter failing which the Comprehensive AMC offer may be cancelled and the contract may be awarded to the next eligible bidder.
21. Immediately on award of the contract, the contractor would give a report for taking over all the machines in working condition (with their configuration, make & model number) and the number of pages processed by each machine on which the contract has been taken. It is the responsibility of the firm to keep all the photocopy machines satisfactorily in working condition.

22. The successful firm has to commence the work of servicing & maintenance of the photocopier machines within a week from the date of acceptance of the offer.
23. This contract will be subject to Shillong jurisdiction only. All the disputes arising out of the contract terms shall be resolved in accordance with the Arbitration and Conciliation Act, 1996 at Shillong only.

B. Basumaty
27/8

Principal

North East Regional Institute of Education
(National Council of Educational Research and Training)
Umiam, Ri-Bhoi District, Meghalaya – 793103

Bid for CAMC for Photocopier Machine

1. Name, address of the firm : _____

2. Contact No.: _____ Email ID: _____
3. Proof of work completion certificate as per the terms mentioned in eligible criteria (please enclose proof of the same):

Sl. No.	Year	Name of the client with address	Whether supporting document enclosed (Yes / No)

4. Mention the registration number of the following, if the agency / company are registered under the followings:

Sl. No.	Registration under	Reg. No. & Date	Proof submitted (Yes/No)
1	GST		
2	ESI		
3	EPF		
4	PAN		
5	TIN		

5. Bank Details of the firm for RTGS payment (Please enclosed cancelled cheque of the firm):

Name of the Bank & Branch	
Account Number	
IFSC Code	
MICR Code	

6. Trading License No. (for Non-Tribal Firms, if required): _____
(Please enclose copy)

7. Rate quoted for Comprehensive AMC:

Sl. No.	Photocopiers & Model No.	Rate per copy (in Rs.) for Photocopy Machines (inclusive of all taxes, etc.)
1	Canon (Image Runner 2002N)	Rs. Rupees in words: _____ _____
2	Sharp (MX M202D)	Rs. Rupees in words: _____ _____
3	RICOH (MO 2014)	Rs. Rupees in words: _____ _____
4	RICOH (MO 2014)	Rs. Rupees in words: _____ _____

Note: The Rates shall be quoted both in figure and words respectively as provided above.

8. I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person
with Company Seal

Date:

Name:

Place:

Designation: