



NATIONAL INSTITUTE OF TECHNOLOGY, WARANGAL - 506004
TELENGANA (INDIA)

E-Tender No. NITW/E-CS-03/2020-21/

Date: 24-02-2021

**INVITATION FOR ANNUAL MAINTENANCE OF CONTRACT
(AMC) FOR HEAVY DUTY COPIER MACHINES**

Established vendors with proven track record and experience in the supply of concerned items are invited to submit their most competitive bids on or before **10-03-2021 at 03.00 PM**.

Important Dates:

1.	Pre-Bid Meeting	on 01-03-2021 at 03.00 PM
2.	Tender Opening	on 10-03-2021 at 03.00 PM

Interested eligible bidders may download the set of bidding documents and formats given as Annexures etc. from our website: www.nitw.ac.in & <https://www.nitw.euniwizarde.com>. The payment towards the cost of the tender documents and EMD or BG shall be made in the form of Demand Draft obtained from any **Nationalized/Schedule Bank** in favor of “**Director, NIT Warangal**” or **by way of Bank Guarantee (BG)**. The format of B.G is enclosed as **annexure-IV**. EMD on any other firm will not be accepted. The offer without tender fee/cost of documents & EMD will be rejected summarily.

Tender Cost : Rs. 1,000/- + GST @ 18% = 1,180/- (Demand Draft Only)
EMD : Rs. 2,00,000/-

The Original Bank Guarantee (BG)/ Demand Draft (DD) and Tender cost towards EMD (Earnest Money Deposit) & Tender cost shall reach the Institute on or before the due date of Tender, else the Bid will be rejected summarily.

The Institute GSTN/IEC details are as follows.

GST No.	36AACAN7241H2ZK
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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: <http://nitw.euniwizarde.com/>

REGISTRATION:

- Bidders are required to enroll on the e-Procurement Portal <http://nitw.euniwizarde.com/> with clicking on the link “**Bidder Enrollment**” on the e-tender Portal by paying the Registration fee as per website norms.

- As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- 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.
- 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.
- 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.
- Bidder then logs in to the site through the secured login by entering their user ID/password and the password of the DSC /e-Token.
- The scanned copies of all original documents should be uploaded on portal.
- For any Query contact to our helpdesk Number 011-49606060, Email ewizardhelpdesk@gmail.com, Mr. Vijay 8448288989, Mr. Gagan 8448288987 and Mr. Rajesh 8448288990

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 Including 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.

PREPARATION OF BIDS

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF/JPEG formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.
- These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

ASSISTANCE TO BIDDER

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support. The contact number for the helpdesk is “011- 49606060

I. GENERAL CONDITIONS OF CONTRACT (GCC):

1. **Validity of the offer:** The Offer shall be valid for **90** days from the date of opening.
2. **Clarification of bids:** During opening or evaluation, the purchaser may at its discretion, seek the required clarification from the bidders. However, no change in prices or substance of the bid shall be sought, offered or permitted. If the bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the non-conformity. Unsigned communication/ bids will not be accepted and will be rejected summarily.
3. **EMD:** EMD for the specified amount shall be submitted along with the offer in the form of Demand Draft or BG obtained from any **Nationalized/schedule Bank** in favour of “**Director, National Institute of Technology Warangal**”, Payable at Warangal. For details refer corresponding specification sheet (SCC). No interest will be paid on the EMD. The EMD will be forfeited, if the bidder withdraws his tender during the validity period of the bid. Offer without EMD will be rejected summarily.
4. **Prices:** As per the Format under the heading **FINANCIAL BID** is enclosed as Annexure–III to this bid document. Concessions extended to Educational Institutions, if any shall be mentioned in the offer.
5. **Payment:** Payment will be made through RTGS/NEFT upon receipt of ordered item and its satisfactory performance and on production of bank guarantee at the rate of 10% of the order value wherever applicable.
6. **Evaluation:** Evaluation of the Bids shall be made strictly in terms of provisions and criteria disclosed in the bidding document for the quantities mentioned in the bid. However, the Institute reserves the right whether to purchase the total quantities or in part thereof.

Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotation, cancel the bidding process and reject all quotations at any time prior to the award of the contract. Also, the Director reserves the right to cancel the purchase order if the firm fails to comply with the delivery schedules without any notice and bid security/EMD will be forfeited accordingly.
7. **Security deposit:** The successful tenderer will have to deposit @ 5% of the order value within 07 days of issuance of LOI/order towards security deposit. Else the offer is liable for rejection and the EMD will be forfeited.
8. **Performance Security:** The Institute reserves the right to insist for performance security @ 10% of the order value towards warranty obligations.
9. **Corrupt or Fraudulent practices:** The bidders shall observe the highest standard of ethics during the whole transaction. Contrary to the above the offer will be rejected for award of contract and firms will be declared as ineligible even for further period as deemed fit by the Institute.
10. **JURISDICTION:** The Courts of Warangal alone will have the jurisdiction to try and any matter dispute or reference between the parties arising of this agreement/contract.

In addition, the Special Conditions of Contract (if mentioned along with the specifications of the item) shall supplement these General Conditions of Contract. Wherever there is a conflict, the provisions mentioned in the SCC shall prevail over these General Conditions of Contract.

Please note that the institute reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the award of contract, without thereby incurring any liability to the affected Bidder or bidders.

II. SPECIAL CONDITIONS OF CONTRACT (SCC)

NIT Warangal is a National importance in the country in technical education. Started as a Regional Engineering College in 1959, it has several distinctions to its credit. Institute is a residential institute with 400 faculty members on rolls and about 8000 students supported by 300 non-teaching staff. NIT Warangal intends to invite quotations for Annual Maintenance Contract (AMC) of Photo copier machines and also providing copier on rental basis at place needed as per the requirement.

Important Terms and Conditions

1. The following enclosures are mandatory with the submission of quotation: -
 - a. Authorization letter from the Company contract valid at least for next three years for the new machines that are going to be provided.
 - b. Last three years references list.
 - c. GST No. Copy
 - d. PAN No. copy
 - e. Company Registration certificate.
2. The tender would be for a period of three years, however, the contract would be awarded on annual basis (one year at a time). It would get extended for second/ third year on mutual consent basis without any change in rates and other terms and conditions. It may be noted that no request for hike in approved rates will be entertained during the entire period of three years for any reason whatsoever, except for Govt. taxes.
3. NITW reserves the right to cancel the tender at its sole discretion without assigning any reason.
4. If the selected bidder is unable to provide the service/ supply of goods or does not accept the work/supply order the EMD will be forfeited.
5. The tender is for Comprehensive AMC of photocopier machines including supply of all material spares, replacement/ repairs or parts from OEM's.
6. Certificate in support of experience for having undertaken this kind of business along with a list of organization where the Contractor is currently providing/ has provided AMC of Photocopier Machines covered in the tender.
7. Annual Turnover 10 lakhs for the last three financial years i.e., 2017-18, 2018-19 & 2019-20 (a certified Chartered Account copy shall be enclosed).
8. Bids from authorized Dealers/Distributors shall be accepted provided they have a specific authorization certificate issued by the manufacture to Quote for NIT Warangal against the present Tender Notice i.e. NITW/E-CS-03/2020-21, dated 24-02-2021.

9. Comprehensive AMC of photocopier machines including supply of all material spares, replacement/ repairs or parts from OEM's.
10. Details of all minor/ major, routine/ preventive repair/ maintenance job undertaken shall be entered into the history sheet.
11. The cleaning of photocopier machines at least once in every month is also to be covered in the AMC.
12. Response time for maintenance of items covered under AMC will be 2-3 hours.
13. The minimum up time for all the systems should be 95%.
14. The material requires replacement shall be of same quality/ manufacturer and specifications. The dismantled material shall be the property of contractor.
15. No advance shall be paid for the work.
16. The date of servicing of the machine would be at the discretion of this Department.
17. Contract includes cost of consumables, i.e., Toner, Drum & Copier Paper of 70GSM thickness required to run the copier.
18. Copier machines should be of professional laser quality.
19. If you fail to attend the breakdown within 48 hours after communication by this Department 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.
20. Service Provider should agree to provide service even on holidays, if required so.
21. Service Provider should be capable of providing photocopier as standby in case any photocopier having problem which is unable to be rectified within 48 hours.
22. NITW reserves the right to award the work in full or in parts or cancel the order without assigning any reason thereto.

23. Bidders are advised to study carefully the terms and conditions before quoting their bid. All the pages should be signed by the bidder as a token of acceptance.
24. The rates should be indicated both in words and figures. In case of discrepancy between the figure (number) and words, the rates given in the words only will be taken as authentic and no further clarification will be sought from the bidder.
25. The bidders are required to submit self-certified copies of proof for servicing/maintaining of digital photocopiers awarded to them by the Government Departments, PSUs or any reputed Business Organizations during last three years.
26. The bidders are required to submit at least three satisfactory performance certificates during last three years.
27. In case the successful tenderer is found in-breach of any terms and conditions, concealments of facts, furnishing wrong and false document/ information at any stage, legal action as per rules/ laws shall be initiated against the agency concerned besides forfeiture of the earnest money or Performance Security deposits and debarring the agency also by blacklisting for future dealing with the department.
28. Incomplete / late quotations shall be rejected.
29. The three years period of servicing will commence from the date of acceptance of Contract by the Department.
30. Payment will be made on quarterly basis after submission of satisfactory performance certificate from all the users.
31. 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. A new machine of the same or similar configuration is to be provided on rental basis as per agreed rate.
32. The Service Provider has to provide training for operating the new machines which are placed at different Departments/Sections/Centre's.

1. The following are list of Departments and Quantity of Machines for AMC and New Machines:

Sl. No.	Department	AMC	Make	No. of Prints per year (Approx.)	New M/c
1	Civil Engg	1	Canon	50000	1
2	Mechanical Engg	1	Canon	50000	1
3	Electrical Engg	1	Canon	50000	1
4	ECE	1	Canon	50000	1
5	MME	1	Canon	40000	-
6	Chemical Engg	2	Toshiba	40000	-
7	Computer Science Engg	2	Canon, Ricoh	50000	-
8	Maths	2	Ricoh	15000	-
9	Biotechnology	1	Canon	15000	-
10	Physics	1	Ricoh	25000	-
11	Chemistry	2	Ricoh	50000	-
12	HSS	1	Ricoh	12000	-
13	School of Management	1	Xerox	50000	-
14	Computer Centre	-	-	20000	1
15	Teaching and Learning Centre	3	Xerox	40000	-
16	Academic	1	Canon	50000	1
17	CCPD	-	-	50000	1
18	E&MU	2	Ricoh	50000	-
19	Accounts	1	Canon	50000	-
20	Physical Education	-	-	15000	1
	Total	24		772000	8

EMD: RS. 2,00,000/-

Annexure I (Format for declaration & to be enclosed as last page of the bid document)

DECLARATION

(To be furnished by the supplier on company's Letter Head)

I/we hereby solemnly declare and affirm that the above documentary evidence/declarations are true and correct to the best of my knowledge and beliefs. No part of it is false and nothing has been concealed therein.

Date & Seal

Name and Signature
of the competent Authority of the
firm

Annexure-II
(Format for Annual Turnover)

ANNUAL TURNOVER

Sl. No.	Annual turnover w.r.t. AMC of Copiers			Remarks if any
	2017-18	2018-19	2019-20	
(1)	(2)	(3)	(4)	(5)

Sig. of the Chartered Account with seal

The relevant documents are enclosed as Page Nos. _____

Certified copies of ITRs are enclosed as page Nos. _____

Sig. of the tendered with Seal

Note: (i) Documentary evidence shall be submitted along with the format
(ii) Certified copies of ITRs of the above years shall be enclosed.

Annexure III
(Format for Bank details)

Bank details of the Tenderer for Refund of EMD & for making payment in case L-1

Name of the Beneficiary (fill in Capital Letter) As per Bank account															
Bank Account No. (Beneficiary)															
Name of the Bank:															
Name of the Branch:															
IFSC Code of the Branch															
Swift Code/BIC Code (if needed)															
PAN No.															
Mobile No.															
Email ID:															

Signature

Name: _____

Designation: _____

Date & Seal of the competent authority of the firm

FINANCIAL BID FOR AMC of COPIERS at NIT WARANGAL)

FORMAT FOR FINANCIAL BID/PRICE BID

Supply and AMC of Copier Machines

Rent on each Machine per year: _____

AMC Charges on each Machine per year: _____

Per copy rate (for AMC machines and Rented Machines): _____

(in words _____)

Date & Seal

Signature of the authorized
Signatory of the firm

DO NOT QUOTE HERE

FORMAT FOR EMD BANK GUARANTEE

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing Bank)

1. Whereas
(hereinafter called the “tenderer”) has submitted their offer dated..... for the supply of
(hereinafter called the “tender”) against the Purchaser’s tender enquiry No.

1. KNOW ALL MEN by these presents that WE..... of having our registered office at are bound unto (hereinafter called the “Purchaser”) in the sum of for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this..... day of..... 20.....

2. CONDITIONS OF THIS OBLIGATION ARE:

- (i) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (ii) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity: -
 - a. If the tenderer fails to furnish the Performance Security for the due performance of the contract.
 - b. Fails or refuses to accept/execute the contract.

3. WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

4. This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature of the authorized officer of the Bank)

.....
Name of the officer

.....
Designation of the officer

.....
Seal, name & address of the Bank and address of the Branch