

F.No.: 4/1/2021-G.II
UNION PUBLIC SERVICE COMMISSION
(SANGH LOK SEVA AYOGE)
Dholpur House, Shahjahan Road,
New Delhi-110069.

NOTICE INVITING TENDER

Online bids are invited under two-bid system from the bidders having the minimum annual turnover of Rs 50 Lakhs during each of the preceding three years for award of Comprehensive Annual Maintenance Contract (CAMC) for three years of the Photocopier Machines installed in UPSC as per specific details given in **Annexure-II**.

Tender documents may be downloaded from UPSC website www.upsc.gov.in (for reference only) and CPPP website <https://eprocure.gov.in/eprocure/app> as per the schedule given in **CRITICAL DATE SHEET** as given under:-

CRITICAL DATE SHEET

Date of Publishing on CPP Portal	28.05.2021
Document Download Start Date	28.05.2021
Document Download End Date	21.06.2021
Bid Submission Start Date	28.05.2021
Clarification Start Date	28.05.2021
Clarification End Date	10.06.2021
Last Date & Time for Uploading of Online Tender	21.06.2021; 1500 hrs
Date & Time for Opening of Technical Bids	22.06.2021; 1500 hrs
Earnest Money Deposit (EMD)	Rs 1,40,000/-

GENERAL TERMS & CONDITIONS

1. Bids shall be submitted online only at CPPP website:
<https://eprocure.gov.in/eprocure/app>.

Bidders are advised to follow the instructions provided for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned documents.

2. Procedure for Submission of Bids:-

Bids should be submitted through Central Public Procurement Portal (e-procurement) only.

The tender shall be submitted online in two parts, viz., Technical Bid and Price Bid keeping in view following points:-

- All the pages of the bid being submitted, before uploading, must be **sequentially numbered** and **signed & stamped** by the bidder irrespective of nature of content of the documents.
- The offers submitted by Fax/e-mail or any other mode shall not be considered. No correspondence will be entertained in this regard.
- The hard copy of original instruments of **Earnest Money Deposit (EMD) of Rs 1,40,000/-** in the form of a **Demand Draft/Pay Order in favour of Secretary, UPSC must be delivered to Under Secretary (G-II), Room No. 208A-ASB, UPSC** on or before the last date/time of submission of online bids as mentioned in critical date sheet.

(i) Technical Bid:-

The bidder should submit the following documents mentioned in the Checklist (Annexure-VI) duly signed by the authorized signatory along with the Technical Bid viz.:-

- a) Signed & scanned copy of PAN card;
- b) Signed & scanned copy of GST Registration Certificate containing the GST Identification Number (GSTIN);
- c) Signed & scanned copies of Authorization letters from OEM's. **Hard copy of original tender specific authorization letters from OEM's must be delivered to Under Secretary (G-II), Room No. 208A-ASB, UPSC on or before the last date/time of submission of online bids;**
- d) Signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2019-2020;

- e) Signed & scanned copies of audited Balance Sheets indicating annual turnover of the firm for each of the preceding three years including the year 2019-2020;
- f) Signed & scanned copy of the certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years;
- g) Signed & scanned copies of at least 2 work orders/purchase orders during the preceding 5 years;
- h) Signed & scanned copy of Earnest Money Deposit (EMD) of Rs 1,40,000/-

(ii) Price Bid:-

- a) The schedule of price bid must be submitted in the prescribed format only. The bidder(s) will strictly submit **the rates on per copy basis** in the proforma prescribed for Price Bid (**Annexure-III**). Bids not in the prescribed format are liable to be rejected.
- b) The bidders are free to participate in one or more or all the items of the Price Schedule. However, they must submit ink-signed authorization letter of the concerned OEM along with their bid.
- c) Per copy rates will include cost of all spares & consumables (i.e. toner, drum unit, transfer roller etc.) and maintenance charges for maintaining the machines including shifting of machines, if needed, software & firmware updates, and the plastic parts in proper order through out the contract period.
- d) The rates shall include all charges related to transportation of material/equipment to and from UPSC. The rates should be quoted up to **2 decimal places only**.
- e) Rates should be quoted exclusive of taxes. Taxes shall be quoted separately along with rates. Bidders who do not quote tax rates separately will not be considered responsive and their bid will be rejected.
- f) The rate quoted should not be higher than the rate charged by the bidder and from other organizations for similar work.

3. Earnest Money Deposit (EMD):-

- (i) An Earnest Money Deposit (EMD) of Rs 1,40,000/- is essentially required to be submitted along with the tender. EMD shall be deposited in the form of a Demand Draft/Pay Order from any nationalized bank payable to the Secretary, UPSC at Delhi/New Delhi failing which the bid will be summarily rejected. Firms which are registered as Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department are exempted from submission of EMD on submission of documentary proof. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory. **In case hard copy of the EMD is not received by due date, the bid will be summarily rejected.**

- (ii) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
- (iii) The EMD shall be scanned and uploaded to the e-Tendering website within the period of tender submission and original must be deposited in UPSC (must be delivered to Under Secretary (G-II), Room No. 208A-ASB) by the last date & time of submission of bids.
- (iv) The EMD of the unsuccessful bidders would be returned to them after finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.
- (v) Forfeiture of EMD:- The EMD shall be forfeited
 - i) at any time prior to its rejection or
 - ii) before or after its acceptance is communicated to the bidder.

4. Performance Guarantee:-

The successful bidder will be required to furnish Performance Security @10% of the annual contract value for each of the three years. The Performance Security shall be in the form of Demand Draft/Pay Order/FDR/Bank Guarantee in favour of Secretary, UPSC payable at Delhi and shall be submitted within 15 days of issue of the letter of intent. The Performance Security shall remain valid till ninety days of the completion of all contractual obligations. It should be clearly understood that in the event of the work not being completed as per the requirements of the scope of work and terms & conditions of the tender, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalties, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the successful bidder on receipt of Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.

5. Eligibility Criteria:-

- (i) The bidder shall be Original Equipment Manufacturer (OEM)/authorized dealers/suppliers/distributors/channel partners/service providers of the OEM who possess experience in the field. The bidder shall submit hard copies of ink-signed original tender specific authorization letters from each of the concerned OEM. In absence of the ink-signed tender specific authorization letter from OEM, bid will be summarily rejected.
- (ii) The bidder must have the experience of providing maintenance services for photocopier machines in Govt. organizations/Public Sector companies/reputed private companies for at least five years. In this connection, copies of at least 2 work orders/purchase orders during the preceding 5 years must be enclosed with the technical bid.

- (iii) The bidder must have a turnover of at least Rs 50 Lakh per year during each of the preceding three years. In this regard, the bidder shall furnish copies of audited Balance Sheets of the firm for each of the preceding three years including the year 2019-2020. Further, the bidder shall submit a certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years.

OTHER TERMS & CONDITIONS

6. Taxes shall be quoted separately along with the 'per copy rates'. Bidders who do not quote tax rates separately will not be considered responsive and their bid will be rejected. Per copy rates will include cost of all spares & consumables (i.e. toner, drum unit, transfer roller etc.) and maintenance charges for maintaining the machines including shifting of machines, if needed, software & firmware updates, and the plastic parts in proper order through out the contract period. The rate quoted should not be higher than the rate charged by the bidder and from other organizations for similar work. Any request for increase in quoted and/or accepted rates will not be entertained for any reason during the currency of the contract.

7. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down. The problem of continuous down must be rectified by the contractor otherwise Liquidity damage/penalty clause will come into force.

8. The contract shall be valid for **3 (three) years** from the date of award of the contract subject to the following conditions:-

- (i) UPSC, at its discretion, may terminate the CAMC by giving one month's notice to the vendor.
- (ii) UPSC, at its discretion, may extend the contract for a further period of up to 1 (one) year subject to satisfactory completion of the maintenance work on the same terms, conditions and 3rd year rates.

9. Engineers/technical staff deployed by the bidder(s) shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Property/person.

10. If any information furnished by tenderer(s) is found to be incorrect or false at any time, the tender will liable to be terminated and the EMD/Performance Security will be forfeited.

11. The maintenance contract must conform to scope of work and special terms & conditions at Annexure-I.

12. Evaluation of Bids:-

- (i) **Evaluation of Technical Bids:-** Evaluation of Technical Bids shall be done on the basis of technical bid documents.

(ii) **Evaluation of Financial Bids:-**

- (a) The financial bids of only those bidders would be opened whose technical bids have been approved by the Competent Authority of UPSC after detailed examination of the technical bids.
- (b) Financial evaluation will be done by taking into account the quoted per copy rates separately for each of the different Makes of photocopiers for all the three years. There will be separate L-1's for each Make of photocopiers. The selection of L-1 will be on the basis of NPV (Net Present Value) as per details given in Annexure-III. However, payment will be made on the basis of year-wise per copy rates quoted for each Make of photocopiers by the firm plus taxes as applicable.
- (c) In case the rates quoted by two bidders are found to be same, the L-1 bidder will be taken as the one who has more cumulative annual turnover for 3 (three) years.
- (d) To assist in the examination, evaluation and comparison of bids UPSC may, at its discretion, ask the bidder for the clarification of its bid. The request for clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained.

(iii) **Evaluation under non-acceptance of the offer:-**

If the L-1 selected bidder refuses to accept the offer, his EMD will be forfeited and offer shall be made to the L-2 bidder at the quoted per copy rate of the L-1 bidder. In case of non-acceptance by L-2 bidder, the same process will be repeated at the quoted per copy rate of the L-1 bidder till the last eligible bidder is exhausted. If no bidder is available even after the above process or no response from the bidders, the tender process will be considered failed and retendering will be done.

- 13. Bids will be valid for a period of 180 days from the date of opening of technical bids.
- 14. Hypothetical, conditional or incomplete bids are liable to be rejected summarily.
- 15. UPSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Secretary, UPSC would be final and binding.
- 16. **Income Tax** :- Recoverable at source from the bills, as applicable. Bidders should furnish their permanent I.T. A/c No. (PAN). They are also required to furnish a certificate as at Annexure-IV that they have not been penalized or convicted for concealment of income/wealth during the preceding three years.
- 17. Bidder shall furnish GST Registration Certificate containing GST Identification Number (GSTIN) of the firm. GST, as per rules, should be quoted at the time of bill submission.

18. The firm will provide maintenance and repair services on all working days. However, in case of emergency the firm may be asked to provide the maintenance and repair services on week-ends and holidays also.

19. All faults/spares/consumables booked before 1100 Hrs. on any working day will have to be rectified the same day. Faults booked after 1100 Hrs. will have to be attended latest by next working day.

20. **Payment Terms:** Payment for comprehensive AMC will be made on quarterly basis based on the number of photocopier machines taken over or removed from comprehensive AMC on pro-rata basis. Payment will be released on quarterly basis after successful completion of the services duly certified by the users of UPSC. The users shall certify the number of copies made on each photocopier machine and that the machine has been maintained satisfactorily by the firm. Payment will be made on the basis of the per copy rate on pro-rata basis depending upon the number of copies taken from the machines and after deduction for penalties, if any. Following documents, in prescribed format, are to be submitted at the end of each quarter for making payments:-

- (i) Users certifications on the Report of satisfactory completion of the maintenance work along with on the quarterly number of copies made.
- (ii) Pre-receipted bill in duplicate.

21. In the event of non-satisfactory performance of comprehensive maintenance services by the firm, UPSC will have the discretion to terminate the Comprehensive AMC by giving one month's notice, award the contract to any other firm and recover such amount from the firm as may be decided by the Secretary, UPSC having regard to the loss/damage suffered to this office. The decision of the Secretary, UPSC in this regard shall be final and binding on the parties.

22. **Risk Purchase Clause:-**

If the firm after submission of bid and due acceptance of the same i.e. after the placement of order fails to abide by the terms and conditions of the tender document and/or fails to execute the work as per prescribed schedule given or at any time repudiates the contract, the UPSC shall have the right to forfeit the EMD, invoke the Performance Security deposited by the firm along with recovery from the bills and get the work done from other firm at the risk and expense of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges. In case UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.

23. **Liquidated Damages/Penalties:-**

- (i) In case the firm fails to rectify the faults within the time frame as mentioned in Clause 18, it has to provide a standby identical system on the next working day before 1100 Hrs. and take parallel action for repairing. If the firm fails to make the system working either due to faults or due to unsuccessful supply of spares/consumables, within the stipulated time frame and also fails to provide a standby identical system, penalty of Rs. 200/- (Rupees Two Hundred only) will be imposed per working day per machine from the next working day of the booking of the fault. Fault booked will be treated as rectified if and only the AMC

contractor gets satisfactory report from the user on the date of rectification. In case, the part(s) that require replacement is/are not available, the same should be replaced with a higher level of part that is compatible with the system. In case of delay beyond **10 (ten) days**, UPSC may terminate the contract and forfeit such amount or full amount of the Performance Security of the firm as deemed fit besides getting maintenance of the photocopier done from any other source at the risk and cost of the firm. The decision of Secretary, UPSC shall be final and binding.

- (ii) In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuous down. If the contractor fails to rectify the problem and the same problem persists beyond two working days, penalty of Rs 200/- (Rupees Two Hundred Only) will be imposed per working day per machine from the next working day.
- (iii) In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of the AMC charges for that particular quarter for every such failure in a quarterly schedule will be recovered.

24. Arbitration:-

Any dispute or difference whatsoever arising between UPSC and the firm out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled by the Arbitrator to be appointed by UPSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on UPSC and the firm. The venue of Arbitration shall be at Delhi.

25. Jurisdiction:-

Subject to the arbitration hereinabove provided, any suit or proceedings to enforce the right of either of the parties hereto the contract, shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

26. Force Majeure:-

UPSC or the firm, as the case may be, in case of any failure or omission to complete the contractual liability or having delayed the performance of its work on account of natural calamities such as fires, floods, earthquakes, hurricanes etc. and reasons beyond one's control such as civil strikes, lockouts, strikes, riots, civil war etc. shall not be held responsible for such omission, failure or delay and shall be relieved of their respective obligations to perform provided either party give to the other party a notice within 21 days of the occurrence of such incidence. Either party, as and when it gives notice of force majeure shall provide confirmation of such events in the form of certificate from the Government Department or agency or Chamber of Commerce. The parties shall be relieved of their respective obligations to perform hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove. However, UPSC reserves the right to terminate the contract if the performance against the contract is prevented by the event of strike, lockout etc. for a period exceeding 60 days.

27. The Competent Authority of UPSC reserves the right to withdraw/relax any of the conditions hereinabove so as to overcome any problem that may arise at a later stage.

28. The above are broad conditions for Comprehensive AMC to be awarded. The Contractor will have to sign detailed maintenance agreement if the CAMC is awarded to it.

29. Any queries relating to this tender may be directed to the helpline no. : 011-23381141 during office hours.

30. The tender notice is also available on UPSC's website: www.upsc.gov.in.

(R.K. Dixit)
Under Secretary (G-II)

ANNEXURE-I

SCOPE OF WORK AND SPECIAL TERMS & CONDITIONS

- (i) The scope of work covers Comprehensive AMC of photocopier machines of different makes/brands installed in UPSC, New Delhi. The total no. of machines likely to be put under CAMC is 111 (Annexure-II) and the number of machines placed under the contract may increase or decrease.
- (ii) UPSC reserves the right, at the time of award of contract or during the continuance of the contract, to decrease or increase the quantity of items (in any contractual year) offered for comprehensive AMC on the basis of reduction by virtue of expiry of life of the machine or addition after expiry of warranty period based on the requirement of UPSC without any change in unit rate for the respective contractual year for similar configured items on the same terms and conditions. Further, the number of photocopier machines may vary from time to time during the currency of the contract due to addition of new machines after warranty period or due to scrapping of old machines. Payment will be made on per copy basis for exact number of copies.
- (iii) The maintenance work of these machines, as far as possible, are to be carried out on-site itself. However, in case the maintenance is not possible in UPSC premises and the Photocopier is required to be taken out to the workshop, the firm would provide a standby machine for the same at its own cost. The equipment to be taken out to the workshop for repair with proper permission of the Competent Authority would be at the firm's own risk and expenses. UPSC shall not provide any transportation charges in such case.
- (iv) The Contract is inclusive of all spares and consumables such as toner, drum kit, fuser kit, lamps, PCB, power supply unit, unit gears, roller bush, laser unit etc. and maintenance charges for maintaining the machines including shifting of machines and the plastic parts in proper order through out the contract period. All spares and consumables should be genuine and duly supported by proof of their having been purchased from the authorized dealers of respective photocopier machines. The spares and consumables, if required to be replaced, would be replaced by the company free of cost during the CAMC period under the agreement and no extra charges will be payable by UPSC for any spare part or any other service. The charges shall be paid only for "per copy basis" for the copies taken from the photocopier machines.
- (v) The Contract shall also include the timely updates, if deemed applicable, of the software and firmware to keep the machines abreast with the latest technologies thereby correcting performance problems and for the same no charges shall be payable by UPSC.

The photocopiers that are not serviceable by the firm due to obsolescence of technology or non-availability of parts/assemblies/components/system updates, will be withdrawn from the maintenance contract. The decision of UPSC regarding non-availability and obsolescence of technology will be final.

- (vi) The maintenance agreement will also cover labor and material for adjustment/shifting of photocopiers under CAMC. Thereby, the contractor will ensure re-installation of the photocopiers under the CAMC, in case of relocation/shifting of the same, with in UPSC premises.
- (vii) The maintenance services does not include repair of damages caused by accidents, high voltage fluctuation, fire etc. The maintenance contract shall also not include supply of power, machine operator and paper.
- (viii) It is the responsibility of the firm(s) to maintain photocopier machines in working condition during the entire contract period with regular Preventive & Corrective Maintenance. Preventive Maintenance should be carried out for each machine regularly on **quarterly basis**.
The firm will maintain a separate logbook for preventive maintenance of each of the machines and shall be produced to G-II Section for verification after completion of the job. The schedule of preventive maintenance shall include the following:-
- a) Cleaning of all machines using a good quality liquid, cloth, brush etc;
 - b) Checking of power supply source for proper grounding and safety of equipment;
 - c) Ensuring that covers, screws, switches etc. are firmly fastened;
 - d) To ensure that machine is installed at a safe location to stave off menace of rodents, fire etc.;
 - e) To make aware the user section about proper handling of machine;
 - f) To, mandatorily, affix identity stickers on each machine showing the Firm's name, Contact telephone/mobile numbers etc.
- (ix) Any tampering to the machines or use of spurious spares/consumables will lead to cancellation of the contract, debarment from any future dealings with this Office and also forfeiture of the performance security. The firm may also be blacklisted for such acts.
- (x) The firm shall maintain a record of complaints/call report, clearly indicating time & date of receipt and completion of complaint, whether received from the user or General-II Section. The firm shall get the signature of the user on the record of complaints/call reports, along with user's name, designation, stamp, telephone number and room number. The Contractor(s) may be asked for the call reports to be submitted for verification at any time during the currency of the contract.
- (xi) The firm shall provide service engineer(s) on call basis during the AMC period who will look after the maintenance of these machine. The firm should have well qualified technical staff with adequate experience in managing and maintaining of the equipments. As and when required by UPSC, the service engineer shall render services also on non-working days.
- (xii) The machines shall be taken over under CAMC by the selected firm(s) on "as is where is" basis. No extra payments whatsoever even for any initial repair, if any, will be made to the contractor. Bidders may inspect the machines before quoting

and that will also be well with in clarification period (in critical date sheet). The Bidders shall contact Section Officer, General-II Section (Room no.- 007, ASB), UPSC for the same.

Immediately on award of contract, the contractor shall take over the concerned photocopiers. While taking over the systems for maintenance, they shall be required to affix their identity stickers on each machine showing the Firm's name, Contact telephone/mobile numbers etc. and prepare a list containing all the relevant information of the photocopiers such as make, model, serial number, name & address of user and modifications/corrections, if any, will be carried out and the exact number of systems will then be accordingly decided and reckoned/fixed finally for the purpose of maintenance work. The firm will maintain inventory of photocopiers of the brand, for which Maintenance Contract is awarded to it. Exercise to update the inventory must be carried out once in three month and the report of the same should be submitted in General-II Section.

(xiii) At the end of the contract period of the CAMC, both the user and contractor shall certify separately that the Photocopier machines are in satisfactory working conditions and no faults or complaints are pending.

(xiv) At the time of expiry of the contract all the Photocopiers under the CAMC shall be handed over in working condition so that handing over of CAMC to the next contractor takes place in a smooth manner. Any equipment which is noted as in working condition till the last hour of the CAMC period should be rectified by the outgoing CAMC contractor without any extra cost.

The contractor shall provide services for minimum ten working days beyond the date of expiry of the contract without any extra cost so that all photocopiers under maintenance contract are handed over to the next contractor. Failing to provide the machines in satisfactory working condition by the firm(s) on the last working day of the contract period shall be rectified/repared by the contractor within the next ten working days. Failing which the machines shall be got rectified from alternative sources and the cost thereof shall be deducted from pending bills and/or performance security deposited or through any other means decided by UPSC.

ANNEXURE-IIDETAILS OF PHOTOCOPIER MACHINES TO BE COVERED UNDER
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

S. No.	Brand/Make	Model No.	No. of Machine
1	Samsung	K4350LX	6
2	Samsung	K2200ND	1
Total			7
1	HP	E72530DN	10
2	HP	E82560DN	3
Total			13
1	Sharp	MXM 356 N	6
2	Sharp	MXM 464 N	11
3	Sharp	MXM 754 N	3
Total			20
1	Konica Minolta	558e	5
2	Konica Minolta	554e	3
3	Konica Minolta	306i	2 (under warranty)
Total			10
1	Kyocera Taskalfa	3011i	9
2	Kyocera Taskalfa	3212i	3
3	Kyocera Taskalfa	4012i	6 (under warranty)
Total			18
1	Toshiba	ES-5508A	2
Total			2
1	Canon	IR-2535	40
2	Canon	IR ADV 4225	6
3	Canon	IR-2422L	1
4	Canon	IR-2625	5 (under warranty)
5	Canon	IR ADV 4545	3 (out of which one is in stock)
6	Canon	IR ADV 2645	1 (under warranty)
Total			56
Total No. of Machines			126

Note:- Out of 126 photocopier machines, 111 are to be presently covered under CAMC and remaining 15 are under warranty/stock.

ANNEXURE-III**PROFORMA OF PRICE BID**

The bidder(s) is/are required to upload the Price Bid on the CPP portal in BOQ format only. Price Bid in any other format will not be accepted. Following is the general format of the Price Schedule :-

List Of 111 Photocopier Machines To be covered under Comprehensive AMC

S. No.	Make/Model of Photocopier Machine	Quantity	Unit Rate per Copy for (in Rs) (exclusive of taxes)			Taxes (as applicable in percentage)
			1 st Year (Y1)	2 nd Year (Y2)	3 rd Year (Y3)	
1	Samsung	7				
2	HP	13				
3	Sharp	20				
4	Konica Minolta	08				
5	Kyocera Taskalfa	12				
6	Toshiba	02				
7	Canon	49				

Note:-

- (i) Financial evaluation for each of the different makes of the photocopier machines would be done separately. The bidder shall quote 'per copy' rates in the above format on overall rates. The rates should be quoted up to **2 decimal places** only. Per copy rates shall include cost of all spares & consumables (i.e. toner, drum unit, transfer roller etc.) and maintenance charges for maintaining the machines including shifting of machines, if needed, software & firmware updates, and the plastic parts in proper order through out the contract period.
- (ii) Unit rates per copy should be quoted excluding taxes. The rate of applicable tax must be quoted separately.
- (iii) The rates shall include all charges related to transportation of material/equipment to and fro, if any, to UPSC.
- (iv) Rates shall remain firm for the entire Contract period and quoted on FOR destination basis. The hike in prices of material will not affect the contract and will not entitle the bidder to claim any difference in amount as a result of such hike.
- (v) In case the rates quoted by two bidders are found to be same, the L-1 bidder will be taken as the one who has more cumulative annual turnover for 3 (three) years.
- (vi) The first year will start from the date of award of the contract.

Criteria for evaluation of financial bid:-

- i. The bidders are free to participate in one or more or all the items of the Price Schedule.
- ii. Financial evaluation will be done by taking into account the sum of the quoted per copy unit rates separately for each of the different Makes of photocopiers for all the three years. There will be separate L-1's for each Make of photocopiers. The selection of L-1 will be on the basis of NPV(Net Present Value) as per details given below.
- iii. NPV (Net Present Value) will be calculated at the discounting rate of 10% annually. The details of calculation for deciding L-1 firm separately for each Make of photocopiers are given below:-

$$NPV = \{Y1 + Y2/(1 + 0.1) + Y3/(1 + 0.1)^2\}$$

[NPV = Net Present Value; Y1 = Unit rates per copy quoted for 1st year; Y2 = Unit rates per copy quoted for 2nd year & Y3 = Unit rates per copy quoted for 3rd year]

Examples of NPV:-

- (a) If Y1 = 150, Y2 = 200 and Y3 = 240, then NPV will be calculated as under:-

$$\begin{aligned} NPV &= 150 + (200/1.1) + (240/1.21) \\ &= 150 + 181.82 + 198.35 \\ &= 530.17 \end{aligned}$$

Thus, the NPV is Rs. 530.17

- (b) If Y1 = 300, Y2 = 250 and Y3 = 200, then NPV will be calculated as under:-

$$\begin{aligned} NPV &= 300 + (250/1.1) + (200/1.21) \\ &= 300 + 227.27 + 165.29 \\ &= 692.56 \end{aligned}$$

Thus, the NPV is Rs. 692.56

- (c) For each Make of photocopiers, L-1 will be the firm attaining lowest NPV.

INVITATION OF BIDS FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF PHOTOCOPIER MACHINES

We, _____

_____ (Name & address of the firm) in response to your NIT dated _____, have submitted a Technical & Financial bid for Annual Maintenance Contract (AMC) of Photocopier Machines. As required under NIT, we hereby certify as under:-

1. That all the terms and conditions of the tender are acceptable to us.
2. That we fully understand the Scope of Work and Special Terms & Conditions specified at Annexure-I in the NIT and our bid is strictly in accordance with the same.
3. That the firm has minimum turnover of Rs 50 lakhs during each of the last 3 financial years.
4. That the firm possesses necessary technical expertise to undertake the job and shall provide service engineer on call basis to look after the maintenance of the equipments during the CAMC period.
5. That the repair/replacement of the parts of the machines shall be of Original Equipment Manufacturer (OEM).
6. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
7. That I/We have not been blacklisted by any Government organization.

(Authorized Signatory)
Name & address of the firm/bidder

DECLARATION

I, _____ s/o / d/o Shri _____, hereby declare that none of my relatives is/are employed in Union Public Service Commission (UPSC), New Delhi. In case at any stage, it is found that the information given by me is false/incorrect, UPSC shall have the absolute right to take any action as deemed fit without any prior intimation to me.

Dated: _____

(Signature of Bidder with Stamp of the firm)

CHECKLIST

S. No.	Particulars	Yes/No	Page No.
1.	Whether signed & scanned copy of EMD enclosed;		
2.	Whether signed & scanned copies of PAN card enclosed;		
3.	Whether signed & scanned copy of GST Registration Certificate enclosed;		
4.	Whether original and ink signed & scanned copies of Authorization letters from OEM's enclosed;		
5.	Whether signed & scanned copy of IT Returns of the firm for the preceding three years including the year 2019-2020 enclosed;		
6.	Whether signed & scanned copies of audited Balance Sheets indicating annual turnover of the firm for each of the preceding three years including the year 2019-2020 enclosed;		
7.	Whether signed & scanned certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years enclosed;		
8.	Whether signed & scanned copies of at least 2 work orders/purchase orders during the preceding 5 years enclosed;		
9.	Whether signed & scanned copy of certificate as contained in Annexure-IV enclosed;		
10.	Whether signed & scanned copy of declaration as contained in Annexure-V enclosed.		

(Authorized Name & Address of the Firm)

Tel. No./Mobile No./Fax No.

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids on-line on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

1. REGISTRATION

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- (ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iii) 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 from the CPP Portal.
- (iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- (v) 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 DSC’s to others which may lead to misuse.
- (vi) Bidder then may log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

2. SEARCHING FOR TENDER DOCUMENTS

- (i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- (ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. Tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- (iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

3. PREPARATION OF BIDS

- (i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- (ii) 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.
- (iii) 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 / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- (iv) 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 Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” 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.

4. SUBMISSION OF BIDS

- (i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- (ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (iii) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- (iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise the uploaded bid will be rejected.
- (v) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard pdf format with the tender document, then the same is to be

downloaded and to be filled by all the bidders. Bidders are required to download the pdf file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the pdf file is found to be modified by the bidder, the bid will be rejected.

- (vi) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- (vii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers/bid-openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (viii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (ix) Upon the successful and timely submission of bids (i.e., after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- (x) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

5. ASSISTANCE TO BIDDERS

- (i) 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.
- (ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.