

॥ अंतरी पेटवू ज्ञानज्योत ॥



Grade-A(3.11)
NAAC ACCREDITED IIIrd cycle

NORTH MAHARASHTRA UNIVERSITY, JALGAON

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**E- TENDER DOCUMENTS FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT OF CANON MAKE DIGITAL
PHOTOCOPIER MACHINES**

REF :- NMU/8/ET/AMC/389/2018

FOR MORE DETAILS VISIT THE PORTAL OF

<https://mahatenders.gov.in> / www.nmu.ac.in

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Tender Schedule and Contact details (AMC)

Sr.No.	Key Days of the tender	Start date & time	End date and time
01	Tender Release	21/05/2018 17.30 hrs.	----
02	Tender documents downloading	22/05/2018 10.00 hrs.	11/06/2018 12.00 hrs.
03	Online submission	22/05/2018 10.00 hrs.	11/06/2018 15.00 hrs.
04	Technical Bid opening	13/06/2018 16.00 hrs.	--

Contact below if any query

- 1) Sumit Katkar. : 7745827385
For any Information / difficulty : 7843024910
Regarding online submission of tender
- 2) General query : 0257-2257236-237
(Purchase Dept.)

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NORTH MAHARASHTRA UNIVERSITY, JALGAON

**E- TENDER NOTICE FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT OF DIGITAL
PHOTOCOPIER MACHINES**

North Maharashtra University, Jalgaon invites tender for Comprehensive Annual Maintenance Contract of Canon Make Digital Photocopier Machines from the reputed and experienced Authorized service providers/original equipment manufacturer (OEM'S) to participate in the competitive bidding process. For the detailed tender documents, interested bidder should visit [https:// mahatenders.gov.in](https://mahatenders.gov.in) and www.nmu.ac.in

The filled in tender must be submitted online on or before 11/06/2018 up to 15.00 hrs. Any extension of tender, corrigendum or change in schedule will not be published in News paper; it will be published only at above mentioned website only.

(Dr.B.D.Karhad)
Finance and Accounts Officer

Ref.: NMU/8/ET/AMC /389/2018

Date : 21/05/2018

Instructions for filling of E-Tender

The Finance and Accounts Officers, North Maharashtra University, Jalgaon invites E-Tender for Comprehensive Annual Maintenance Contract of Canon Make Digital Photocopier Machines from the reputed and experienced Authorized service providers/original equipment manufacturer (OEM'S) having 3-5 years experience in execution of similar kind of AMC in reputed organizations. The details in this regard are given below.

1. Procedure to submit the tender: All eligible/ interested tenderer are required to be enrolled on portal <https://mahatenders.gov.in> before downloading tender documents and participate in e-tendering. The vendors should submit online tender in two bid system i.e. Technical Bid and Financial Bid. (BOQ)
2. Technical Bid : The technical bid shall contain the following documents. The Bidder must upload scanned copies all these documents online as a part of technical bid. All the documents must be valid and self attested / certified by bidder. Non-submission of following requested documents may lead to rejection of offers.

Sr.No.	Name of Document
I	Information of the bidder as per Annexure –A. (The same should be submitted on letter head)
II	Certificate of Registration / Incorporation.
III	Copy of GST registration certificate
IV	Copy of PAN card
V	Copies of Income tax return filed during last three financial years. (2014-15, 2015-16, 2016-17)
VI	Authorization certificate / letter from Original equipment manufacturer that the bidder is authorized service provider for photocopier machines and spare is part will be made available through OEM and they will provide all backup support
VII	Copies of SSI / NSIC /MSME registration certificate in case of Exemption in payment of Tender Fees/EMD is claimed.
VIII	Proof of annual turnover for the last three financial year as per Annexure- B
IX	An affidavit that the bidder has never been black listed by any government department / government under taking /any other agency as per Annexure- C
X	Monthly call report register - Annexure –D
XI	Bidder's Declaration on letter head as per Annexure –E
XII	List of Clients with whom the bidder has AMC of photocopier machines during the period of last three years. Annexure- F
XIII	Receipts of payment of Cost of tender and earnest money deposit paid through Internet Banking
XIV	Audited balance sheet & profit & Loss account of the company / firm duly audited by Chartered Accountant for last three financial years. (2014-15, 2015-16, 2016-17)
XV	Full set of tender documents with seal and signature of bidder on each page of the tender.

3. Financial Bid : The tendering authority will first open the Technical Bid documents of all bidders and after scrutinizing these documents will shortlist the Bidders who are eligible for Financial Bidding process. Otherwise the tender may be disqualified. Financial bid should be submitted online by vendor in the form of BOQ excel sheet given over www.mahatender.gov.in, the supplier shall fill up the column of rate per unit offered by him.
4. Bidder should have valid Digital Signature Certificate (DSC) obtained from any Certifying Authorities.
5. The list of photocopiers to be covered under Comprehensive Annual Maintenance Contract is provided in the tender documents.
6. The Technical and Financial bid shall be submitted online as per the schedule.
7. University has the right to split the purchase order to more than one vendor/firms quoting lowest tender amount. Although before this, supplier may be invited for discussion in University, if needed/required.
8. The Bidders are strictly advised to follow the dates and times allocated to each stage. As indicated in the time schedule. All the online activities are time tracked and the Electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and Time of the Stage as defined in the tender schedule. At the sole discretion of the Tender Authority, the time schedule of the Tender stages may be extended.
9. University reserves the right for change in the number of items to be maintained in schedule.
10. Rate to be quoted should be mentioned at appropriate place in provided in Schedule (BOQ) by the bidder, more over the rate should not be quoted anywhere else in the tender booklet as well as in the blank pages.
11. The university reserves the right to decide whether to open or not open the financial bid of the supplier and no objection of any supplier shall be entertained on any ground what so ever it may be regarding this.
12. No Bid shall be accepted without payment by online earnest money deposit and cost of tender.
13. The quoted rate should be inclusive of all taxes GST cost of spare parts, services etc.
14. The rate should be offered for only the item as mentioned in the Schedule. However if any changes in GST rate by Government the changed rate would be applicable.
15. The University is not to bind to accept lowest tenders and reserve the right to accept/cancel any or all tenders without assigning any reason thereof.

Finance and Accounts officer

General Terms and Conditions of the tender

- 1) The online tender is called for Comprehensive Annual Maintenance contract of Canon Make Digital Photocopier Machine from reputed and experienced authorized service providers / original equipments manufacturer (OEM)
- 2) **Earnest Money Deposit & Cost of Tender:** - Vendors are required to pay **Rs.2,400/-**(Rs. Two Thousand Four Hundred only) and **Rs.12,000/-** (Rs. Twelve Thousand only) towards Tender Fee and EMD respectively through Net banking .
- 3) **Security Deposit:** The successful bidder to whom the annual maintenance contract is awarded shall be required to deposit an amount equivalent to 10% of the total AMC value/ cost as security deposit within 7 days from the date of awarding contract. The security deposit will not carry any interest which shall be refunded beyond two months after expiry of the contract. If the bidder fails to keep the security deposit, then the second lowest quoted bidder will be awarded the contract or the University with holds the total authority for the necessary action to be taken. Security deposit shall be forfeited in case of breach of contract.
- 4) **Cancellation of AMC :-** University reserves the right to cancel the Annual Maintenance contract in case bidder fails to provided satisfactory services during the period of contract. The University reserves the right to go for next lowest tenderer or other appropriate action will be taken.

If due to the above mentioned reason AMC is canceled security deposit shall be forfeited and also the contract may be allotted to the next lowest tenderer or the university reserves the right to take any other appropriate decision (black listed etc.) including legal action against the bidder to whom the annual maintenance contract was awarded.

- 5) The Bid E.M.D. will be forfeited :
 - a) If the bidder withdraws, altered his bid during the period of bid validity specified in the bid.
 - b) In case of successful bidder, if the bidder fails or refuses to accept annual maintenance contract awarded to him.
- 6) Conditional E-tender shall be rejected out rightly.
- 7) **Payment** : The payment of AMC charges will be made on quarterly basis after end of each quarter and receipt of satisfactory service report from concerned departments. The payment will be made by after deducting TDS as applicable at the time of payment. If performance is not found satisfactory payment for that quarter will be forfeited and if unsatisfactory performance is continued then contract is liable to be terminated.
- 8) **Preventive Maintenance:** The service providers shall attend preventive maintenance at least once in a quarter for each machine even though no complaint received.
- 9) **Corrective Maintenance:** The service provider shall attend promptly within 2-3 working hours On receipt of complaint.
- 10) **Regular Maintenance:** Regular maintenance with special cleaning of the photocopier machines from outside and inside with liquid cleaner would be carried out on monthly basis or as and when required.
- 11) The maintenance contract (AMC) will be comprehensive include maintenance regularly services of the photocopier machines and /or replacement of any genuine OEM spares parts for keeping the photocopier machines in working conditions and free from any defects/ disturbance.
- 12) The AMC Charges shall exclusive of consumables items i.e. drum, toner and paper.
- 13) The vendor may inspect the machines on any working days from 10.00 AM to 5.30 PM before submitting the online E-tender.
- 14) All the machines must be serviced onsite at the location of photocopier machines and in the presence of the users and provide a copy of call / service report to the users after getting his signature over it indicating the details of spares parts replaced and services provided by the engineer. The agency will provide adequate stand by machine if the problem is not solved within 24 hours.

- 15) All the complaint should attend within 2-3 working hours, failing which an appropriate penalty for not attending the complaint will be charged. The quantum of penalty to be charged will be decided by the University
- 16) The AMC rates mentioned in this contract will be valid for a period of one year from the date of agreement.
- 17) The quoted rate should be inclusive of all taxes GST cost of spare parts, services etc.
- 18) Only online tender submitted through Government of Maharashtra portal for e-procurement will be consider. (<https://mahatenders.gov.in>)
- 19) Tender offer must be valid for a period of minimum 120 days from the date of opening / downloading of Financial bid for the purpose of acceptance and award of contract. Any offer failing short of the validity period is liable for rejection.
- 20) The University reserves the right to accept or reject any or all the tenders from any or all the parties without assigning reason thereof.
- 21) The University reserves the right to delete/ increase/ decrease items from the schedule of requirement specified in the tender.
- 22) The successful bidder will have to enter an agreement with NMU within 7 days from the date of receiving the letter of awarding the contract. The agreement should be on stamp paper of Rs.200/- . The cost of stamp paper will be borne by the contractor. The agreement should be register with notary.
- 23) The tender which do not fulfill all or any of the conditions or are in complete in any respects, are liable to summarily rejected.
- 24) The details of all minor / major /routine /preventative repair / maintenance job under taken including replacement of spares parts shall be entered into the service report.
- 25) Complaint feedback/performance report- The contractor will maintain all records of the complaints in a register. The format of the register is enclosed as Annexure-D
- 26) One month notice will be given by either party for termination of the contract during the tenure of contract for breach of any terms and conditions of contract.
- 27) The firm must have previous experience in maintaining hardware and expertise in preventative on site maintenance and repair of photocopier and other hardware parts and accessories in government organization / Universities / PSU's. provide the details of AMC performed during the last three years in the pro forma as per Annexure -F
- 28) The Service Engineer / Engineers deployed shall be responsible for preventative and corrective maintenance of all machines covered under AMC.The NMU will not be responsible any damages, losses, claim, financial or other injury to any service engineer / persons deployed by service providing by agency in the course of their performing the functions / duties.
- 29) The service engineer/ engineers provided by service agency should be skilled and technically qualified and trained in repair and maintenance of photocopier machines.
- 30) **Jurisdiction:** The courts at Jalgaon alone will have the jurisdiction to try any Matter, dispute or reference between parties arising out of this tender / contract. It is specifically agreed that no court outside and other than Jalgaon court shall have Jurisdiction in the matter.

Finance and Accounts officer

**List of Canon Make Photocopiers to be covered under
Comprehensive Annual Maintenance Contract.**

SR.NO	DEPTT. / LOCATION	MAKE	MODEL	S NUMBER
01	REGISTRAR	Canon	IR-2230	MSR-00284
02	FINANCE	Canon	IR-2230	MSR-00389
03	VC OFFICE	Canon	IR-2230	MSR-00279
04	BCUD	Canon	IR-2230	MSR-00410
05	PHYSICS	Canon	IR-2230	MSR-01135
06	LIBRARY	Canon	IR-2230	MSR-00282
07	CHEM SCI	Canon	IR-2230	MSR-00481
08	EXAM	Canon	IR-2230	MSR-00394
09	COMPUTER SCIENCE	Canon	IR-2230	MSR-00493
10	EXAM	Canon	IR-3045	MVB-00919
11	EXAM	Canon	IR-3045	MVB-01597
12	PRO	Canon	IR-2018	MWG-10826
13	VC OFFICE	Canon	IR-2018	MWG-13608
14	ENVR SCI	Canon	IR-2018	MWG-14557
15	UDCT	Canon	IR-2018	MWG-08441
16	EXAM	Canon	IR-3245	DHM-01096
17	EXAM	Canon	IR-3245	DHM-01036
18	LIFE SCIENCE	Canon	IR-2018	MWG-16621
19	LAW	Canon	IR-2318	EQV-03917
20	MANAGEMNET	Canon	IR-2318	EQV-09776
21	DTP	Canon	IR-3530	MTP-01660
22	DTP	Canon	IR-3530	MTP-01681
23	UDCT	Canon	IR-2318	EQV-25525
24	LANGUAGE	Canon	IR-2318	EQV-19334
25	ADMIN OFFICE	Canon	IR-2520	FQU-32295
26	STUDENT WELFARE	Canon	IR-2520	FQU-32340
27	UDCT	Canon	IR-2525	FRZ-32835
28	ADULT	Canon	IR-2525	FRZ-32875
29	EXAM	Canon	IR-2545	FUW-30279
30	EXAM	Canon	IR-2545	FUW-30272
31	MATHS	Canon	IR-2520	FQU-34473
32	PRATAP CENTER	Canon	IR-2318	EQV-39902

SR.NO	DEPTT. / LOCATION	MAKE	MODEL	S NUMBER
33	CHEM SCI	Canon	IR-2318	EQV-37575
34	EDUCATION DEPT	Canon	IR-2318	EQV-41953
35	EXAM	Canon	IRA-6055	HTU-10401
36	MEETING & RECORD	Canon	IR-2545	FUW-30680
37	AFFILIATION	Canon	IR-2318	EQV-41612
38	STUDY CIRCLE	Canon	IR-2545	FUW-30984
39	COMPUTER SCIENCE	Canon	IR-2525	FRZ-86319
40	CONSTRUCTION	Canon	IR-2420	HWJ-28666
41	TRAINING PLACEMENT	Canon	IR-2420	HWJ-28697
42	LIBRARY	Canon	IR-2525	FRZ-88753
43	IDEAL	Canon	IR-2545	FUW-80949
44	UDCT	Canon	IR-2525	FRZ-87663
45	UDCT	Canon	IR-2525	FRZ-87877
46	ADULT	Canon	IRA-4245	QYV-00657
47	LAW	Canon	IRA-4245	QYV-00674
48	Construction	Canon	IR-2002N	QXS-12779
49	Exam	Canon	IR-4245	RKZ-01298
50	Exam	Canon	IR-4245	RKZ-01299
51	Exam	Canon	IR-4245	RKZ-01302
52	Exam- Computer Center	Canon	IR-6275	QXZ-00523

Finance and Accounts Officer

Annexure -B

Certificate of Annual Turn Over

Sr.No.	Financial year	Annual turnover (In Lacs)
1	2014-15	
2	2015-16	
3	2016-2017	

Seal & Signature of the
Chartered Accountants

Seal & Signature of the
bidder authorized representative

Annexure –C

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER.

(To be executed & attested by Public Notary / Executive Magistrate on Rs.20/- non judicial Stamp paper by the bidder)

I / We _____ Manufacture / Partner(s)/ Authorized Distributor service provider of M/S. _____ hereby declare that the firm/company namely M/s. _____ has not been blacklisted or debarred in the past by Union / State Government or by any other organization from taking part in tenders in India.

Or

I / We _____ Manufacture / Partner(s)/ Authorized Distributor / service provider of M/s. _____ hereby declare that the Firm /company namely M/s. _____ was blacklisted or debarred by Union / State Government or any Organization from taking part in tenders for a period of _____ years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in tenders.

In case the above information found false I / we are fully aware that the tender/ contract will be rejected/cancelled by University and EMD / SD shall be forfeited. In addition to the above University will not be responsible to pay the bills for any completed / partially completed work.

DEPONENT

Name _____

Address _____

Attested:

(Public Notary / Executive Magistrate)

Bidder's Declaration

**E- TENDER DOCUMENT FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF CANON MAKE DIGITAL PHOTOCOPIER MACHINES**

Ref.No. : NMU/8/ET/AMC/389/2018

I hereby certify that I have gone through all the information and terms and conditions stipulated in the tender document and hereby confirm to abide by the same. I also hereby certify that the rates quoted in financial bid (BOQ) are not more than the rate charged to any other Institution/Department/Organization.

Signature : -----

Name of signatory : -----

Seal of the bidder

