



सरदार वल्लभभाई पटेल राष्ट्रीय पुलिस अकादमी  
SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY  
(भारत सरकार : गृह मंत्रालय)  
(Government of India : Ministry of Home Affairs)  
हैदराबाद - 500 052  
Hyderabad - 500 052

**TENDER NO : 18011/9/2016-17/HS-S&G.**

**ANNUAL MAINTENANCE CONTRACT OF 28 NOS OF PHOTOCOPIER  
MACHINES INSTALLED AT SARDAR VALLABHBHAI PATEL, NATIONAL  
POLICE ACADEMY, HYDERABAD**

Date of Tender Enquiry : 30/11/2016

Closing date & time of submitting bids : 22/12/2016



Website: <http://www.eprocure.gov.in>

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**OPEN TENDER**  
**( e-Tender)**

1. SVP National Police Academy, Shivrampally, Hyderabad, invites **e-bids** under two-bid system from authorised contractors for Annual Maintenance Contract (AMC) of Photocopier Machines – 28 Nos of various model and makes mentioned against each photocopier machine (Annexure-'A') for one year, as per the details given below :-
2. Salient features of the tender enquiry are as follows:-

a)	Tender No.	18011/9/2016-17/HS. S&G.
b)	Description of Contract	Annual Maintenance of 28 Nos Photocopier machines of various model and makes mentioned as per annexure 'A'.
c)	Type of Tender	Open Tender
d)	Bid System	Two Bid System <b>(two cover Technical Bid &amp; financial Bid)</b>
e)	Earnest Money Deposit.	Demand draft for Rs 18,000/- (Rupees eighteen thousand) only drawn from any of the Commercial Banks in favour of the 'The Director, S.V.P National Police Academy, Hyderabad.
f)	Type of maintenance Contract	Comprehensive type
g)	Period of Contract	12 months from the date of receipt of maintenance contract.
h)	Address of correspondence	The Administrative Officer (Admn) SVP National Police Academy, Shivarampally, Hyderabad, Telangana - 500052

- 3) Important dates related to this tender are furnished below for information :-

	Particulars	Date	Time
01	Date of online publication of tender	30/11/2016	1300 hrs
02	Starting date for downloading tender document	30/11/2016	1300 hrs
03	Bid submission starting date	30/11/2016	1300 hrs
04	Bid submission closing date	22/12/2016	1700 hrs
05	Closing date & time for submission of original copies of EMD	22/12/2016	1700 hrs
06.	Opening of bid	23/12/2016	1100 hrs

- 4) Interested manufacturers/ authorised dealers/ stockists/ suppliers dealing with above items can download the tender document from CPP Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in)) and bid can only be submitted through the same website. Bid submitted other than on CPP Portal will not be accepted. The Eligible bidders should have the digital signature certificate (DSC) issued from any agency authorised by controller of certifying authority (CCA), Govt. of India.
- 5) The bids are invited online under two cover system (Technical bid (Cover 1) and price bid/bill of quantity (BOQ) (Cover 2 )) from eligible bidders.
- 6) Bidders can access and download the tender documents from CPP Portal and can fill them with all relevant information and submit the completed tender document online on the website: <http://www.eprocure.gov.in>. The downloading of tender documents shall be carried out strictly as provided on the website. No editing, addition, deletion of matter shall be permitted. If such action is observed at any stage, such tenders are liable for outright rejection.
- 7) Tender shall be submitted online only at CPPP website. Bidders are advised to refer the Bidders manual kit for e-submission of the bids online through the Central Public procurement portal available at the website: <http://www.eprocure.gov.in>. Aspiring Bidders/ Suppliers who have not enrolled/ registered in e-procurement should enrol/register before participating through the website <http://www.eprocure.gov.in>. The portal enrolment is free of cost.
- 8) All the documents as per tender requirement should be uploaded online and further, no documents will be accepted offline. However, Demand Draft (EMD – Earnest money deposit) hard copy should be sent to SVP National Police Academy before the due date of opening. Bidders who are not submitting any of the required documents online will summarily be rejected.
- 9) The details of the Tender document, Tender fee and EMD should be filled and uploaded online. Earnest Money Deposit for Rs 18,000/- ( Rupees eighteen thousand) only drawn should be deposited in form of Demand draft Drawn on any nationalized bank in favour of Director, SVP National Police Academy, payable at SBH, Shivarampally, Hyderabad. **Bids without EMD will not be considered.** Tender Reference Number or details should be mentioned on the backside of the original Demand Draft and the same should be sent to SVP National Policy Academy, Hyderabad before due date of opening of the tender.

#### **Terms and Conditions**

1. The TIA ( Tender inviting authority ) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. For any quires regarding e-tendering process, the bidders are requested to contact over phone : 7799289911 or send a mail over to [cppp-nic@nic.in](mailto:cppp-nic@nic.in).
2. Following scanned documents in pdf / Excel file format must be enclosed in separate covers duly sealed and stamped.

#### **First cover ( In pdf ):-**

- a) Signed and stamped of NIT documents.
- b) Proof of contractor/firm Registration, TIN No., Pan Card of the Contractor, income tax clearance certificate/return, sale/service tax returns for the last three years, etc.

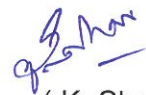
- c) Copies of earlier contract of Photocopier machines maintenance executed in the past three years or list of valued customers if any.
- d) Banker details of firm.
- e) Scanned copy of Earnest Money Deposit for 18,000/- ( Rupees eighteen thousand) only drawn in favour of 'The Director, S.V.P. National Police Academy, Hyderabad' submitted in portal followed by original copy before closing of tender date at the address of The Administrative Officer ( Admn), SVP National Police Academy, Shivarampally, Hyderabad. **Offers received without the prescribed EMD, will be rejected summarily.**
- f) LOB ( Letter of bid ) duly signed

**Second cover :-**

- a) Financial bid ( In excel file like BoQ ):- The rates/ amount of contract inclusive of all taxes, transportation charges, labour charges and installation charges, if any, are to be quoted explicitly both in words and figures. The Price Bid/ BOQ template must not be modified or replaced by the bidder; else the bid submitted is liable to be rejected for this tender. No excess amount beyond the quoted amount will be considered.
  - b) The prices once accepted by the purchaser shall remain valid till the successful execution of the complete order to the satisfaction of the purchaser. The Purchaser shall not entertain any increase in the prices during the period. In the event there is a reduction or increase in Government levy/ duties during the period of execution of the order, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levy/ excise duty. However, the Purchase is not liable to any claim from the supplier on account of fresh imposition and/or increase of Excise duty, Customer duty, sales tax etc. on raw materials and/or components used directly in the manufacture of contracted goods taking place during the pendency of contract.
  - c) Prices shall be quoted in Indian rupees only.
3. The vendors should inspect the Photocopier Machines before quoting for the AMC after taking prior permission from the In-Charge i.e. Programmer of SVP NPA Hyderabad.
  4. The bidders should have at least three years of experience in the field.
  5. The annual maintenance contract shall be comprehensive type.
  6. Contract will be valid for the period of 12 months from the date of work order issued by the Academy. During the currency of contract, no demand for revision in the rates on any account whatsoever shall be entertained.
  7. Day to Day complaints should be attended within 3 hours of the receipt barring unforeseen conditions and shall not have any limit on the number of emergency breakdown calls during the period of AMC. The attended calls should be closed within 48 hrs, which includes change of spares/components.

8. The terms of maintenance shall include any type of repair and any number of services of the machine including replacement spares, electrical and electronic components, PCBs and consumables items i.e toner, drum kit, fuse kit and lamps or repair of any or all the parts needed to keep the photocopier machine in working condition.
9. In case of repairs / replacement of working parts in the Photocopier machine, only genuine spare parts with ISI marking should be used and signature of user/location caretaker/Branch in-charges should be obtained in the job cards/slips.
10. Contractor's service engineer should visit each location at least once in a month without being called for to check the Photocopier machines to carry out preventive maintenance so that breakdown of equipment is reduced. A preventive maintenance schedule should be drawn up in mutual consultation and adhered to strictly.
11. Minimum three periodical servicing visits shall have to be made during the period of contract for thorough checking, cleaning etc.
12. While handing over the Photocopier machines at the end of the contract, these should be in perfect working condition.
13. In case of Photocopier machines required to be taken to contractor's workshop for repairs, no separate transportation charges will be paid and contractor will have to arrange his own conveyance.
14. No Photocopier machines should be removed from the building without the gate pass issued by the Bldg. In-charge concerned indicating the Photocopier Srl number.
15. In case any Photocopier machine is shifted from one location to another or is to be removed from any location, the contractor shall be liable to provide all infra-structures / services etc. for which no additional charges will be paid by the office. However, no Photocopier machine will be shifted without the knowledge of Programmer, SVP NPA.
16. The prospective tenderer shall quote for comprehensive maintenance including replacement of all the required parts & materials of photocopies machines so that all the units shall always be in good working condition. As such no materials / spares whatsoever will be issued by the Department.
17. The prospective tenderer should visit the site and acquaint himself of the conditions existing, restrictions in movement / working hours, security aspects, conditions of the machines being operated before quoting for the job. No complaints of loss of labour, item of work not included in the scope of work, variation etc, will be entertained at a later date, or any extra claim for payment on any account whatsoever shall be entertained.
18. The contractor shall clearly state the details and periodicity of routine periodical maintenance proposed to be carried out by him and shall execute the same in the presence of the authorized representative of Programmer and his certificate be obtained.
19. The contractor shall maintain record of consumable items used on the machines and obtain signature of the Programmer or his representative.

20. No advance payment shall be made. The payment will be made every quarter and will be released after ending of that Quarter subject to satisfactory maintenance as detailed above.
21. Preventive maintenance is the responsibility of the contractor. He is responsible for intimating the anticipated fault in time to the Programmer and also for taking appropriate corrective action in time after obtaining concurrence from the department.
22. In case of any accident during the maintenance of the Photocopies Machines leading to injuries/diseases to human beings/equipments and/or loss of life. The contractor shall be fully responsible for settling all claims and indemnify the department against any claims arising out of such accidents.
23. The department reserves the right to terminate the contract at any time without assigning any reason by giving one month's notice to the contractor. No claim for any compensation will be entertained to such termination prior to the expiry of stipulated period of contract.
24. The work should be carried out to the full satisfaction of the Programmer and machines should be kept in clean and good condition.
25. Penalty – Abnormal delay in closing the calls will attract a penalty of 5% of the total amount per quarter to be paid. Call not closed for more than 10 days due to any reason will attract 10% on the quarter amount. If any minimum print quantity to be defined, poor quality prints should not exceed a max of 2000 pages per printers. All the charges will be calculated on the basis of per page/no of prints taken out.
26. The contractor shall submit a list of persons to be employed on the job along with relevant certificate of trade and experience and also arrange to issue identity cards to such persons engaged on the job. The staff should invariably display the identity card while on duty in NPA.
27. Further on accepting your offer and on placing Work order, you will submit Security Deposit for amount equivalent to 5% of the Work Order value within 15 days as indicated in the Work order, in the form of a Bank Guarantee/FDR drawn in favour of '**The Director, S.V.P National Police Academy, Hyderabad**'.
28. No interest will be allowed on the earnest money so remitted and no claim shall be entertained in respect of the same.
29. The Academy reserves the right to accept or reject the tenders without assigning any reason thereof.
30. Contractor shall provide judicial agreement copy duly signed on the above terms and condition within 20 days to Academy on receipt of contractual order of Photocopies Machines maintenance.
31. Any Government organization/undertaking should not have blacklisted debarred/suspended the bidding firm.



( K. Shankar)  
Administrative Officer (Admn)

Srl No.	Name of the Machine	Ser No of machine	Date of Purchase	Period of AMC required.
1	e-studio 452	CIC 841314	23.10.2008	12 Months from the date of Supply Order.
2	Duplo DP-c120	90480817	12.12.2009	
3	e-studio 452 Toshiba	CIL 851441	29.04.2009	
4	Xerox 7428	3900544056	25.03.2010	
5	Xerox 7428	3900543530	25.03.2010	
6	e-studio 755 Toshiba	CDK 911068	31.03.2010	
7	e-studio 207 Toshiba	CSK956511	31.03.2010	
8	e-studio 207 Toshiba	CSK956462	31.03.2010	
9	e-studio 207 Toshiba	CSL 957518	31.03.2010	
10	e-studio 207 Toshiba	CSK956482	31.03.2010	
11	e-studio 207 Toshiba	CSL 957662	31.03.2010	
12	e-studio 207 Toshiba	CSL 958698	31.03.2010	
13	e-studio 207 Toshiba	CSL 957703	31.03.2010	
14	e-studio 207 Toshiba	CSK956397	31.03.2010	
15	e-studio 207 Toshiba	CSL 957513	31.03.2010	
16	e-studio 207 Toshiba	CSL 958795	31.03.2010	
17	e-studio 207 Toshiba	CSA 059078	30.09.2010	
18	e-studio 755 Toshiba	CDD 011553	09.09.2010	
19	e-studio 355 Toshiba	CPE 026509	30.09.2010	
20	e-studio 207 Toshiba	CSL 958834	19.10.2010	
21	e-studio 255 Toshiba	CNA152212	31.03.2011	
22	e-studio 255 Toshiba	CAN 152231	31.03.2011	
23	e-studio 255 Toshiba	CNA152269	31.03.2011	
24	Xerox W5020DN	3315177439	19.06.2012	
25	Canon IR Adv 4045	HS A00796	13.05.2013	
26	Konica Minota NobizA3		07.03.2014	
27	DC260-EFI	3511375680	30.03.2010	For 01 year from 08.03.2017 -do-
28	T4112DGSD	3528858510	29.03.2010	



( K. Shankar )  
Administrative Officer (Admn)