

**SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY  
(Government of India : Ministry of Home Affairs)  
Hyderabad – 500 052**

**OPEN TENDER NO : 1353/HK-3/2018**

**OUTSOURCING OF PRINTING SERVICES FOR A PERIOD OF THREE  
YEARS FOR SARDAR VALLABHBHAI PATEL, NATIONAL POLICE  
ACADEMY, HYDERABAD**

Date of Tender Enquiry : 08/01/2019

Closing date & time of submitting bids : 29/01/2019 at 1200 Hrs.

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

**SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY**  
**(Government of India : Ministry of Home Affairs)**  
**Hyderabad – 500 052**

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

1.SVP National Police Academy, Shivarampally, Hyderabad, invites **e-bids** under two-bid system from reputed firms for **Outsourcing of printing services** for a period of three years to the Academy. The technical specifications are enclosed herewith.

2.Salient features of the tender enquiry are as follows:-

a)	Tender No.	1353/HK-3/2018
b)	Description of stores	Outsourcing of Printing Services for a period of three years to the Academy
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	<b>Fixed Deposit Receipts(FDR)/Bank Guarantee (BG)</b> for Rs 75,000/- (Rupees Seventy five thousand) drawn from any of the Commercial Banks and <b>must be valid for a period of 180 days</b> from the date of opening of tender and shall be drawn in favour of the 'The Director, S.V.P National Police Academy, Hyderabad.
f)	Delivery schedule/ completion period	Delivery/ Installation/ providing services should be started within 30 days from the date of work order.
g)	Terms of Delivery	Free on Rail/ Road (F.O.R) Destination, SVP NPA, Hyderabad.
h)	Bid validity	Bid should be valid for <b>180 days</b> from the date of opening of bid.
i)	Address of correspondence	The Administrative Officer (Admn) SVP National Police Academy, Shivarampally, Hyderabad, Telangana – 500052

3. Interested manufacturers/ authorised dealers/ service providers/ suppliers dealing with above items/ services 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 CPP Portal will not be accepted. Important dates related to this tender are furnished below for information.

S.No.	Particulars	Date	Time
1.	Date of online publication of tender	08/01/2019	1800 hr
2.	Starting date for downloading Tender document	08/01/2019	1805 hr
3.	Bid submission starting date	08/01/2019	1805 hr
4.	Bid submission closing date	29/01/2019	1200 hr
5.	Closing date & time for submission of original copies of EMD	29/01/2019	1700 hr
6.	Opening of technical bids.	30/01/2019	1230 hr

4. The Eligible bidders should have the valid 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. The contract when awarded will remain operative for a period of three year from the date of commencement of contract. In the interest of state economy or administrative necessity, The Director may extend the operation of contract beyond three years till three months and in that case the contractor will be bound to provide service at the same contracted rates and under the same terms and conditions. Extension of contract beyond extended three months may be made only on mutual agreement between the contractor and the Contract Operating Officer.

8. 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.

9. All the documents as per tender requirement should be uploaded online and further, no documents will be accepted offline. However, FDR/BG (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.

10. The details of the Tender document and scanned copy of EMD should be filled and uploaded online. Earnest Money Deposit (EMD) for **Rs.75,000/- (Rupees Seventy five thousand only)** (Refundable) should be deposited in form of **Fixed Deposit Receipts(FDR)/Bank Guarantee (BG)** drawn on any nationalized bank in favour of Director, SVP National Police Academy, payable at SBI, Shivarampally, Hyderabad and **must be valid for a period of a period of 180 days from the date of opening of bid. Bids without EMD will not be considered.** Tender Reference Number or details should be mentioned on the backside of the original **FDR/BG** and the same should be sent to SVP National Policy Academy, Hyderabad before due date of opening of the tender.

### **Terms and Conditions**

11. 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 queries regarding e-tendering process, the bidders are requested to contact over phone : 120-4200462, 08826246593, 040-24234426 or send a mail over to [cphp-nic@nic.in](mailto:cphp-nic@nic.in).

12. Technical bid should include information related to all specifications sought. It should also contain company brochures of all equipments and should be accompanied by relevant technical documents issued by the manufacturer in support of specifications asked for.

13. Conditional tender/bid will not be accepted. Bidder should clearly indicate additional charges involved in operation of contract, if any. Offers with stipulation like "if applicable" will be treated as vague and shall be ignored.

14. Delivery/ installation/ providing services is to be started within 30 days from the date of Work Order failing which, penalty @ 0.5% of the Work Order value will be recovered per day subject to maximum 10% of contracted value from the payment unless extension is obtained in writing from the office on valid ground prior expiry of starting schedule given in work order. Further in case of inordinate delay of 45 days from the date of Work Order, this Work Order stands cancelled and penal action as per provision of contract will be initiated without further notice.

15. The date of placing the order shall be the date of dispatch of order or the delivery thereof to the tenderer, when such order is being delivered through some other person.

16. If the tenderer fails to provide service within stipulated period then the work order will stand cancelled and the security deposits shall be forfeited. In addition, the tenderer may be blacklisted for a definite period to be decided by SVP NPA, during which no order would be given to the blacklisted tenderer. In this case, order for the same service (s) may be awarded to the L2 tenderer based on the same documentation & processes.

17. After the expiry of the stipulated delivery period, which includes extension period if any, no service shall be accepted by SVP NPA. If the tenderer applies for the extension period to carryout service, the extension can be granted on valid

grounds only once and up to a maximum of 30 days.

18. No interest will be allowed on the Earnest Money Deposit or security deposits so remitted and no claim shall be entertained in respect of the same. It may specifically be noted that ordinarily payment will be made only after full supplies/services are completed as per orders and that no advance payment can be arranged.

19. The tenderer shall be responsible for the proper packing of goods so as to avoid damages under normal conditions of transport by rail, road or air and for delivery of the material in good conditions to the consignee at destination. In the event of any loss, damage, breakage, leakage or any shortage tenderer shall be liable to make good such loss or shortage.

20. **Bid Validity**. The Bid/ Tender submitted shall necessarily remain valid for 180 days. If any bidder withdraws his tender before the said period, SVP NPA shall without prejudice to any other right or remedy, be at liberty to forfeit the bid security submitted alongwith the bid.

21. **Performance Security Clause**. The successful bidder shall have to deposit a performance security of 5% of the contract value of the work order rounded up to next hundred in the form of account payee Fixed Deposit/ bank guarantee from a nationalized/ scheduled commercial bank in favour of the Director, SVP NPA Hyderabad payable at SBI Shivarampally, Hyderabad within 15 days of the placement of work order for due performance as per the provisions contained in GFR – 171. Failure on the part of the firm to deposit the performance security within stipulated time the purchaser reserves the right to cancel the Work Order. Performance Security submitted by the bidder will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. No interest will be payable for “Performance Security.”

22. The Director, SVP National Police Academy reserves the right to order full or part thereof of the items/service enclosed or accept/ reject any or all the bids without assigning any reason.

23. **Terms of Payment** – The approved contractor required to submit their bill in triplicate immediately to the Academy after successful completion of quarterly service. The payment will be made every quarter and will be released after end of that quarter only after confirmation of service with the Computer Section of the Academy and after deduction the penalty, if any. No advance payment or payment against proforma invoice will be made.

24. Prices shall be quoted in Indian rupees only.

25. The prices once accepted shall remain valid till the successful execution of the complete order to the satisfaction of the Academy. The Academy shall not entertain any increase in the prices during the currency of contract (including extendable period).

26. The bidder should have their own full-fledged service centre with all necessary tool kits and well qualified engineers and any service call should be

responded without failure during currency of contract. Bidders should submit necessary supporting documents in proof of the same.

27. Following scanned documents in **pdf file** format must be enclosed in separate covers duly sealed and stamped.

**First Cover (In pdf): -**

- (a) Firm Registration Certificate as per the Companies Act of India and should be located in Hyderabad/ Secunderabad.
- (b) ISO Certification.
- (c) Banker details.
- (d) Details of previous experience/ supply.
- (e) Authorisation certificate from OEM.
- (f) GST Registration & PAN Card.
- (g) The firm should submit the details of the printer being offered (Make/ Model).
- (h) Previous three year Income Tax Returns and details of last year turnover.
- (i) Scanned copy of EMD in form of **FDR/BG** 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.
- (j) Technical compliance statement alongwith any deviation of brand/ model/ specification should be submitted in clear statement form. Bidders with no compliance statement will be summarily rejected.

**Second Cover: -**

- (k) Financial bid (In excel file like BoQ): - The rates i.e. unit rate of each item/service and total amount including all taxes, labour charges/ 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.

28. The department may ask for production of original document submitted by the bidder for verification to confirm the correctness. If any document submitted by firm/bidder is found to be fake/not legitimate at any stage of tender, the penal action as per provision of contract will be initiated.

29. **Taxes and duties.**

- (a) Vendor shall be entirely responsible for all taxes, duties, license fees etc. incurred until delivery of the contracted products/ services to the Academy.
- (b) No bid will be considered unless and until all the pages / documents comprising the bid are properly numbered, signed and stamped by the person/s authorized to do so.

30. **Penal Action for Non-Compliance of Terms and Condition of the Contract.**

- a) EMD of a tenderer is liable to be forfeited if he withdraws his bid (any time after deposition of tender or before accepting the contract.
- b) EMD of a tenderer may also be forfeited if the tenderer derogates any terms/conditions of the tenders, raises conditions with malafide intention to delay/scuttle tender procedure or quotes fictitious/unrealistic rates.
- c) If a contractor wilfully neglects or fails to perform or observe any condition of the contract or attempts to cheat or indulge in fair practices with the motive of making undue gain, the Director may impose a ban on future contracts by the SVP National Police Academy with that contractor.
- d) In case a contractor fails to comply with any demand or indent place by the Academy or to perform his part of the contract to the entire satisfaction of the department or fails to abide by the terms of the contract, the contractor shall be liable to all following actions or any of the following actions, as may decided by the Director to this Academy :-
  - (i) Forfeiture of Performance Security in whole or in part.
  - (ii) To make good the loss caused to the Government.
  - (iii) Cancellation of the contract without any prior notice to the contractor.
  - (iv) Debarment from entering into contract with the Academy for period specified by the competent authority.
- e) In event of contractors performance security deposit being reduced by means of forfeiture, the contractor within 15 days from the date of intimation of the reduction shall restore the performance security to the original value, failing which, the Contract Operating Officer will recover the amount involved from any amount due to the contractor by the government or from any other

assets of the contractor held with the Academy.

f) All losses sustained by the government due to failure, omission or neglect of the contractor may be realised from the performance security or any other amount , which may be due to be paid to contractor from the Academy.

g) In case of rejection of any item by the Academy or in case of neglect, failure or delay on the part of the contractor to comply with any demand or indent placed by the Academy, the Academy may without prejudice to any other action which the department may take under the terms of the contract, will be at liberty to procure or purchase such service from any other source. Any expenditure (which may include transportation and their incidental charges) incurred in excess of the contracted rate shall be borne by the contractor or recovered from his security deposit and/or from any amount which may be due to be paid to the contractor by the Academy.

h) The bidder will be blacklisted by the Academy in case of breach/non-compliance of terms and condition of contract.

j) The Director SVP NPA reserves the right to cancel the order without pre notice, forfeit the security deposit or recover any damages for any breach of contract.

31. **Right to Cancel the Order.** The Director, SVP National Police Academy reserves the right to cancel the work order without any financial repercussion on either side and without seeking the consent of the supplier at any stage of purchase process. No further correspondence in this matter will be entertained.

32. **Demonstration of Offered Project.** The bidders should provide demonstration of service offered, in case the TPC so desires. Failure to offer demonstration shall entail rejection of bid forthwith.

33. **Arbitration Proceedings.** Any dispute arising out of the contract at any time between the parties hereto touching or arising out of this contract shall be referred to an arbitrator to be nominated by the Director, SVP National Police Academy and the decision and award of such arbitrator shall be final and binding upon the parties hereto and the provision of the Indian Arbitration Act 1996 shall apply to the Arbitration proceedings.

34. **High Court for Settlement of Dispute.** If the dispute between the parties not settled by the Arbitrator, it should be subject to the jurisdiction of the High Court of Judicature at Hyderabad.

35. **Death of Contractor (Sole Proprietor).** In case of death of a contractor or sole proprietor of a firm, his/her legal heir (s) may be permitted to operate the contract already approved in favour of the deceased and are operational or operating the current contract approved in favour of the deceased :-

(i) Death Certificate of the deceased contractor.



(ii) Willingness certificate on an affidavit that the legal heir (s) and accredited agent (s) is/are willing to continue the operation of existing contract (s) at the existing terms and condition of the contract.

(iii) Legal Heir Certificate/Succession Certificate from the Court of Law.

Yours faithfully,

Signature Not Verified

Digitally signed by JAYANTHI  
RANGACHARI  
Date: 2019.01.08 12:00:00 IST  
Reason: Approved

(R. Jayanthi)  
Administrative Officer (Admn.)  
SVP NPA Hyderabad

Copy to: Programmer with a request to please get the above requirement posted in NPA Website and provides a link

Gram: 'POLACADEMY' e-mail:administrator@svnpa.gov.in Tel: 91-040-24015151  
to 24015158 Fax: 91-040-24015179



Appendix**TECHNICAL SPECIFICATIONS FOR THE TAKING PRINTING SERVICES  
ON LEASE**

The Academy is looking to for Brand New photocopier machines on Lease basis for a minimum period of 36 months directly from the OEM firms (HP / Koycera / Konika Minolta / Xerox / Brother) or their authorized partners. Under the proposed offer the Academy will pay only the monthly rental and per page cost on usage basis. There is no minimum quantity defined by the Academy. The following are the specifications –

Sl No	Description	Specification
1	Quantity and Speed	18 nos @ 20 PPM or more
2	Basic configuration	Black and White Multifunction Printer
3	Monthly duty cycle	Approx. 50,000
4	Memory / Hard drive	Minimum of 2GB with 320GB HDD
5	Connectivity	Ethernet 10/100/1000 base-T
6	Duplex	Yes
7	Resolution	600X600 dpi or higher
8	Input print sizes	A4, A3, Legal, Letter and more
9	Input material	In the range of 70-160GSM or more
10	Paper input	Standard Duplex support
11	Scan	Color and B/W with duplex scan option
12	Scan file output format	PDF,JPEG,TIFF and more
13	Scan functions	Scan to folder, FTP,USB
14	Copy specifications	Continuous copy, Positive/Negative, Mirror image etc
15	Paper Trays	Standard 2 input and 1 output trays
16	Driver support	Windows all versions / Linux standard distributions

**One no. of the following MFP Printer**

S.No.	Features	Specifications
1	Quantity and Speed of device	1 no with 60 ppm Mono or more
2	Function	Multi-function (printer/scanner/copier)
3	Paper Size	A5 to A3
4	Duty Cycle	2,00,000 pages / month or higher
5	Hard Drive / Processor / Memory	Minimum 250 GB / 1.8 GHz Quad-core / 4 GB system or better
6	Copy and Print Resolution	Copy: Up to 600 x 600 dpi; Print: Up to 1200 x 1200 dpi, 256 shades of grey
7	First-copy-out Time	As fast as 3.3 seconds from the Platen / 7.2 seconds from the Automatic Document Feeder
8	Single pass duplex automatic document feeder	200 Sheets
9	Scan Speed (black	Up to 140 images per minute (ipm) color (simplex)

	and white and colour)	Up to 200 ipm black-and-white (duplex)
10	Connectivity	Network
11	Scan Destination	Scan to Mailbox, Scan to USB, Scan to Email, Scan to Network; File Formats: PDF, PDF/A, XPS, JPEG, TIFF; Convenience Features: Scan to Home, Single Touch Scan, Searchable PDF, Single/Multi-Page PDF / XPS / TIFF, Encrypted / Password Protected PDF, Linearized PDF / PDF/A
12	Scan Convenience Features	Scan to Home, Single Touch Scan, Searchable PDF, Single/Multi-Page PDF / XPS / TIFF, Encrypted / Password Protected PDF, Linearised PDF
13	Service Alerts	Automatic service alerts generation to service providers when machine is down or supplies run low to maintain maximum uptime of device by installing the application at customer end-Devis agent
14	Maximum Paper Weight	216 gsm or better
15	USB to Scan and Print from USB	Yes

Interested vendors may offer their bids in the following format :-

Specification	Brand	Model	Features	Rent/ month	A4 per page cost	A3 Per page cost
18nos @ > = 20 ppm						
1 no @ >= 60 PPM						

### **Terms and conditions**

1. The offered photocopiers should be brand new unsealed, with minimum of three years support from the OEM or his authorized partner.
2. The supplied photocopier will be under full maintenance which includes all spares, consumables and preventive and full service maintenance. The items that are not covered under warranty should be specified clearly.
3. Server based Managed print Services solution to be provided for proper monitoring the usage and problems of the printers deployed through network connectivity from a single source or system.
4. During the contract all supplied spares and consumables should be original, and from the OEM only. No duplicate / refurbished /recycled products should not be used.
5. The bidder should always keep cartridges in stock at the Academy during the contract period to meet the immediate tonner requirements of the users. The empty tonners should be replaced within 48 hours for the time of call logged.
6. The vendor should attend to the calls within 24 hours from the time of call raised and should ensure to close the calls within 48 hours. Failing which 0.5% penalty for every week of delay will be levied on billing period.
7. The quoted prices should be valid for a period of three years, any increase in the prices during the contract period will not be allowed.