

«Name»

«Address»

Subject: Invitation of Tender/Quotations for Comprehensive Annual Maintenance Contract (CAMC) for 22 Canon Digital Photocopier Machines (B&W).

Dear Sir,

The National Institute of Health and Family Welfare is an autonomous body of the Govt. of India. It is an Apex Body in the field of Health and Family Welfare (NIHFW) located in Munirka, New Delhi. The Institute have 22 Digital Canon Photocopiers installed at various sections/departments of the Institute (list enclosed)

The Institute intends to give maintenance contract of all 22 machines (as per the list mentioned in tender proforma) of CANON under Comprehensive Annual Maintenance Contract. The interested firms willing to undertake the job, may submit their quotation in a sealed cover in the enclosed proforma along with the required documents. The following terms and conditions shall be kept in view while evaluating the offers:-

Bid should contain with checklist Annexure-V mention page no. accordingly:

- I. Tender document can be downloaded from the Institute website: **www.nihfw.org** with attached payment of ₹ 1000/- (Rupees one thousand only). The cost of tender should be sent along with the tender documents in the form of Bank Draft/Banker's Cheque in favour of Director, NIHFW, New Delhi – 110067. Tender received without cost of tender will be summarily rejected.
- II. The quotation should be accompanied with earnest money of Rs.5000/- with the Tender Proforma through a Bank Draft in favour of the Director, NIHFW failing which the tender will be out rightly rejected or must enclose MSME certificate for exemption.
- III. Details about the Past experiences.
- IV. Self attested photocopies of latest and valid GST registration certificate
- V. Proof of filing income tax return
- VI. PAN Card: Submit the self attested copy.
- VII. Undertaking as per **Annexure- I**
- VIII. Affirmation as per **Annexure-II**

- IX. Criminal liability undertaking as per **Annexure- III**
- X. Performa for Price Bid as per **Annexure-IV**
- XI. Checklist of documents mentioned above **Annexure-V**.

The Term & Conditions of the contract for 22 Canon Digital Photocopier Machines (B&W) are as under:-


1. The contract will be awarded initially for a period of one year and may be further renewed on year- to- year basis for a maximum period of next 2 years subject to satisfactory performance.
2. Each page of tender document must be signed and stamped.
3. The successful firm will have to sign a contract agreement, as per Govt. Financial Rules with the Institute on a non-judicial stamp paper of Rs.50/- before undertaking the contract.
4. The Comprehensive Annual Maintenance Contract (CAMC) will be inclusive of all spares required for the maintenance of machines expected paper, toner and drum unit.
5. The firm shall have to deposit an earnest money of Rs.5000/- with the Tender Proforma, through a Bank Draft in favour of the Director, NIHFWS, failing which the tender will be out rightly rejected or must enclosed MSME certificate for exemption. The earnest money received from the tenderers will be returned without interest immediately after the tender process is over.
6. The successful bidder will have to furnish a Security Deposit of 10% of the anticipated cost of Full Service Maintenance Agreement/AMC value within 10 days from the date of giving intimation to him for acceptance of his tender. The Security deposit shall be in the form of an Account Payee Demand Draft or a Fixed Deposit Receipt from a commercial bank pledging the amount of deposit in favour of the Director, NIHFWS, New Delhi. The Security deposit will be refundable after the expiry of the contract period successfully and to the satisfaction of the competent authority. The Government has the right to forfeit the security money, in case of non-cooperation, disobedience of the instruction, non-attending of the complaint within time or due to any damage of equipment on the part of the bidder/employees of the bidder etc.
7. The payment of the contract will be made on quarterly basis on the submission of the bill accompanied by the performance certificates obtained from the users, after completion of the period. The firm/company shall have to submit the bills in duplicate duly pre-receipted and mentioning PAN and Registration No. for GST.
8. Service Engineer of the contractor may also be called by the Institute on holidays as per requirement. The service engineer must have company ID card and mobile phone. The mobile contact numbers must be provided to the

In-charge Press, Press Unit at NIHFW. The person must bear good character and be well behaved.

9. It is not mandatory to award the contract merely on lowest quotation basis only until the bidder fulfils all criteria mentioned in tender document.
10. The institute will deduct TDS and other applicable taxes, etc. as per rules from the payment to be made to the firm.
11. The rates should be quoted as per the tender proforma. Incomplete tender will be liable to be rejected.
12. The machine required to be taken to workshop for major repairs etc shall have to be transported to the workshop and back to office at firms own cost. The Institute will not pay any transportation charges thereof.
13. In case of any defect/fault in the machine, the firm will have to undertake the job immediately on receipt of the complaint and ensure the machine is brought to working order within 2 working days. If the services are not provided within the stipulated time, the contractor shall be liable for payment of penalty of Rs. 200/- per day per machine. NIHFW will also have the option for taking services from other agencies and recover the cost from the bills/security deposits of the contractor.
14. The contract can be cancelled at any stage, without assigning any reason, if the services are not found satisfactory.
15. Under no circumstances, the contractor shall appoint any sub-contractor or sub-lease the contract. If it is found that the contract has violated these conditions, the contract will be terminated without any notice by the Head of Office. The work awarded cannot be outsourced to other agency. The agencies /firms not located in Delhi/NCR need not to apply.
16. All consumables and spares must be genuine & manufactured by CANON. Any used/old duplicate, non-compatible or spurious part or consumables supplied will attract rejection of full lot of supplies and a penalty to the tune of double the bill amount for the same.
17. The firm should not have been blacklisted by any government organization. If it is found, at any stage/time that the firm was blacklisted by a Govt. organization, the contract will be cancelled and the performance security will be forfeited.
18. Tenders should be signed by a person who is legally competent to do so. In case a person signs the tender form or any other document forming part of the contract on behalf of some other person (natural or legal), it shall imply that he has the authority to bind such other person and if, on enquiry, it transpires that the person signing the documents had no authority to do so, the NIHFW may, without prejudice to other civil and criminal remedies,

cancel the contract, forfeit the earnest money/security deposit and hold the signatory responsible for such costs and damages as considered necessary by the NIHFW.

19. In case there is any dispute relating to this contract, the same shall be resolved through an arbitrator to the nominated by the Director, NIHFW. The contract shall be subject to the Indian Laws and the jurisdiction of the courts located in Delhi.
20. The National Institute of Health and Family Welfare, reserves the right to reject any or all the bids in full or part or not to award the contract to the lowest bidder without assigning any reason thereof and giving any compensation. The decision of The National Institute of Health and Family Welfare in this regard shall be final and binding to all.
21. The rates should be quoted as per the tender proforma for all the 22 machines. Exclusion of any machine will be considered as incomplete tender and will be liable to be rejected.
22. The firm will have to submit an estimation for replacement of parts which are not covered under AMC.
23. The complaint should be attended promptly on receipt of telephone call including on holidays.
24. The firm will also have to maintain a call register and make service reports to this Institute (Press Unit) before releasing for payment of bills.
25. The quotation in enclosed Proforma addressed to the Director, NIHFW, Munirka, New Delhi-110067 must be dropped in the tender box at reception of NIHFW by **03:00 PM** on or **before 14/03/2022** in a sealed cover marked "Quotation for CAMC of CANON Digital Photocopier Machines".
26. The Quotations will be **opened the same day at 03:30 PM** in the office of the Chairman, Tender Opening Committee, NIHFW in the presence of representatives of the firms who wish to be present.


(Dr.A.M. Elizabeth)
Officer Incharge (Press)

ANNEXURE – I

**FORMAT FOR UNDERTAKING
(TO BE SUBMITTED ON A NON-JUDICIAL STAMP PAPER OF Rs.100/-)**

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
2. The rates quoted by me/us are valid and binding on me/us for acceptance for the period of one year from the date of acceptance of tender bid. I/We, hereby bind myself/ourselves to the Director, NIHFV, New Delhi.
3. Earnest money deposited by me/us, may be retained till the finalization of the tender.
4. Performance Security will be deposited by me/us and the same may be retained three months beyond the period of tender is over.
5. I/We hereby undertake to recoup any loss/damages caused to the NIHFV authority through the use of defective machine maintained by me/us.
6. I/We hereby undertake to pay penalty as per terms and conditions for delayed services.
7. It is certified that the quoted machine have not been and are not being maintained to any other organization at a rate lower than being quoted here.
8. I/We agree to accept the bills to be paid by the user after completion of all formalities and if any amount of bill found to have been overpaid, the amount shall be refunded by me/us.
9. There is no vigilance/CBI or court case pending against the firm.
10. I/we understand that the Director, NIHFV, New Delhi has the right to accept or reject any or all the tenders without assigning any reasons (s) thereof.
11. The decision of the Director, NIHFV, New Delhi will be final and binding upon me/us.

Signature of Bidder
(Name of Bidder)

Place..... With seal of firm

Affirmation

I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of the authorities during the validity of tender period the Director, NIHFV, New Delhi will have full authority to take appropriate action as he/she may deem fit.

Place Signature of Bidder

Date..... (Name of Bidder)

With seal of firm

ANNEXURE – III

CRIMINAL LIABILITY UNDERTAKING ON Rs. 100/- AFFIDAVIT

I.....S/o.....Resident
of
.....do solemnly pledge and affirm: -

1. That I am the proprietor /partner/authorized signatory of
M/s.
2. That my firm has not been declared defaulter by any govt. agency and that no case of any nature i.e. CBI, Criminal/Income Tax/ Sales Tax/ Blacklisting is pending against my firm.

Name
Signature
Rubber stamp
Affirmation/Verification

ANNEXURE -IV

Proforma for Price Bid

The rates may be given to the following machines for Comprehensive Annual Maintenance Contract (Excluding GST & consumables).

Sr. No.	Particulars of the Machines	Qty.	AMC Amount (including spare parts) (Each machine)
1.	Canon IR 4225	19	
2.	Canon IR 2002	1	
3.	Canon IR 2004N	1	
4.	Canon IR 3245	1	
Total Machines		22	

- Mention the applicable tax percentage _____

Place: _____

Date: _____

Signature of Tenderer: _____

Name (in block letters): _____

Capacity/ Position/Designation: _____

Seal of the Firm: _____

ANNEXURE -V

Checklist of documents

Sr. No.	Documents	Page no.
1.	Tender Fees	
2.	Earnest Money	
3.	Experience	
4.	GST Registration Certificate	
5.	Income Tax Assessment Certificate	
6.	PAN Card	
7.	Undertaking	
8.	Affirmation	
9.	Criminal Liability Undertaking	
10.	Price Bid	