

Bid Document

Bid Details	
Bid End Date/Time	31-01-2023 14:00:00
Bid Opening Date/Time	31-01-2023 14:30:00
Bid Offer Validity (From End Date)	180 (Days)
Ministry/State Name	Uttar Pradesh
Department Name	Medical Health And Family Welfare Department Uttar Pradesh
Organisation Name	N/a
Office Name	Lucknow Hq
Item Category	Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Toner, Lower range); Canon; OEM Authorised Service Provider
Contract Period	1 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)	1 Lakh (s)
Years of Past Experience Required for same/similar service	1 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Type of Bid	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	400000
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

MII Compliance

MII Compliance	Yes
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MSE Purchase Preference

MSE Purchase Preference	No
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Asset Details and its Distribution across the consignee /user locations: [1673249988.pdf](https://www.example.com/1673249988.pdf)

Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Lower Range); Canon; OEM Authorised Service Provider (1)

Technical Specifications

Specification	Values
Core	
Type Of Asset	Photocopier Machines (Monochrome , Laser , Separate Drum & Toner, Lower range)
Make/Brand Of Assets	Canon
Status of Annual Maintenance Service Provider	As OEM , OEM Authorised Service Provider , Neither OEM nor ASP
Onsite Service Engineers Requirement	None , As Indicated in Bid Document
Periodicity of Preventive Maintenance Services	Monthly , Bi-Monthly , Quarterly , NA
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	Anusuya Prasad	226010,SUDA Bhawan, 7/23, Sector-7, Gomtinagar Extension, Lucknow-226010	1	N/A

Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

(A) Scope of the Work

This Tender is for Obtaining Services of Annual Maintenance Contract (AMC) of Printers, Photocopier machines and related peripherals installed at Uttar Pradesh Medical Supplies Corporation Ltd. Lucknow.

Scope of the work of AMC also includes

1. Maintenance that includes the replacement of malfunctioning spares/parts for proper functioning of all Printers/Photocopier machines listed in Annexure-I by the Service Provider. If any part gives repeated problems, i.e., two repairs in a period of two months then the service provider must replace it immediately with a new part at its own cost.
2. Maintenance that includes replacement of each and every malfunctioning part of printers, photocopier machines and related items listed at Annexure-I, like Mother Board, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply etc. and all the plastic parts except consumables are under this AMC by the Service Provider.
3. All parts to be replaced by the Service Provider must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

(B) Terms & Conditions for Annual Maintenance Contract of Printers/Photocopier Machines and other related peripherals-

1. The Participating parties should have registered office in Lucknow (Proof to be submitted).
2. The Bidder must have an experience of similar work in Uttar Pradesh for at least 01 year in Govt./PSU/Autonomous organization. This should be duly supported by the Purchase Order/Work Order copy or any other associated document.
3. The Bidder must have their own Hardware repair/service centre.
4. Complaints regarding non-working / non-functioning etc., of Printers, Photocopier machine and other related peripherals shall be attended within 24 hours, in any case it is to be repaired within 5 working days, failing which it will be got rectified by UPMSCCL and the cost of the same will be recovered from the contractor.
5. Attending the breakdown call and repair will be arranged within the prescribed time indicated at Sl.No.4, otherwise liquidated damages charges will be levied for delay @ Rs.100/- (Rupees One Hundred only) per day for the delayed period till the breakdown call attended and/or repair done up to satisfactory level. In case, if there will be delay of 20 days or more, the contract may be terminated by leaving fine, forfeiting of security money without any notice.
6. The defective parts of the Printers, photocopier machine and other peripherals shall be replaced with genuine OEM parts and no extra cost will be paid for the same. The defective parts included in Comprehensive AMC shall be replaced with genuine OEM parts of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.
7. Service Engineer must do the periodical service of each photocopier machine on Monthly Basis.

8. The Contractor/Service provider will have to provide a complete set of printer as a backup, which may be used in case, if there will be any delay in services due to any uncontrolled situation.
9. The agreement shall remain in force for initial period of one year from the date of commencement. Thereafter, agreement can be renewed for further period of one year by mutual consent in writing up to 3 years.
10. The Contractor/Service Provider have to deposit security amount @ 10% of value of work order within 7 days of issuance of work order, which will be refunded after successful completion of the job.
11. The Contractor/Service Provider will have to sign an agreement against the said contract. (The stamp paper will also be arranged by the Contractor/Service Provider).
12. The Payment shall be made only after submitting the invoice for work completed & it will be on quarterly basis.
13. Claim on account of any price variation / escalation shall not be entertained within contract period.
14. Payment will be released after deduction of applicable taxes, TDS and other statutory Tax, dues, levy's as applicable within 15 days after the receipt of bill. No claim for interest in case of delayed payment will be entertained.
15. All payments shall be made to the bank account of the Service Provider/Agency.
16. During the period of contract the customer will not allow any unauthorised person/agency to temper the equipment except authorised person.
17. All disputes in relation to the interpretation of any of their terms or implementation thereof or arising out of or concerned directly or indirectly with the contractor, shall be decided by Managing Director, Uttar Pradesh Medical Supplies Corporation Ltd. Lucknow and decision of Managing Director, Uttar Pradesh Medical Supplies Corporation Ltd. Lucknow shall be final and binding on both the parties.
18. At any stage, if it is found that the delivering of services is not as per the satisfaction of the UPMSCS, the contract will be terminated, 7 days after issuing the notice regarding same without assigning any reason and security deposited will be forfeited by the UPMSCS.
19. If any item is taken out for repair purpose, contractor/service provider will make alternate arrangement for the same for smooth working at UPMSCS office.
20. The Printers, Photocopier Machine and its peripherals as per the list (Annexure-I) may be inspected by the interested parties during working hours(10:00A.M. to 05:00PM) from date of tender publishing till one day before the last date of submission of bid.
21. The number of Printers, Photocopier Machine indicated in the list (Annexure-I) may increase / decrease in between the contract period and the payment will be made accordingly.

22. The Bidder must provide a Toll Free No. or other no. or website for registration of complaint.
23. The parts/items that will not be covered under Comprehensive AMC must be clarify by the Party along with the tender document and attach a separate sheet for the same.

Address-

7/23, sector-7, Gomti Nagar Extension, Lucknow-22601

Phone Number. 0522 2838102

List of Printers				
SN	Printer Model	OEM	Serial Number	Warranty status
1	SAMSUNG Xpress M2010	SAMSUNG	CNB2L2324V	WARRANTY EXPIRED
2	HP Laser Jet Pro MFP M22sdn Printer	HP	VNC3H05616	WARRANTY EXPIRED
3	HP Laser Colour Pro MFP M477fdw Printer	HP	CNBKL1RG3L	WARRANTY EXPIRED
4	HP Laserjet MFP E72525 Printer	HP	CNC1L1Q004	WARRANTY EXPIRED
5	Canon Image Runner 2004N Printer	Canon	WDT13443	WARRANTY EXPIRED
6	HP Laserjet P1108 Printer	HP	VNF4V28712	WARRANTY EXPIRED
7	HP Laserjet P1108 Printer	HP	VNF4G27011	WARRANTY EXPIRED
8	HP Laserjet P1108 Printer	HP	VNF4G21959	WARRANTY EXPIRED
9	HP Laserjet P1108 Printer	HP	VNF4851488	WARRANTY EXPIRED
10	HP Laserjet P1108 Printer	HP	VNF4851366	WARRANTY EXPIRED
11	HP Laserjet P1108 Printer	HP	VNF4V29242	WARRANTY EXPIRED
12	HP Laserjet P1108 Printer	HP	VNF3267519	WARRANTY EXPIRED

13	HP Laserjet MFP 136A Printer	HP	CNB2M4JTSD	WARRANTY EXPIRED
14	HP Laserjet MFP 136A Printer	HP	CNB2M4PCVQ	WARRANTY EXPIRED
15	HP Laserjet MFP 136A Printer	HP	CNB2M4PCVM	WARRANTY EXPIRED
16	Canon Printer Mono Multi Functional MF 3010	Canon	YHW37055	WARRANTY EXPIRED
17	Canon Printer Mono Multi Functional MF 3010	Canon	YHW36792	WARRANTY EXPIRED
18	Canon Printer Mono Multi Functional MF 3010	Canon	YHW36781	WARRANTY EXPIRED
19	Canon Printer Mono Multi Functional MF 3010	Canon	YHW37054	WARRANTY EXPIRED
20	Canon Printer Mono Multi Functional MF 3010	Canon	YHW37057	WARRANTY EXPIRED
21	Canon Printer Mono Multi Functional MF 3010	Canon	YHW36612	WARRANTY EXPIRED
22	Canon Printer Mono Multi Functional MF 3010	Canon	YHW37056	WARRANTY EXPIRED
23	Canon Printer Mono Multi Functional MF 3010	Canon	YHW36801	WARRANTY EXPIRED
24	Canon Printer Mono Multi Functional MF 3010	Canon	YHW36806	WARRANTY EXPIRED
25	HP link Think Universe Printer	HP	CN13I7D1BM	WARRANTY EXPIRED
26	Xerox Versalink B 7025 Digital Multifunction	Versalink	3942435125	WARRANTY EXPIRED

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.

5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---