

भारत सरकार

स्वास्थ्य एवंपरिवार कल्याण मंत्रालय

(स्वास्थ्यसेवा महानिदेशालय)

केन्द्रीय औषध मानक नियंत्रण संगठन

केन्द्रीय औषधि परीक्षण प्रयोगशाला

क्षेत्रीयअन्नवऔषध प्रशासनभवन, जी.एम.एस.डीकंपाउंड,

बेलासीसरोड, मुंबईसेन्ट्रल, मुंबई४००००८

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फैक्स : ०२२-२३०९ ९२४०

ई-मेल : cdtlmumbai@cdsco.nic.in



CDSCO

Government of India

Ministry of Health and Family Welfare

(Directorate General of Health Services)

Central Drugs Standard Control Organisation

Central Drugs Testing Laboratory

Zonal FDA Bhawan, GMSD Compound,

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Accredited By : NABL (ISO/IEC-17025:2005 in Chemical & Biological Testing)

Certified By : IMS (ISO - 9001:2008; ISO - 14001:2004; OHSAS - 18001:2007)

8(19)/CDTL-MUM/17-18/ 5216 Date : 15-01-18

**NOTICE INVITING TENDER FOR
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR TOSHIBA ES 207
PHOTOCOPIER (XEROX MACHINE)**

Sealed tenders are invited for Comprehensive Annual Maintenance Contract for Photocopier – Toshiba ES 207 at Central Drugs Testing Laboratory (CDTL), Mumbai as per the specifications mentioned at **Annexure-A** herewith.

Interested parties may submit their lowest rates separately for the subject work. They may, if so desire, inspect the foresaid site at CDTL in any working day between 10.30 A.M to 4.30 PM (Except Saturdays) before quoting their rates.

A.TENDER.

1. TWO PART TENDER INSTRUCTIONS: The bids have been invited under two bids system i.e. Technical Bid and Financial Bid. The interested vendors are advised to submit two separate sealed envelopes super-scribing "Technical Bids" and "Financial Bids" to CDTL Mumbai. Both sealed envelopes should be kept in a Third envelope of bigger size duly sealed superscribing "Bid for CAMC for **TOSHIBA ES 207 PHOTOCOPIER (XEROX MACHINE)** to CDTL, Mumbai.
2. The Tenderers are required to quote separately their lowest rates both in figure and words for each work as mentioned in **Annexure- B** annexed hereto. Two separate sealed envelopes should be used by the tenderer while furnishing financial bid for submitting (i) Tender Document and (ii) Earnest Money super-scribing on the respective envelopes (a) Tender for CAMC for Toshiba ES 207 Photocopier (Xerox Machine) (b) **Earnest money Rs 3,000 /- for CAMC for**
3. The tender may be sent by post sufficiently early so as to reach in this institution within time, or may be dropped in the Tender Box kept in the Ground Floor of this organization.
4. Important dates.

Last date for seeking clarifications : 28/01/2018

ok
Sherdun

15/1/18

HJ
f डॉ. रमन मोहन सिंह
Dr. Raman Mohan Singh
निदेशक
Director
के. ओ. प. प्र. मुंबई
C.D.T.L. MUMBAI.

B. TERMS AND CONDITIONS OF TENDER.

1. The tenderers are required to submit the earnest money (bid security) of Rs. 3,000/- (Rupees Three thousand only) and tenders received without earnest money will not be considered at all.
2. The tenderers are required to quote their lowest rates for CAMC for Toshiba ES 207 Photocopier (Xerox Machine) as mentioned in **Annexure- B** annexed hereto.
3. The rates should be valid for 90 days from the date of opening of tender.
4. Hypothetic or conditional Tender will not be entertained. Tender once submitted shall not be allowed to be withdrawn or altered. If the tender is withdrawn or altered by the concerned party at any time after it is submitted, appropriate action may be taken.
5. **PLANT VISIT:** The bidders are required to visit the site to see the actual installation for themselves to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved for the system.
6. **Technical Bid (Envelop No -1):** The Bidders are required to submit technical bid enclosing therewith photocopies of following documents, failing which their bids will be summarily rejected and will not be considered .

Sr. No.	Name of the Document	Details of the vendor
1.	Registration Certificate of the firm/proprietorship, etc.	
2.	Copy of PAN/TIN No. and GST number	
3.	Copies of Income Tax Return filed for the last two financial years	
4.	The tenderer should be an Authorized service provider or Original Equipment Manufacturers. However they should have requisite expertise in servicing and maintenance of PHOTOCOPIERS. A copy of Certificate/ authorization letter issued by the company to the tenderer for being Authorized service provider is to be submitted. A list of their clients should be enclosed along with proper proof.	
5.	Earnest Money Deposit (EMD) of Rs. 3,000/- in the form of Demand draft/ Banker's Cheque of any scheduled bank drawn in favour of Director, CDTL, Mumbai payable at Mumbai	

7. The Price Bid as per Proforma given in the tender document as Annexure-**B** and then price filled up and submitted in Envelope No - 2, duly sealed superscript with name of tender. Any conditions given in the Price Bid may cause rejection of Bid. Further:
 - (vi) The financial bids of only technically qualified bidders will be opened in the presence of their representatives attending bid opening on a specified date and time.
 - (vii) The rates/prices should be quoted in Indian Rupees in words as well as figures.
 - (viii) The conditional bids shall not be considered and likely to be rejected in very first instance.

- (ix) All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached.
 - (x) Over-writing/over typing or erasing of the figures which render it doubtful and ambiguous are not allowed and shall render the tender invalid.
8. The bid security (i.e. EMD) of the unsuccessful bidders would be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after award of the contract.
 9. The CDTL, Mumbai in its discretion, reserves the right to reject or accept any or all the tenders, partially or completely, at any time without assigning any reason thereof.
 10. In case of a local firm/agency/contractor, they may deliver/ submit the tender personally in CDTL, Mumbai on or before the due date and time. Postal delay for tender submitted by post shall also not be accepted and all tender submitted in time only would be considered.
 11. The CDTL will deal with the tenderer directly and no middleman/commission agents etc. should be asked by the tenderer to represent the cause and they will not be entertained by CDTL.
 12. Each tenderers has to certify that all the terms and conditions are acceptable to him.

Tenders should be accompanied with the declaration at Annexure C (regarding his power to sign the tender documents) and the checklist at Annexure D (arranging the various documents in the Technical bid)

C. TERMS AND CONDITIONS FOR SUCCESSFUL TENDERER.


13. The successful tenderer will have to deposit Performance Security amount corresponding to 10 percent of the order value within a week from the date placement or purchase order, either by way of Demand Draft drawn in favour of "The Director, CDTL, Mumbai" or Bank Guarantee from a Commercial Bank, which will be refunded after two months of the successful completion of the contractual obligation of the supplier including warranty obligation on written request of the tenderer. Bid security (EMD) would be refunded to the successful bidder on receipt of performance security. If the successful tenderer abandons the contract, or fails to perform his part of contract, the security deposit or any part thereof is liable to be forfeited. If the contractor abandons the contract after refund of EMD, the Bank Guarantee furnished would be encased.
14. After the contracts awarded the contractor will be required to fill the require accessories in question bring them in perfect working order so that these are ready for use before the commencement of the summer season.
15. The rate quoted for AMC by the tenderer should include the cost of spare parts (excluding) the consumable items i.e. Toner, Drum, Developer, photo Conductor Unit (PCU), Copy printer Machines Drum Unit, Thermal Head, Master Roll & Ink).
16. The contractor shall use ISI marked parts for repair / replacement. The old parts which are replaced must be deposited in CDTL-Mumbai. If the firm uses a non -ISI marked parts a penalty of double the cost of that part will be imposed.
17. The rates shall be quoted on yearly basis. The rates shall be all inclusive including taxes and duties etc.
18. Rate should be quoted in figure as well as in words as per ANNEXURE-B.

19. CDTL, Mumbai reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason or to cancel the tender. The decision of Director, CDTL, Mumbai, in this regard shall be final and binding on all.
20. The rates at any stage once quoted shall not be withdrawn.
21. No advance payment will be made at any circumstances. However, on successful completion of every 3 (three) months , payment will be released within a reasonable period from the date of receipt of the bills along with certified copies of monthly service reports, log sheets, work done as per the scope of work mentioned in the tender/contract duly certified by the Concerned in charge.
22. Payment : Contractor will submit quarterly bills duly supported with necessary check list, log sheets monthly service reports duly signed by the concerned in charge and certified by the designated Officer in CDTL , Mumbai to the effect that the job mentioned in the bill actually has been carried out satisfactorily a per the Contract. Thereafter, CDTL, Mumbai will make payment to the contractor within a reasonable period after deduction of applicable taxes/TDS etc.
23. The services required is for initial period of one years. The contract may be extended on mutual consent subsequently based on performance or till finalization of the next tender. The contract may be terminated at any stage solely at the option of CDTL, Mumbai with an advance notice of one month without assigning any reason.
24. The awardee firm will attend to all complaints immediately after receiving call from CDTL-Mumbai. As and when the contractor is not able to do assigned repair / maintenance work, CDTL-Mumbai reserves the right to get the same done from any other source and recover from the contractor the cost of such work not attended to by it.
25. Only such work which cannot be done in the office premises will be allowed to be done outside with prior permission of CDTL-Mumbai and no extra payment would be made for the same.
26. It will be responsibility of the contractor to keep the machines in fully operational and functional condition during the CAMC period Contractor's qualified technician should be available for attending to the complaints in any days. They may be called for on holidays also for attending to urgent / emergency repairs.
27. In case of any problem with the equipment, the firm/agency/contractor shall inform CDTL, Mumbai immediately.
28. The tender shall be kept valid for acceptance for a period of 90 days from the date of opening.
29. Any statutory tax as applicable will be deducted from the bill of the contractor.
30. Penalty : The firm shall rectify any breakdown within 24 hours failing which penalty for Rs. 25/- per hour thereafter subject to a maximum of Rs. 100/ - per day will be levied.
31. The tendered shall verify that the staff/workers deputed to CDTL are of good character and no criminal record is against any of them.
32. The successful tenderer will be obliged to attend the work as per the required without damaging the CDTL properties and if any loss/damage/theft/pilferage by the service engineer / worker sustained to the CDTL property it will be recovered from the successful tenderer.

33. JURISDICTION: The Contract/PO shall be governed by the Law of India for the time being in force. The Courts of Mumbai only shall have jurisdiction to deal with and decide any legal or dispute arising out of this contract

E. INVITATION OF TENDER

The interested parties may send their sealed tenders for the Comprehensive Annual Maintenance Contract of Toshiba ES 207 Photocopier (Xerox Machine) addressed to the undersigned by name so as to reach on or before 25/01/2018, which may be opened in CDTL by a Committee of Officers constituted for the purpose before the tenderers or their authorised representatives who may wish to remain present. The tenders received after due date and/or time and/or without Earnest Money will not be entertained.

 Director
CDTL, Mumbai

Enclosure: Annexure A, B, C & D

Annexure A

Scope of Work - Toshiba ES 207 Photocopier (Xerox Machine)

Sr. No.	Scope of work
1.	The contractor will be required to depute competent persons to inspect the machines at least once a week and whenever, defect arises therein or any complaint to this effect is made. In case the complaints of maintenance/ repair of the item are not attended to within two working hours, penalty of Rs. 25/- per hour thereafter subject to a maximum of Rs. 100/ - per day will be levied. No payment for the photocopier machine will be made if the same is out of order for two consecutive days.
2.	The firm should provide the Mobile numbers of service engineers and service centers. All the faults should be taken up immediately upon reporting by the users over telephone etc. The repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by machine for the same and ensure that the work of the office does not suffer on this account. No transportation charges etc. would be paid for this purpose. The services should be provided during office hours on all working days and in case of urgency and whenever felt necessary by CDTL-Mumbai, the service should be provided beyond office hours and on holidays too. It will be overall responsibility of the firm for maintenance of the equipment and ensure that it should remain in perfect working conditions.
3.	The rate quoted for AMC by the tenderer should include the cost of spare parts (excluding) the consumable items i.e. Toner, Drum, Developer, photo Conductor Unit (PCU), Copy printer Machines Drum Unit, Thermal Head, Master Roll & Ink).
4.	The period of maintenance contract will be initially valid for a period of one year and shall expire after one year from the date of approval to be indicated in the maintenance contract. However, if CDTL-Mumbai deem it necessary and subject to the satisfactory services of the Contractor during the initial maintenance contract may be extended for a further period of two years on Annual basis with mutual consent of CDTL-Mumbai and contractor.

Annexure B

PRICE BID :- (To be submitted in Envelope –II)

Comprehensive Annual Maintenance Contract for Toshiba ES 207 Photocopier (Xerox Machine) (RATES SHOULD BE INCLUSIVE OF ALL TAXES)

Sr.No.	Description of work	Rate for Toshiba ES 207 Photocopier (Xerox Machine) to be quoted in figures & in words	
		In figures	In words
1	Comprehensive Annual Maintenance Contract for Toshiba ES 207 Photocopier (Xerox Machine) scope of work mentioned in the tender document, Annexure – A		

Signature and seal of contractor

Declaration to be furnished by the Tenderer.

DECLARATION I, _____ Son/Daughter/Wife of
Shri _____ Proprietor/ Director/ Authorized Signatory of
the Company / Firm, mentioned above, is competent to sign this declaration and execute this tender
document; I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them; The information / documents furnished along with the above application
are true and authentic to the best of my knowledge and belief. I / we am / are well aware of the fact
that furnishing of any false information / fabricated document would lead to rejection of my tender at
any stage besides liabilities towards prosecution under appropriate law.

Signature of authorised person

Full Name:

Rubber Seal

Date:

Place:

Annexure-D**ORDER FOR ARRANGING VARIOUS DOCUMENTS IN TECHNICAL BID
(CHECKLIST) (Unconditional acceptance of Terms and conditions of the tender)**

(Pl use separate sheet for providing complete inform)

Pl. Tick

Sr. No	Criteria	Vendor Response (Yes/No)	Page No
1	Registration Certificate of the firm/proprietorship		
2	Copy of PAN/TIN No. and Service Tax number.		
3	Copies of Income Tax Return filed for the last two financial years		
4	The firm/agency/contractor should have the experience of rendering their services for maintaining of similar works i. e. comprehensive maintenance of split air conditioners for any Government Sector or large reputed Private Sector enterprise, during the last two years satisfactorily. Necessary relevant documents to this effect to be enclosed		
5	Earnest Money Deposit (EMD) of Rs. 3,000/- in the form of Demand draft/ Banker's Cheque of any scheduled bank drawn in favour of Director, CDTL, Mumbai ". No interest shall be payable by the Institute on EMD. Successful tenders in the event of the contractor failing to comply with any provision of the contract, EMD/Security Deposit shall stand forfeited.		
6	Original Copy of the declaration terms and conditions in Tender Document with each page duly signed and sealed by the authorized signatory of the firm in token of their acceptance		

Seal & Signature