



Government of Jammu and Kashmir
Directorate of Information & Public Relations



Media Complex, Pologround, Srinagar / Rail Head, Jammu
Tele: 01942476816; 01942485175 (fax) Sgr / 01912479692; 01912479643 (fax) Jammu.
Website : www.jkdirinf.in e-Mail: dirinf17jk@gmail.com

TENDER NOTICE

Subject:- Tender for "Annual Maintenance Contract" of Photocopiers of DIPR, Jammu/Srinagar.

1. Sealed tenders are invited from reputed registered firms/agencies providing/executing AMC for Photocopiers in the Office of Directorate of Information and Public Relations, J&K, Jammu/Srinagar. The tenders should be submitted as per terms and conditions separately forming part of this tender.
2. The tenders should be submitted in a sealed envelope subscribed as "Tender for AMC of Photocopiers". The tender should be addressed to the Head Office, Directorate of Information and Public Relations, J&K, Srinagar.
3. The various crucial dates relating to "Tender for AMC of Photocopiers" are given as under:

A	Date of issue of tender documents	05.08.2021
B	Last date and time for submission of Tender Documents	23.08.2021
C	Date and time for opening of Technical bid	25.08.2021
D	Date and time for opening of Financial Bid	25.08.2021
E	Place of submission of Tender	Office of Directorate of Information and Public Relations, J&K, Polo view Srinagar
f	Place of opening of Tender	Directorate of Information and Public Relations, J&K, Polo View Srinagar

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4. The tender document submitted after the stipulated time/date will not be entertained. This office reserves the right to accept/reject any or all tenders without assigning any reason. All other terms & conditions in the tender will be binding on the tender.

Sd/-
Director Information
& Public Relations, J&K

No:INF/Pur-02/2018-19 / 1180-87

Dated: 05/08/2021

Copy to the:

1. Principal Secretary to Government, Information Department Civil Secretariat, J&K for information.
2. Joint Director Information, Jammu/Srinagar with the request to publish the tender notice in two leading local newspapers of their respective divisions.
3. Deputy Director Information (Central), Directorate of Information for information.
4. Accounts Officer, Directorate of Information for information.
5. Store & Maintenance Officer, Directorate of Information for information.
6. P.A to Director Information for information of the DI.
- ✓ I/C Website with the request to uploaded the Tender Notice/ documents on the departmental website.

[Signature]
Administrative Officer
(Member Secretary SLPC)
[Signature]



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TENDER DOCUMENT.

Section-I

Sealed tenders are invited under Two Bid System i.e. (Part-I Technical Bid & Part-II Financial Bid) from reputed, experienced and financially sound firms for AMC of Photocopiers of Directorate of Information and Public Relations, J&K.

A. SCOPE OF THE WORK:

- a. Directorate of Information and Public Relations, J&K proposes for AMC of Photocopiers installed and used in the office.
- b. The office intends to enter into comprehensive AMC for Photocopiers.
- c. The charges of AMC will be inclusive of cost of spares parts along with services. The tenderers are required to supply all parts as and when required for maintenance purposes and regular up-keeping of photocopiers.

B. ELIGIBILITY CRITERIA:

Only those firms/Proprietary Firms/Partnership Firms/Agencies which fulfil the following minimum criteria need to submit their bids and failure to provide necessary documents will render the bidder disqualified on technical grounds.

1. The AMC providing firm should be registered with Authorized Service Centre at J&K and have been in existence for a period of minimum 3 years.
2. It should be registered under Relevant Act and a copy of each of the Registration shall be attached with the bid.
3. It should have PAN, TIN, GST Registration (Proof in this regard may be attached with the bids).
4. It should have minimum three years experience in business of providing AMC in photocopier and peripheral after registration.

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5. Proof of at least three successfully carried out AMC services of Photocopiers during the last 3 years in Govt./Semi Govt./Central/Autonomous Bodies.
6. It should not have been black listed/debarred by Government Organisation. Undertaking in this regard is to be furnished.

INSTRUCTIONS TO TENDERERS:

1. The Tender should be addressed to Head Office, Director Information and Public Relations, J&K, Srinagar.
2. The Tenderers are required to submit one Technical and one Financial Bid as per prescribed proforma in Section - IV and V. The Financial Bid should be submitted in a separately sealed envelope subscribed "Financial Bid for AMC for Photocopier DIPR, J&K, DPC All the sealed tender bids should be put in a sealed envelope subscribed Tender for AMC of Photocopiers in Directorate of Information and Public Relations, J&K, for the year 2021-22. Financial bid shall be opened only for those tenders who are found to be technically qualified to carry out the work, for which prior intimation shall be given indicating the date and time of Financial bid opening.
3. The Tenderers are advised to visit the Directorate of Information and Public Relations, J&K Jammu/ Srinagar for inspection of Photocopiers on all working days between 10.00 AM to 5.00 PM.
4. The various crucial dates relating to "Tender for AMC of Photocopiers in Directorate of Information and Public Relations, J&K " are cited as under:

A	Date of issue of tender documents	05.08.2021	
b	Last date and time for submission of Tender documents	23.08.2021	
C	Date and time for opening of Technical bid	25.08.2021	
D	Date and time for opening of Financial Bid	25.08.2021	
E	Place of submission of Tender	Office of Directorate of Information and Public Relations, J&K, Polo View Srinagar	
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D. Terms & conditions on the basis of which the contract will be awarded

- I. The contract should be comprehensive and the rates quoted should cover the whole maintenance including spare parts(Toners/Drum/Developers etc).
- II. Only Company product approved spare parts should be used.
- III. The firm should have successfully undertaken similar work in at least one government office/organization for at least one year (copies of contract letters from government offices should be attached as proof in this regard). Undertaken individual AMC of Photocopier in government organization for a minimum amount of Rs. 50,000/- (Rupees Fifty Thousand only) during the last three years (copy of form No.16A given by government offices should be attached as proof in this regard).
- IV. The firm should have PAN allocated to them by the Income Tax Department (proof to be attached);
- V. The firm should have obtained Goods Service Tax (GST) certificate issued by the Central Government (copy to be attached as proof) and GST will be deducted from the bill as per the Government rules:
- VI. A "fall clause" shall be effective in respect of the approved rates, i.e., if the firm undertakes identical work in other government offices at rates lower than the rates approved by this office, the firm will charge at those rates from this office as well:
- VII. **PENALTY CLAUSE:** In case, any irregularity in attending to the services is noticed, the penalty amount will be levied by the office upto the extent of 10% of the monthly charges due for the relevant month after issuing show cause notice to the agency and considering the explanation of the agency, if submitted within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.
- VIII. **ARBITRATION CLAUSE:** In case of any disputes between the parties viz Directorate of Information and Public Relations, J&K in one part and the agency/firm on other part, arising out on account of scope of the work and other mandatory liabilities as stated in the Tender Documents/Contract Agreement, the dispute shall be referred to J&K High Court.
- IX. The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the workshop, Directorate of Information and Public Relations, J&K will not make any payment towards carriage and the expenses for the to and fro

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transportation of the machines these expenses should be borne by the firm:

- X. The payment will be released on quarterly basis. i.e. 25% of the total AMC charges will be released after every three months of satisfactory completion of the contract;
- XI. The contract shall remain in force for a period of 01 (one) year, the contract may be terminated by Directorate of Information and Public Relations, J&K at any time without assigning any reason thereof. If the services of the firm are found to be unsatisfactory, the I contract will be awarded to another firm at the risk and expenses of the defaulting firm and in this regard the decision of the office will be final and binding upon the firm;
- XII. Preventive maintenance service shall be done once every 03 months
- XIII. The firm shall maintain at the office premises of Directorate of Information and Public Relations, J&K a log book and record therein each indent of equipment malfunction, date time of reporting of fault & of commencement & successful completion of repairs work and nature of repair work performed on the equipment, Directorate of Information and Public Relations, J&K shall use the same log for recording the nature of faults observed in the equipment, the date & time of occurrence & time of their communication to the firm duly countersigned by the representative of the firm on successful completion of fault repair;
- XIV. The tender will be opened on the date and time indicated as in the tender documents in presence of Tenderer or person duly authorized by the Tenderer. Further, if the date of opening is declared to be a holiday the tenders will be opened on the next working day.
- XV. If any photocopier etc. is disposed off, the AMC amount will be reduced to that extent.
- XVI. The Tenderer have to submit an Annual Service Agreement accepting the terms & conditions of the AMC.
- XVII. The Earnest Money Deposit (EMD) or Bid Security of Rs.5,000/- (Rupees Five Thousand only) in the form of Demand Draft in favour of "Accounts Officer, Directorate Of Information and Public Relations, J&K " should be enclosed with the tender. The EMD should remain valid for a period of forty five days beyond final bid validity period. The tender received without EMD would be summarily rejected. The earnest money will be returned on completion of the tender process.
- XVIII. It is mandatory for the successful tenderer to submit Performance Security Deposit amounting to 10% of the total contract value for one year in the form of Bank Guarantee/Fixed Deposit Receipt/Demand Draft in favour of "Accounts Officer, Directorate Of Information and

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Public Relations, J&K ". The Security Deposit should be valid beyond 60 days of the period of the contract. The security Deposit will be returned without any interest after satisfactory completion of the contract period. This amount however will be forfeited in case of refusal or failure to provide satisfactory services or backing out in intermediately any time before completion of tender period.

- XIX. The successful tenderer will be required to submit an "acceptance letter" along with signed copy of terms & conditions accepting all the terms & conditions put forth in the tender document. In case the successful Tenderer fails to submit "acceptance letter" along with signed copy of terms and conditions with Directorate of Information and Public Relations, J&K within the specified date mentioned in the award letter, the EMD deposited by such Tenderer shall be forfeited without giving any further notice.
- XX. **EVALUATION CRITERIA:** The Technical bids will be scrutinized on the basis of Eligibility Criteria in Section IV. Financial Bids will be opened only for those firms which are technically qualified. The agencies should quote AMC price for each Photocopier.

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Section II
List of Photocopier for Annual Maintenance Contract 2021-22

Annexure II

S. No.	Make	Model	Installed at
1	Toshiba	E-studio 2820-C	Newsroom
2	Sharp	MX-2010U	Distribution section
3	Sharp	AR-M452U	Distribution Section
4	Sharp	DX-2000	Advertisement Section
5	Sharp	Mx-M354N	Newspaper Cutting section
6	Sharp	AR-6020N	Establishment section
7	Sharp	Mx-M354N	Accounts Section
8	Sharp	AR-6031R	Distribution Section Srinagar
9	Sharp	MX-2614	Distribution Section Srinagar
10	Sharp	AR-5620N	Estabilishment Section

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SECTION III

BID FORM

The Director,
Information & Public Relations, J&K Government,
Jammu.

Sir,

Having examined the terms & conditions of tender & specification including all other related documents the receipt of which is hereby duly acknowledged, we undersigned, offer to execute the Annual Maintenance Contract (AMC) for photocopiers (as per the list in section II) in the office of Directorate of Information and Public Relations, J&K, Jammu in conformity with conditions of contract specifications.

We undertake, if our bid is accepted to execute the work in accordance with specification, time limits, terms and conditions stipulated in the tender document.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

Dated

Signature of Authorised person.

Witnesses

Address



SECTION IV

PROFORMA FOR TECHNICAL BID (Part-I)

1. Name of the Agency
2. Office Address Tel No./ Fax No./ E-mail
3. Name of the Authorised Representative(s)
4. Document(s) enclosed (put marks if enclosed)

DOCUMENTS	Enclosed	Not enclosed
Attested registration certificate of the Agency issued by the appropriate authority		
Attested copy of valid goods service tax (GST)		
Copy of the PAN Card.		
Proof that the firm should have served at least three Department of State/Central Government/ PSU Organisation who has entered AMC with them as on the date of submission of bid.		

5. Turnover during last three years

Sr. No.	Years	Years Turnover in rupees (in works and figures)
1		
2		
3		

This should be duly certified by the chartered account of the Company/firms etc.

Details of the experience in Govt./Corporate offices during the last three years as per the attached proforma:

Year	Name of the employer no. Address/ tel.	Details of period of contract with dates of commencement and termination during the last three years	Total of Number Service Engineers employed

Enclose extra sheets if required.

We confirm that we abide by all the terms and conditions and don't have any counter condition.

(Signature of the authorized person of the agency with seal)

Place:
Dated:

