

File No. 8/2/2016-Genl  
Government of India  
Ministry of Commerce & Industry  
Directorate General of Foreign Trade  
(General Section)

**E-TENDER DOCUMENT**

E-Tender for Full Service Maintenance Agreement (FSMA) of Photocopier Machines installed in DGFT (Hqrs), Udyog Bhawan, New Delhi.

**Critical Dates**

Date of issue of Tender Document	1 <sup>st</sup> July, 2016
Clarification Start Date and time	1 <sup>st</sup> July, 6.00 PM
Clarification End Date and time	25 <sup>th</sup> July 2016, 02.00 PM
Last Dates & Time for submission of Tender Document	Up to 3.00 P.M. on 25 <sup>th</sup> July, 2016
Date & Time for opening of Tender Document	
Technical Bids	At 4.00 P.M on 25 <sup>th</sup> July, 2016
Financial Bids of eligible Tenders	Would be indicated later.

**DGFT**

**CONTENTS OF TENDER DOCUMENT**

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File No. 8/2/2016-Gen/377  
Government of India  
Ministry of Commerce and Industry  
Directorate General of Foreign Trade  
(General Section)

Udyog Bhawan, New Delhi  
Dated 1<sup>st</sup> July, 2016

To,

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Subject: E-Tender for Full Service Maintenance Agreement (FSMA) Photocopier Machines installed in DGFT (Hqrs), Udyog Bhawan, New Delhi.

The Directorate General of Foreign Trade invites tenders for Full Service Maintenance Agreement (FSMA) of number of Photocopier Machines (As Mentioned in Annexure II) installed in DGFT (Hqrs) from Delhi/NCR based interested authorized vendors/firms. The Technical and Financial bids, in prescribed format and other required document as per tender notice should be submitted online on CPP portal website i.e. <https://eprocure.gov.in/eprocure/app>. Bidders are requested to furnish/upload scanned copies of all documents in pdf. format. **EMD of Rs. 15,000/-** drawn in favour of "Accounts Officer, Central Pay and Account office (DGFT), New Delhi" should be submitted to General Section, 202, Udyog Bhawan, New Delhi before last date of bid submission without which the quotations will not be considered. **The last date of receipt of tender is by 3.00 P.M 25<sup>th</sup> July, 2016. The technical bid will be opened on 25<sup>th</sup> July, 2016 at 4.00 P.M.** The financial bids of only those firms which will qualify the technical bid shall be opened after evaluation of technical bids.

2. The prospective bidders are requested to go through the enclosed General & Specific Terms and Conditions of the contract carefully as per annexure-I. The bid documents (Technical and Financial) are to be submitted as per Annexure III & IV respectively. The list of required documents is enclosed at Annexure-V. The quoted rate should be inclusive of all charges except taxes. No correction either in the technical bid or financial bid is permitted. Incomplete or ambiguous bids without documentary proof will not be considered. The tender document can be downloaded from the website <https://eprocure.gov.in/eprocure/app>. or from the DGFT website [www.dgft.gov.in](http://www.dgft.gov.in).

3. Bidders may also contact toll free No. 18002337315 of Central Public Procurement portal for obtaining guidance to apply online tender.

(Kirti Vardhan)  
Dy, Director General of Foreign Trade  
Tel. No: 23063669

1. FTDO (EDI), with the request to place the aforesaid Notice on the website of the DGFT for wider publicity.
2. CPP portal.

General Terms and conditions

- 1 The currency of the contract will be initially for one year which can be extended for another one year, if work/services are found satisfactory.
- 2 The contractor will have to get the police verification of the operator/engineer at his own cost and submit the same to this office.
- 3 The operator/engineer would be equipped with mobile on the expenses of firm.
- 4 In case the engineer reports for duty beyond 15 minutes from the scheduled time of the office, a penalty of Rs. 100/- would be levied which will be deducted from the bill.
- 5 The operator/engineers deployed once will not be changed except with the prior consent of the D.D.G (G)/ FTDO (G).
- 6 Additional penalty can also be imposed if the contractor violates any of the terms and conditions of the contract.
- 7 Under no circumstances, the rates once approved will be changed during the contractual period.
- 8 This Directorate reserves the right to cancel the contract at any time without assigning any reason. The service provider will not be entitled to claim any compensation against such termination. In case of any dispute, the decision of the Directorate shall be final.
- 9 The contract is not transferable.
- 10 No advance payment in any case would be made.
- 11 EMD of Rs. 15000/-(Rupees Fifteen thousand only) from any scheduled commercial bank, payable in favour of the "Accounts Officer, CPAO, DGFT", payable at New Delhi, must accompany the Bid. The EMD/Bid Security should be valid for 75 days from the date of closing of tender. The Tenders received without EMD/Bid Security will be rejected.
- 12 EMD of unsuccessful bidders will be returned to them after finalization of the contract. EMD of Successful bidder will be returned after submission of Performance Security as mentioned at point 15 below. EMD would not be considered against Performance Security in any case.
- 13 The amount remitted towards Bid Security is liable to be forfeited if the bidder resiles from the offer after submission of the tender or after the acceptance of the offer by the department or fails to sign the contract.
- 14 No interest will be paid by the department on the Bid Security/Performance Security Deposited/remitted.
- 15 The successful bidder shall have to deposit Security of 5 % value of the contract amount in form of Demand Draft, FDR or a commercial Bank Guarantee from a scheduled commercial Bank in favour of "Accounts Officer, CPAO, DGFT", payable at New Delhi. **Security deposit shall be valid for a period of sixty days beyond the period of the contract.** The security amount shall be deposited with this Directorate within 15 days from the date of award of the contract.
- 16 The Security deposit will be refunded only after the satisfactory expiry of contract. If services of firm are not found satisfactory or if the firm fails to perform any of the term & conditions of the contract, this Directorate reserve the right to forfeit the security Deposit of the firm.

17 In case the firm backs out of the contract midstream, without explicit consent of the Department the firm will be liable to recovery of the higher rates vis-a-vis those contracted with the firm that may be incurred by this Department on any item for which contract has been entered for the balance period of contract through alternative means. The payment for that month and performance guarantee will be forfeited and the firm shall be debarred from any future contracts in the Department.

18 If any loss occur to this Directorate due to carelessness of engineer of firm or due to ineffective services of firm, this Directorate reserve the right to recover the same from the pending bill of firm or/and security deposit of firm.

19 If the work is found un-satisfactory or in disregard of the contract, this office is at liberty to entrust the job to any other firms/party at the risk/expenses of the contracting firm.

20 Payment of charges will be made on quarterly basis. Firm will submit the quarterly bill along with user slips/ satisfactory service report from the user. Without user slips/ satisfactory service report from the user bill of firm will not be passed.

21 Tax would be deducted at source as per rules.

22 The firm should not have been blacklisted by any Govt. Department/Organization.

23 Cutting/ overwriting in the rates mentioned is not allowed. Such bids will not be considered.

24 The rates quoted in financial bid should be valid for atleast 90 days from the last date of submission thereof.

25 Quotation once submitted shall not be allowed to be withdrawn till the tender process is finalized.

26 The firm shall provide service during working hours on all working days. However, in special circumstances, the contractor may be required to provide service, if required on closed holidays and odd hours.

27 In the event of any question, dispute or difference arising between the department and the company in relation to any matter arising out of or connected with the services/job assigned to the firm for execution under the contract agreement, the same shall be referred to the sole arbitration of an officer to be nominated by ADG concerned. The decision of the arbitrator shall be final and binding on both the parties to the agreement.

28 All disputes rising out of the contracts shall be subject to the jurisdiction of Delhi courts only.

Annexure-II

List of Photocopier Machines installed in DGFT (Hqrs) Udyog Bhawan, New Delhi.

S. No.	Make & Model No.	
1	Sharp-AR 5320	
2	Sharp-AR 5320	
3	Sharp-MXM450N	
4	Sharp-AR 205	
5	Sharp ARM 205	
6	Sharp AR 205	
7	Sharp-AR-M205	
8	Sharp-AR-M205	
9	Sharp-AR-5320	
10	CN ADV4025	
11	Sharp MX-M264N	
12	Sharp MX-M264N	
13	Kyocera-TASK alfa-3010i	

**PROFORMA FOR TECHNICAL BID**

To,

The Dy. Director General of Foreign Trade  
Directorate General of Foreign Trade  
Udyog Bhawan  
New Delhi-110011

Subject: E-Tender for Full Service Maintenance Agreement (FSMA) Photocopier Machines installed in DGFT (Hqrs), Udyog Bhawan, New Delhi.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General of Foreign Trade letter No. 8/2/2016-Genl. Dated 1<sup>st</sup> July, 2016 The information regarding technical details as desired is as per following details:-

- 1 Name of tendering Company/Firm/Agency : \_\_\_\_\_
- 2 Name of Proprietor/Director of Company/Firm Agency : \_\_\_\_\_
- 3 Full Address of Reg. Office : \_\_\_\_\_  
Telephone No : \_\_\_\_\_  
Fax No. : \_\_\_\_\_  
Email Address : \_\_\_\_\_
- 4 The details of the PAN, Service tax number and other Statutory Registration.(Attested Copy) : \_\_\_\_\_
- 5 EMD details (Amount, Name of the Bank, Branch: DD/PO No. & date etc.) : \_\_\_\_\_

**II. Details of all Full Service Maintenance Agreement from, 2014 onwards: -**

S.No.	Name of the Organization/Address	Contract period		Value of FSMA
		From	To	

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorized Signatory)  
Name of the bidder:  
Complete Address/ Tel No./Mob:

PERFORMA FOR FINANCIAL BID

To,

The Dy. Director General of Foreign Trade  
Directorate General Of Foreign Trade  
Udyog Bhawan  
New Delhi-110011

Subject: E-Tender for Full Service Maintenance Agreement (FSMA) of Photocopier Machines installed in DGFT(Hqrs), Udyog Bhawan, New Delhi.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General of Foreign Trade letter No.8/2/2016-Genl. Dated 1<sup>st</sup> July, 2016.

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorized Signatory)

Name of the bidder:

Complete Address:

Address(Work), If any,

Contact Nos.



**List of Documents to be enclosed with tender**

1. EMD of Rs. 15,000/- drawn in favors of “Accounts Officer, CPAO, DGFT, New Delhi.”
2. Self Attested copy of PAN card.
3. Self Attested copy of Service Tax Registration certificate.
4. Self Attested copies of Experience certificates of 5 years in at least 5 Govt. Ministries/Departments/ PSUs.
5. Self Attested copies of Income tax return for last three year 2013-14, 2014-15 & 2015-16.
6. Self Attested copies of Satisfactory service certificates from at least 3 Govt. Department as mentioned in annexure-II.
7. Certificate/self declaration on Stamp Paper that firm has never blacklisted by any Govt. Ministry/Department.
8. Letter of Authorisation issued by the manufacturer of the machine.

**TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)**

Date:

To,

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**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No:** \_\_\_\_\_

**Name of Tender / Work: -**

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Dear Sir,

**1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:**

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**as per your advertisement, given in the above mentioned website(s).**

**2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.**

**3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.**

**4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.**

**5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.**

**Yours Faithfully,  
(Signature of the Bidder, with Official Seal)**