



PrasarBharati
India's Public Service Broadcaster
Directorate General: All India Radio
GA Section

No. D- 19016/06/2019 -GA

New Delhi, dated 03.01.20

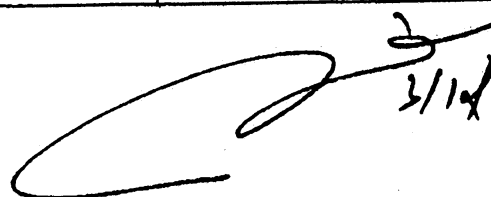
e-Tender Call Notice

1. e-Tender is invited on behalf of Directorate General: All India Radio, New Delhi. Two Bid system from the Reputed Agencies meeting the pre-qualifying criteria for the work mentioned below through online bidding on the website <https://www.tenderwizard.com/PB> having Digital Signature Certificate issued from any agency authorized by Controller of Certifying Authority (CCA) of India and which can be traced up to the chain of trust to the Root Certificate of CCA.
2. The tenderer may submit bids for the following works:

S. No.	Description of Work	Earnest Money Deposit (in Rs.)	Estimated value of Tender (in Rs.)	Tender Fee (in Rs.)	Period of contract
1.	2.	3.	4.	5.	6.
1.	Maintenance of Photocopier Machines	30,000/-	15,00,000/-	Nil	One Year

3. **TIME SCHEDULE OF TENDER:**

S. No.	Particulars	Date	Time
1.	Tender Publishing date	03.01.2020	----
2.	Tender closing date and time	27.01. 2020	10:00 a.m
3.	Tender Opening date	27.01. 2020	11:00 a.m


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Tenderers with the following eligibility criteria can only participate:


- (i) The Average Annual financial turnover of the Firm/Agency during the last three years, ending 31st March of the previous financial year i.e 31.03.2019, should be at least 30% of the estimated value of the tender (Attested copies to be uploaded with the bid).
- (ii) The Agency should have an experience of successfully completing **three works** of maintenance of Photocopier Machines during last **Seven years** ending 07.01.2020, altogether costing not less than the amount equal to 40% of the estimated cost of the tender.
- (iii) The firm must have supported at least One Govt. Organization/Department/AMC/FMC and completed the work successfully. Documentary proof of the same has to be submitted.
- (iv) The Firm must have valid ESI and PF registration. Documentary proof of the same has to be submitted.
- (v) The Agency must have GST & PAN Number. Documentary proof for the same has to be submitted. The Agency must have its office in New Delhi.
- (vi) The firm shall depute its one professionally certified & competent resident engineer on all working days during working hours 9.30 A.M to 6.00 P.M and may be on holidays, if required. The wages/salary of the engineer must not be less than the minimum wages of skilled labour category as per the Government norms. The details of the engineer has to be mentioned in the financial bid by the firm. In case of non-compliance of any of this, the bidder will be rejected in financial bid.
- (vii) Firm Should have valid ESI and PF registration.
- (viii) Firm should have an ISO 9001:2015 or higher certificate for servicing. Documentary proof for the same has to be submitted.
- (ix) The bidder shall submit an undertaking on stamp paper of Rs. 100/- that the firm has never been black listed by any Government Department for any offence. Submitting wrong/misleading information shall be liable to cancellation of bid and forfeiture of EMD/Performance security whichever is applicable.

- 5. Bid documents consisting of e-Tender Notice, Instructions to Tenderers for online submission, General Instructions to Bidder, Terms and Conditions of Contract, Scope of work, submission of offer and Bill of Quantity (BoQ) and the set of terms and conditions of contract and tender details can be seen on the website <https://www.tenderwizard.com/PB>, CPP Portal and AIR website.
- 6. Demand Draft/Pay order of EMD should be submitted in favor of "PB, BCI, DG: AIR, New Delhi." Online Bids must be accompanied by Scanned copy (PDF Format) of Earned Money Deposit (EMD). MSMEs are exempted from submission of EMD.
- 7. The original demand draft should be submitted to the Tender Inviting Authority before the due date & time of bid submission. The details of the EMD uploaded should match with the original demand draft submitted. In case of failure of any of the above, the uploaded bid will be rejected.
- 8. The bid documents will be available on the website: <https://www.tenderwizard.com> for online bidding.
- 9. The bidder must possess compatible Digital Signature Certificate (DSC) of Class-II or Class-III.
- 10. All Bids are to be submitted online on the website: <https://www.tenderwizard.com>. If a bid shall be accepted off-line.
- 11. After opening of Bid, the original documents as per requirement of the e-Tender Notice will be verified by DG:AIR.
- 12. Other details can be seen in the bidding documents.

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The Tender Inviting Authority shall not be held responsible for any technical s
network failure during on-line bidding. It is the bidder's responsibility to comply w
system requirement, i.e. hardware, software and internet connectivity at bidder's pr
to access the e-Tender website. Under any circumstances, DG:AIR shall not be liable
tenderer for any direct/indirect loss or damages incurred by them arising out of inc
use of the e-Tender system or internet connectivity failures.

14. The authority reserves the right to reject any or all tenders without assigning any r
thereof and also shall not be bound to accept the lowest tender.
15. If the documents as per Notice Inviting Tender (NIT) are not submitted along with t
or shortfalls are noticed, then the offer will be summarily rejected and no correspon
will be entertained in this regard.
16. For any clarifications, if required, please contact to DDA (GA), DG: AIR.



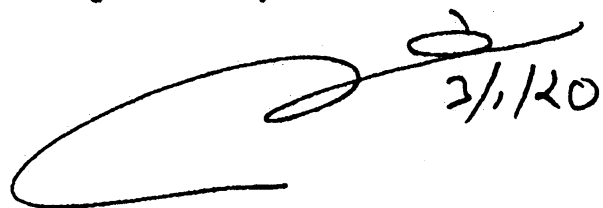
(Ramesh kumar
Dy. Director Adm.
Tele:-234

1. GENERAL TEMS AND CONDITIONS

- a. The quotations have to be made for repair rate for all the machines and rates s applicable for one year.
- b. The rate should include the cost of transportation for taking the machines to worksh back to Akashvani Bhawan after repairs.
- c. All pages of tender documents submitted should be numbered & signed by aut signatory of participating firm with seal.
- d. The tenders should be valid for at least 90 days from the last date of submission there
- e. Before tendering, the representative of the firm should visit the site and satisfy him the quantity and condition of the machines.
- f. The DG:AIR does not bind itself to accept the lowest or any tender and reserves the accept the whole or any part of the tender and the tenderers shall be bound to perform same at quoted rates.
- g. The successful bidder(s) shall have to submit Performance Security equivalent to the amount of CAMC in the form of Account Payee Demand Draft/Fix Deposit Receipt Guarantee from a Nationalized Bank acceptance to AIR in favor of "PB,BCI,DG:AI Delhi." The performance security shall be non-interest bearing and refundable after of the completion/termination of the contract after deducting damages and dues, if meet obligation under the contract.
- h. Preventive maintenance of each Machine shall be done once in 3 Months.
- i. On expiry of the contract, the firm shall hand over all the Machines in perfect condition to this Directorate failing which liquidated damages, if any, will be recover the contractor.

2. SCOPE OF COMPREHENSIVE AMC AND ITS IMPLEMENTATION.

- a. The bidder shall bid for minimum maintenance cost per machine/per month which include first five thousand black and white or first five hundred colour copies (for photocopier machines) free of cost per month, afterwards contractor shall raise and of copies beyond five thousand black and white or first five hundred colour cop colour photocopier machines) on per copy basis as per quoted prices.
- b. The successful bidder/contractor shall provide services for repair & maintenance photocopier machines during the normal working hours of the AIR viz. 9.30 A.M. P.M. Monday to Friday excluding Gazetted Holidays. However, in special circumstances contractor may be required to provide such services on holidays also.
- c. The contractor shall post at least one professionally certified & competent resident engineer/technician fully trained having a minimum 2 years of onsite work experience said personnel shall be well versed in solving day to day problems.
- d. The contract shall be inclusive of cost of all spare parts and consumables except paper.
- e. However, burnout/physical damage due to any unforeseen reasons is not included.


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3. **TERMS OF PAYMENT**

- a. No advance payment shall be made. The contractor shall submit its pre-receipted triplicate to AIR (towards the charges for annual maintenance services in four quarterly installments after end of each quarter).
- b. No claim on account of GST or any other taxes and duties presently in force on material/parts used for execution of work awarded under the contract shall be entertained by AIR and all such taxes and duties shall be paid by the contractor himself.
- c. AIR shall deduct such taxes, duties and any other statutory levies imposed by Government from time to time or such charges as may arise from implementation of the contract agreement.
- d. Payment for any part of a year shall be made proportionately on the basis of 52 weeks.

4. **ARBITRATION:**

In case of any dispute/disagreements so as to interpretation of any clause of contract relating to AMC, that may arise during or after the execution of contract, the matter shall be referred to person(s) to be appointed or nominated by the DG: AIR whose decision regarding interpretation shall be final and binding on both the parties. The procedure of arbitration shall be carried out only in Delhi.

5. **RENEWAL/TERMINATION OF THE CONTRACT**

- a. AIR reserves the right to abandon or terminate the contract at any time without any reason, after giving one month notice to Contractor. In event of service/work found unsatisfactory, the contract may be terminated at one month's notice after giving opportunity to contractor to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard service, AIR shall not accept any responsibility for any loss suffered by Contractor, and Bank Guarantee shall stand forfeited.
- b. In case of termination of contract on account of unsatisfactory/substandard service, AIR shall be at liberty to get the job completed from alternative sources at the risk and cost of the contractor.
- c. The performance Bank Guarantee Security submitted by firm shall stand forfeited if firm withdraws the contract at any stage during the entire contract period.
- d. The contract will initially be for a period of one year and can be extended further on the consent, on the same price and same terms and conditions, for one year at a time up to a maximum upto three year.
- e. The firm shall ensure to abide by the copyright, intellectual property rights and other laws as may be applicable for providing any replacement of any malfunctioning components/software. Violation of any legal requirement by the firm in this regard shall lead to termination of the contract forthwith and forfeiture of performance Bank Guarantee. Ensuring compliance to all legal requirements will be the responsibility of the firm. Failure to do so would lead to consequences aforesaid.



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HANDING OVER

- a. Before taking over the machines, the firm must satisfy itself with the quantity and condition of the photocopier machines and may submit estimate for bringing to working condition if required. At the time of expiry of contract, all the equipments maintenance shall be handed over in working condition so that handing over of AMC Contractor takes place in a smooth manner, failing which liquidated damages, if any, recovered from the contractor.
- b. Any equipment not made available in working condition on the last working day of contract period, shall be rectified/repared by Contractor within the next 10 working days without any extra cost, failing which the equipment will be got rectified/repared from alternative source and then cost thereof shall be deducted from AMC Payment.
- c. The Contractor shall provide services for 10 working days from date of expiry of contract for smooth transfer of AMC to new contractor without any extra cost.



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INSTRUCTIONS TO TENDERERS FOR ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the e-tendering portal of AIR <http://tenderwizard.com/PB>, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tendering portal of AIR <http://tenderwizard.com/PB>, prepare their bids in accordance with the requirements and submitting their bids online on <http://tenderwizard.com>

REGISTRATION:

- (i) To participate in the e-tendering submission, it is mandatory for the bidders to register their firm/joint venture with the e-tendering portal of <http://tenderwizard.com/PB> and to get user ID & Password from M/s. ITI Ltd.
- (ii) To participate in e-bid, bidders shall be charged e-tendering processing fee.
- (iii) For e-tendering, possession of valid Digital Signature Certificate (Class II or III) with signing key usage is mandatory which can be obtained from SIFY, Code/e-Mudra or any Certifying Authority recognized by CCA India on e-Token/Smart Card.

Note: Those who have already enrolled need not go through this step.

PREPARATION OF BIDS

- (i) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.
- (ii) For any clarifications, if required, they may go through the contact details given in the tender document.
- (iii) Bidders must get ready in advance for the bid documents to be submitted as indicated in the tender document/schedule in .xls format.




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SUBMISSION OF BIDS

- (i) Bidder must log onto the website well in advance for bid submission so that he/she the bid in time i.e. on or before the bid submission date & time.
- (ii) Bidder must prepare the Tender Fee & EMD as per the instructions specified in Tender Notice. The originals must be submitted to the Tender Inviting Authority within specified time, if specifically requested.
- (iii) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender details according to specified cover.
- (iv) Bidders shall note that the very act of using DSC for downloading the tender documents and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender documents without any exception and have understood the contents of the tender documents and are clear about the requirements of the tender documents.
- (v) Bidders shall download the Bill of quantity, in .xls format and save it without changing the name of the file. The bidders are cautioned that while uploading of the bid, Macro security must be enabled to see the word representation of figures.
- (vi) Bidders shall submit their bids through online e-tendering system well before the deadline and time of bid submission (as per Server System Clock). The authority will not be responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders.

GENERAL CONDITIONS OF CONTRACT

1. Before tendering, the contractor should visit the site and satisfy himself as to the conditions prevalent at the site.
2. The details of Schedule of work for rendering of services are at Bill of Quantity attached to this tender document.
3. The tenderer should carefully go through the complete tender documents and ascertain his obligations under the contract before making his price bid.
4. The tenderer must submit their quotes in BoQ in .xls format only.
5. The Price quoted will be inclusive of all taxes.
6. It will be obligatory on the part of the tenderer to sign each page of the tender documents.



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PROFORMA FOR TECHNICAL BID

S. No	Items	Information/Inputs to be filled by the bidder
1	Name and Address of the firm/agency, telephone number, fax, mobile number, email address.	
2.	Type of organization (whether proprietorship, partnership, private limited, limited company)	
3	Name and Address of the directors proprietors/partners	
4	Years of formation of the company and experience.	
5	Nature of business carried by the company	
6	Annual AMC Turnover	Annual Turnover*
	2016-17	
	2017-18	
	2018-19	
7	Contact number in case of emergency	
8	(a) ESI registration number	
	(b) PF registration number	
9	(a) GST/Service tax number/certificate	
	(b) PAN Number	
	(c) GSTIN	
10	Details of three prominent organizations served during the last seven years as per point 4(ii) of the e-tender call notice.	
11	Details of Earnest Money Deposit/ MSME	DD No.
12	Infrastructure details	Date
13	Any other information	

*Annual turnover includes company/firm's total business including AMCs.

Self-attested scanned copies of relevant documents are to be uploaded with the bid.


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Financial Bid Document

Sr. No.	Unit of DG: AIR where machines are installed	Make/model of the photocopier machine	No. of machines	Minimum maintenance cost per month/per machine except paper for one year (in rupees)	Rate per copy beyond five thousand black and white or five hundred colour copies (in rupees)	Taxes (in rupees)	Total amount (in rupees)
1	DG: AIR	CANON IR 2016J	1				
2	DG: AIR	CANON IR 2018N	2				
3	DG: AIR	CANON IR 2318L	2				
4	DG: AIR	CANON IR 2535	1				
5	DG: AIR	CANON IR 3245	1				
6	DG: AIR	CANON IR 2422	11				
7	DG: AIR	RICOH AFICIO MP2501L	14				
8	DG: AIR	RICOH AFICIO MP2501SP	4				
9	DG: AIR	RICOH MP5002SP	3				
10	DG: AIR	SHARP 5620N	10				
11	DG: AIR	SHARP 5127	1				
12	DG: AIR	TOSHIBA E-STUDIO-167	5				
13	DG: AIR	TOSHIBA E-STUDIO-206	1				
14	DG: AIR	TOSHIBA E-STUDIO-212	2				
15	DG: AIR	TOSHIBA E-STUDIO-305	1				
16	DG: AIR	TOSHIBA E-STUDIO-355	1				
17	DG: AIR	SAMSUNG K3250NR	4				
18	DG: AIR	SAMSUNG K3300NR	1				
19	AIR Resource	CANON IR ADV4225	1				
20	NSD: AIR	TOSHIBA E-STUDIO-455	1				
21	NSD: AIR	TOSHIBA E-STUDIO-282	1				
22	NSD: AIR	TOSHIBA E-STUDIO-256	2				
23	NSD: AIR	KONICA MINOLTA BIZHUB 554-EU	3				
24	NSD: AIR	KONICA MINOLTA COLORED BIZHUB C224-E	1				
25	ESD: AIR	CANON IR 2422L	3				
26	BH: AIR	TOSHIBA E-STUDIO-160	1				
27	BH: AIR	TOSHIBA E-STUDIO-167	1				
28	BH: AIR	TOSHIBA E-STUDIO-200	1				
29	BH: AIR	TOSHIBA E-STUDIO-207	5				
30	BH: AIR	TOSHIBA E-STUDIO-225	1				

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31	BH:AIR	TOSHIBA E-STUDIO-357 DUPLEX	2			
32	BH:AIR	TOSHIBA E-STUDIO-2006	2			
33	BH:AIR	TOSHIBA E-STUDIO-2007 DN	1			
34	BH:AIR	CANON IR 2535	2			
35	Central Store	RICOH MP 2001L	2			
36	Marketing	TOSHIBA E-STUDIO-355	1			
37	P&D	KYOCERA220	3			
38	P&D	KONICA MINOLTA 211	6			
39	P&D	TOSHIBA E-STUDIO-163	1			
40	P&D	TOSHIBA E-STUDIO-207	2			
41	P&D	TOSHIBA E-STUDIO-210	1			
42	P&D	TOSHIBA E-STUDIO-256	2			
43	P&D	TOSHIBA E-STUDIO-305	1			
44	P&D	TOSHIBA E-STUDIO-456	1			
45	P&D	SAMSUNG K2200ND	1			
46	P&D	SAMSUNG K3300NR	1			
		Total	115			
Manpower						
Engineers Required				No.	Salary/wage month	
Sr. Engineer/Technician (3 year+ Exp in photocopier Machine Repair/Service)				1		


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