



भारतीय प्रबन्ध संस्थान, लखनऊ
INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW
Prabandh Nagar, IIM Road, Lucknow-226013

E-Tender Notice

NO. -IIML/PUR/PGP/TFM/17/2021-22

DATED 07/03/2022

**NOTICE INVITING TENDER FOR
“TOTAL FACILITY MANAGEMENT FOR PHOTOCOPY SERVICES”**

IMPORTANT DATES

1. Last date and time for submission of tender : 28/03/2022 - 02:00 PM.
2. Pre bid meeting : 15/03/2022 - 11:00 AM.
3. Date and time for Opening of Technical bid : 29/03/2022 - 03:00 PM
3. Date of opening of financial bid will be intimated to eligible vendors through the portal.

E-tenders are invited from vendors / agencies in two-bid system (Technical & Financial bid/Price bid) for “Total Facility Management for Photocopy Services” at IIM Lucknow. A free view NIT is available on Govt. E-Procurement portal i.e. <https://eprocure.gov.in>. and on our website www.iiml.ac.in. Interested vendors/agencies are requested to sign-in on <https://eprocure.gov.in> with Class 3 Digital Signatory Certificate. New user, first have to obtain user ID and password on CPP portal and class 3 DSC to participate in tender. The tender documents comprise of technical and financial bid. The technical and financial bid duly filled may be uploaded on E-Portal of Govt. site i.e. <http://eprocure.gov.in> using Digital Signature before the last date and time of submission as mentioned in the tender notice. The credentials as listed below shall be uploaded online.

IMPORTANT INSTRUCTIONS FOR BIDDERS

1. Indian Institute of Management Lucknow invites offers in prescribed BOQ from reputed vendors/agencies for “Total Facility Management for Photocopy Services” at Indian Institute of Management Lucknow.
2. Interested vendors/agencies should ensure their eligibility before filling the technical and financial bid. It is requested to download the tender on acceptance of terms & conditions.
3. The Director of the Institute reserves the right to reject any of the offers without assigning any reasons thereof.
4. The Service of providing Photocopy Services facilities will be on total facility management basis all-inclusive of machine, manpower, paper, maintenance, etc.
5. **Earnest Deposit Money:** Bidders are exempted to deposit Earnest Money Deposit (EMD) of this tender as per the existing instructions issued by Government of India in this regard. The bidders shall have to deposited self-attested bid security form (**Annexure-I**) along with their technical bid.
6. Financial Bid Format is attached with this Bid just for the information about the format in which separate financial bid is available on CPP Portal which is required to be duly filled in and submitted separately in the Standard format of CPP Portal. Bidders are required to fill the Specific Financial bid separately given at CPP portal. The Financial bid attached along with this technical bid must not be filled by the bidder. In case the filled in attached financial bid is found along with this technical bid then the bid of such Bidder shall be straightaway rejected.
7. The successful bidder will not be allowed to engage any other Sub-agency to execute the assigned work/job. In such event, the contract will be cancelled and security money will also be forfeited.

Scope of Work:

1. The successful bidder will be required to provide “Total Facility Management for Photocopy Services” at Indian Institute of Management Lucknow initially for a period of 3 years, extendable for another 2 years (yearly basis) on the same terms & conditions subject to satisfactory performance of the successful bidder and on the mutual consent of

both the parties. The photocopy machines shall be provided on facility management basis, which will include maintenance (Services), manpower to operate & maintain and consumables (all expenses except rent and electricity). The Agency/Firm should provide technical service support of OEM in Lucknow.

2. The successful bidder will have to provide its own manpower (Accommodation & transport or any other facility will not be provided by the IIM Lucknow to Manpower engaged by bidder), machines, maintenance and good quality of paper i.e. JK Red of different varieties like A4, B4, B5 & A3 of **75 GSM** with Standard Weight.
3. The successful bidder will have to facilitate with one brand new Photocopy Machine of not less than 85 CPM (copy per minute) and one Standby Machine of not less than 80 CPM (copy per minute). The machine should have the option to be connected with network.
4. Minimum Assured use of Photocopy Machines proposed to be 10,00,000 copies (10 lakh copies) for per year. The Institute will pay to the Service Provider on per copy basis for the total quantity of copies delivered **as per the indent system supported by machine copy counter reading**. Each double sided print will be counted as 2 copies for purpose of minimum assured copies.
5. The Photocopy Machines must be brand new machines at the time of installation and the same shall not more than 5 years old at any point of time during the contract period.
6. The photocopy machines must have connectivity to network to enable users to print documents on same charges as quoted by the bidder for photocopy.
7. The Institute will provide space for installation of machine, a network connection and power supply without any cost to bidder.

Eligibility Criteria:

The bidder must submit:

1. GST Registration Number of the bidder's firm (Upload scan copy of GST Registration)
2. PAN number (Upload scan copy of PAN card)
3. The bidder should have three years' experience in similar field in Govt. Institutions/reputed colleges/offices/organizations. These three will count Financial Year-wise starting from 1st April 2018 to 31st March 2021. The ongoing contract started before 31st March 2021 and the contract started before 1st April 2018 and concluded after that will also considered.

Financial Year	Work order of the contract should be enclosed to establish the experience
1 st April 2018 to 31 st March 2019	Minimum one active contract in this period the bidder should have
1 st April 2019 to 31 st March 2020	Minimum one active contract in this period the bidder should have
1 st April 2020 to 31 st March 2021	Minimum one active contract in this period the bidder should have

Other Terms and Conditions

1. **Pricing:**
 - i. Quote price for each of the components and also the total amount as per the tender document.
 - ii. The prices are to be quoted on individual item Exclusive of taxes rather than the total package.
 - iii. Quote only for the products specified in the tender. No changes in the configuration or deviation from the tender document will be permitted.
 - iv. Need not suggest any alternative product or different configuration in the same product.
2. **Procurement Rights:** IIML Reserves the right to conclude the quantity with entire or partial as mentioned in the document.

3. GST, as applicable, will be extra by the Institute. No other taxes / charges will be paid by the Institute.
4. All statutory compliance will be the responsibility of the service provider.
5. On installation of the machine, the starting meter reading must be verified by the user department.
6. The Agency/Firm should deliver and install the machine within 30 days of issue of the work order.
7. No electricity or rent will be charged from the vendor.
8. **Payment Terms:** The payments for photocopying service will be made on monthly basis within 30 working days after submission of the Invoice with necessary enclosures.
9. **Validity of offer:** Tenders submitted by tenderers shall remain valid for a minimum period of 120 days from the date of opening of tenders. The tenderers shall not be entitled during the said period, without consent in writing from IIM Lucknow, to revoke or cancel their tenders or to change the submitted bid or any term thereof. In case of tenderers revoking or canceling their bids or varying any terms in regard thereof without consent of IIM Lucknow in writing, the earnest money deposited by them with their offers, will be forfeited
10. **Period of Contract:** The contract will be awarded initially for a period of 3 years, extendable for another 2 years (yearly basis) on the same terms & conditions subject to satisfactory performance of the successful bidder and on the mutual consent of both the parties.
11. **Evaluation of the Technical Bid:** Bidder meeting minimum technical qualification with all pre requisite including all supporting document will be consider as technically qualified for opening financial bid.
12. **Evaluation of the Financial Bid:** Financial proposals of only those companies who are technically qualified shall be open on the date & time communicated on CPP portal, and in the presence of the Bidders' representatives who choose to attend.
13. **Risk Purchase:** In case of the tenderer's failure to provide satisfactory service toward the scope of work, IIM Lucknow reserves the right to go for Photocopier service from other sources by fresh tendering and in that event additional cost incurred by IIM Lucknow for actual final executing the job if any, will be recovered from the tenderer.
14. **PRE BID MEETING:** The interested bidders may attend the pre-bid meeting on google meeting link (<https://meet.google.com/iag-ddky-dgg>).The time, date and venue is given above. In case, the bidder needs any clarification on the tender document, the same shall be submitted 48 hours prior to the scheduled pre-bid meeting to purchase@iiml.ac.in After the pre-bid meeting, no query or clarification regarding tender will be entertained.
15. **Performance Security Deposit:** On issue of the work order for "Total Facility Management for Photocopy Services" at Indian Institute of Management Lucknow, the successful bidder shall Deposit Security for Rs. 50,000/- (Rupees Fifty Thousand only) in the form of DD/FD/BG from any scheduled bank in favour of 'Indian Institute of Management Lucknow' payable at Lucknow. The validity of FDR/ BG shall be equal or more than the period of contract plus 60 days. This Security Deposit may, at the option of the IIM Lucknow be forfeited in the event of the contractor's failure to fulfill any of the obligations under the contract / agreement. The security deposit shall be refunded by IIM Lucknow to the contractor after 60 days of the expiry or termination of the contract. The security deposit shall not carry any interest. It is distinctly understood that the IIM Lucknow shall be entitled to appropriate all dues and/or expenses that will be due and payable by the contractor to IIM Lucknow under the items hereof, and/or result of IIM Lucknow suffering or incurring any damages and/or extra expenses by employing any services to IIM Lucknow consequent to the failure of the contractor to discharge the said services and/or any part or parts thereof to the satisfaction of IIM Lucknow without prejudice to its right against the contractor for damages under the Law, and that shall be recovered from contractor's monthly bill and/or security deposits.

16. Bid submission process

- i. Tender quotation should be uploaded on the online tender site in two-bid system (Techno-commercial bid and Price bid) in the enclosed Performa duly filled in and signed.
- ii. No price should be mentioned in the Techno-Commercial bid.
- iii. Technical Bid should include following:
 - All documents in support of the eligibility criteria mentioned in this tender document.
 - Bid Security Declaration
 - Declaration accepting the tender conditions & non-blacklisting of the bidder

17. Termination:

If the service quality fails to meet the need /unsatisfactory or necessary service quality degrades over time, IIM Lucknow reserves the right to terminate the contractor with one-month notice without assigning any reasons and contractor will withdraw its services from IIM Lucknow premises within a month.

18. Debarred/Blacklisting of bidder:

- a) The bidder shall not make any changes in the downloaded tender document. In case any such changes made by bidder, the bidder may be debarred / blacklisted.
- b) In case the bidder withdraws his bid after last date for submission of bid or does not accept the work order on award of work, the bidder (s) may be debarred / blacklisted.
- c) In case the bidder provides false or misleading information in the bid or encloses forged / fake documents with the bid, the bidder (s) will be debarred / blacklisted.
- d) Any attempt to cheat or hiding of material facts related to the information sought in the Technical bid will lead to disqualification and the bidder will be debarred/blacklisted.

19. Forfeiture of Performance Security/Security Deposit:

- a) Non-execution of the supply in accordance with the contract conditions or as per the specifications mentioned in the documents.
- b) Stops the execution of supply of books without giving prior information to the IIM.
- c) Commits breach of any of the provisions of the contract.
- d) Conditional acceptance of the work order differ from the tenders shall not be considered.
- e) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- f) In case the agency fails to execute the assigned work in time-frame manner. The institute reserves the right to have the work completed alternatively at the contractor's risk and expenses without any further notice to him. The contractor will have no claim for compensation for any loss, which he suffers in case of default of the contracted terms. In case of any default by the contractor, his security deposit will be forfeited

20. Force Majeure:

Force majeure is hereby defined as any cause which is beyond the control of the contracted bidder or IIML as the case may, which they could not foresee with a reasonable amount of diligence and which could substantially affect the performance of the contract, such as natural phenomena (including but not limited to floods, droughts, earthquakes, epidemics, etc.), acts / directions of any Government (including but not limited to war, declared or undeclared, priorities quarantines, embargos, etc.); provided that either party shall within 15 days from the occurrence of such a cause notify the other party in writing of such causes. Bidder to note that rains, droughts and monsoons are not part of force majeure and bidder is required to provide all its facility as per the stipulated minimum requirements.

The bidder or IIML shall not be liable for delays in performing their obligations resulting from any force majeure cause as referred to the defined above. Hence during the period of force majeure, as indicated and covered above, during which the services are not provided by the contracted bidder or not availed by IIML, both parties will not be liable

for their obligations under the contract. Thus the Force Majeure will free both parties from contractual obligations / liability when prevented by such events from fulfilling obligations as the same will be suspended for the period of Force Majeure. However, if the performance in whole or part or any obligation under this contract is prevented or delayed for period exceeding 120 days, either party may at its option terminate the contract without any financial repercussions on either party by giving at least 15 days' notice.

21. Penalty Clause:

- (a) In case, the vendor is not able to supply the machine within 30 days from the date of issue of work order a penalty of Rs. 1,000/- per day will be imposed from first bill of the firm.
- (b) In case of any delay in attending to the breakdown on its reporting beyond the stipulated period (4 hrs), a penalty of Rs. 5000/- per instance subject to maximum of Rs.10000/- per day will be imposed.
- (c) In case the Agency/Firm is not attending to the problem and situation compels, IIM Lucknow may to get the work done through some other agency, the cost thus incurred shall be recovered from payment due or shall be adjusted against invoice or any dues payable to the successful bidder / Agency/Firm.

22. Disclaimer Clause: IIM Lucknow has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set out in the RFQ and the bidder has no claims against such right. The Institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever. The jurisdiction **for dispute (s), if any, shall be Lucknow**

23. Dispute Settlement & Appointment Of Arbitrator: "All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the Tender and the resulting agreement or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM Lucknow, who may either himself decide the dispute as Arbitrator or appoint some other person as Arbitrator to adjudicate the same, who shall be unconnected with IIM Lucknow. The proceedings will be governed by the provisions of the Arbitration & Conciliation Act 1996. By consent of parties the jurisdiction of all other courts are excluded and the courts at Lucknow alone shall have jurisdiction. The language of the Arbitration shall be English. The venue of Arbitration proceedings shall be Lucknow".

24. Disqualification: The proposal is liable to be disqualified in the following cases:

- i.** Proposal not submitted in accordance with this document
- ii.** During validity of the period, or its extended period, if any, the bidder increases his quoted prices.
- iii.** Proposal is received in incomplete form.
- iv.** Proposal is received after due date and time.
- v.** Proposal is not accompanied by all requisite documents.
- vi.** Information submitted in the tender proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- vii.** If quotation is received without Self-attested Bid Security form or valid certificate for exemption (NISC/MSME)
- viii.** If financial bid/ BoQ must not enclosed with Technical bid. Disclosure of rates in Technical bid will result in Technical Disqualification.

TECHNICAL BID**To BE FILLED BY THE BIDDER**

The bidder are required to provide the following details in the prescribed format and also enclose self-attested copy in support of the information provided, wherever applicable:

1.	Name of the Bidder (Firm)	:	
2.	Address of the Bidder/ Firm	:	
3.	Contact Phone number(s) of the bidder: Email ID:	:	
4.	Year of Establishment	:	
5.	GSTIN & PAN No. (Enclose GST Registration certificate and PAN)	:	GSTN NO. _____ PAN No. _____
6.	Experience of last three year in similar field. (Enclose work orders/ completion certificate)	:	
7.	Bid Security self-declaration form is attached	:	Yes/No
8.	Whether the offered make/ model meet the technical specification.	:	Yes / No Copy Per Minute: _____ It is Connectable to Network: <u>Yes / No</u>
9.	Self-Declaration for Non-Blacklisting of bidder by any organization and acceptance of tender conditions & other relevant conditions (Annexure-II)	:	
10	Self-attested tender documents (Annexure-I)	:	
11	Mention make & mode of the Photocopy machine proposed	:	

This is to certify that I have understood the terms & condition of the tender document and all the information provided above & enclosed is true to the best of my knowledge and belief.

Signature of the Bidder _____

Date: _____

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DATED 07/03/2022

Bill of Quantity / Financial-Bid**(to be filled in Excel sheet, downloadable from the eProcurement portal)**

S. No.	Description Output Type	Per photocopy charges for single side output (Up to 10,00,000 copies)	Per photocopy charges for output (Up to 10,00,000 copies)	Per photocopy charges for single side output Beyond 10,00,000 copies	Per photocopy charges for double side output Beyond 10,00,000 copies	Average Rate (B)+(C)+(D)+(E) (Auto filled)	Rate on which Lowest Bidder will be decided (Auto filled)
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
1	Size : A4	B1	C1	D1	E1	F1	G1
2	Size : B4	B2	C2	D2	E2	F2	G2
3	Size : A3	B3	C3	D3	E3	F3	G3
4	Size: B5	B4	C4	D4	E4	F4	G4

Note:

1. In case standby machine is used, the charges would be paid as per the rate quoted.
2. Minimum assured 10,00,000 copies for the both machines. No minimum assurance for standby machine.
3. GST, as applicable, would be extra.
4. $F1=B1+C1+D1+E1$; $F2=B2+C2+D2+E2$; $F3=B3+C3+D3+E3$; $F4=B4+C4+D4+E4$
5. $G1= F1 \times 0.85$; $G2=F2 \times 0.05$; $G3=F3 \times 0.05$ & $G4=F4 \times 0.05$
6. Lowest bidder (L1) will be awarded the work. L1 will be decided based on total of Column G i.e. $G1+G2+G3+G4$.
7. Column G is only for declaring the Lowest Bidder (L1). The work order to L1 will be issued based on rates quote by L1 Bidder at Column B, C, D & E.

DATE:

SIGNATURE OF BIDDER WITH STAMP

Annexure-I
(ON LETTER HEAD OF THE BIDDER)

UNDERTAKING

With respect my/our bid submitted against NIT No. _____ dated _____, I / We _____ Partner / Sole Proprietor (Strike out which is not applicable) of (Name & Address of Firm) _____ to hereby declare and solemnly affirm:-

- a) That the individual/ firm/ Agency is /are not debarred or black-listed by any department of the Union Govt./State Government or any Autonomous Institute.
- b) That no partner or shareholder, directly or indirectly connected with the applicant has been debarred or blacklisted by any department of Union Govt./State Govt. or Autonomous Institute.
- d) That the terms and conditions for FMS at IIML is acceptable to me/ us. I/We will abide by them in Letter and spirit.
- e) That I/ We will provide Total Facility Management Services in the stipulated period.
- f) That no partner or shareholder, directly or indirectly is connected/related to any employee working in the IIM Lucknow.

I/ We do hereby solemnly declare and affirm that the above declarations are true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been concealed therein. We understand that in case the information provided by us found to be false/ incomplete at any stage, our bid / empanelment will be liable to be cancelled / terminated and attract appropriate action.

Date: _____

Place: _____

STAMP & SIGNATURE OF THE BIDDER

Annexure II
Bid Security Declaration Form
<on the Letterhead of the Bidder>

To,
The Chief Administrative Officer (CAO),
Indian Institute of Management Lucknow

<Date>

Dear Sir,

I/We, the undersigned declare that: I/We understand that bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with IIML for a period of two years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its extended period, if any; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity:

(i) fail or reuse to execute the contract, if required, or

(ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Bidders.

c) If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid;

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

(i) the receipt of your notification of the name of the successful Bidder; or

(ii) thirty days after the expiration of the validity of my/our Bid.

Date: _____

Place: _____

STAMP & SIGNATURE OF THE BIDDER