



भारतीय प्रबंध संस्थान, लखनऊ नोएडा परिसर
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW
NOIDA CAMPUS

Plot no. B-1, Sector -62 Institutional Area, Noida-201307, U.P

Tel: 0120-6678545 – 8418 | Fax: 0120-6678506

Website: www.iiml.ac.in | E-mail: purchase_iimlnc@iiml.ac.in

**E-TENDER FOR IMPARTING COMPUTER PRINTING SERVICES
AT IIM LUCKNOW NOIDA CAMPUS.**

IIML NOIDA CAMPUS/Tender -Printer Cartridge/2020/012



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Date: 11.02.2020

SUBJECT: E-TENDER FOR IMPARTING COMPUTER PRINTING SERVICES AT IIM LUCKNOW NOIDA CAMPUS.

E-TENDER NOTICE

Dear Sir,

E-tenders are invited from reputed agencies/firms for imparting printing services at IIM Lucknow Noida Campus. The Tender Document may be seen on website, www.iiml.ac.in (for perusal reference only) and interested agencies/firm can fill the complete tender form at CPPP eProcurement site <https://eprocure.gov.in> as per the schedule as given as under:-

Name of work	:	Imparting Computer printing services on annual rate contract (per A4 size page) basis at IIM Lucknow Noida Campus, Plot B-1, Sector-62 Noida UP 201307.
Earnest Money Deposit	:	Rs 15,000/- (Rupees Fifteen Thousand only)
Period of Contract	:	Total 03 (three) Years #
Date of issue of tender document	:	11 th February 2020
Last Date for submission of complete tender document	:	Thursday 12 th March 2020 at 2:00 PM
Pre-Bid Meeting Date & Time and Venue	;	Wednesday 26 th February 2020 at 11:30 AM At Meeting Room IIM, Lucknow Noida Campus, Plot B-1 Sector -62 Noida UP 201307.
Date of opening of Technical Bid	:	Friday 13 th March 2020 at 3:00 PM
Date of opening of Financial Bid	:	Will be intimated later on
Date of starting of work	:	Mid of April 2020 or as per date of Work Order

NOTE:- #

- I. Initially contract will be awarded for one year.
- II. Post completion of One year, the contract may be extended further (1+1) subject to satisfactory services on mutual terms & conditions agreed upon.
- III. Total period of contract will be of three years

**For Indian Institute of Management Lucknow
Noida Campus**

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/nCode/eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC/e-Token.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The tender should be accompanied with earnest money deposit (EMD) of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of crossed Demand Draft from Nationalized Scheduled Banks in favour of Indian Institute of Management Lucknow Noida Campus, payable at Noida of any nationalized/scheduled bank. Any other mode of transaction or cheque will not be accepted.
- 9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

For Indian Institute of Management Lucknow
Noida Campus

INTRODUCTION

The Indian Institute of Management Lucknow is one of the premier management institute in the country was established by Government of India under administrative control of Ministry of Human Resources Development. Indian Institute of Management Lucknow took the lead in establishing a satellite campus at Noida, suburb of New Delhi in the National Capital Region.

We are looking for an authorized dealer/re-seller of for reconditioning/refurbishing/refill/compatible/remanufacturing different toner cartridges for Imparting Computer printing services on annual rate contract- per A4 size page with expertise along with latest practices for USERS at IIM Lucknow Noida Campus Offices in various Department, at Plot B-1 Sector -62 Noida UP 201307

ELIGIBILITY CRITERIA (To be supported by documentary evidences)

1. The Bidder must submit copy of the PAN Card and GST Registration Certificate.
2. The Bidder should be an authorized dealer/re-seller (Indian Nationals/Firm) of for reconditioning/refurbishing/refill/compatible/remanufacturing of different toner cartridges.
3. Minimum 10 (ten) years' experience (as on 31st December 2019) of supplying of reconditioning/refurbishing/refill/compatible/remanufacturing toner cartridge in bulk. Out of 10 years' experience, the bidders should have 5 (five) years' experience (as on 31st December 2019) of the Govt. of India/Public Sector Undertakings (PSUs) Universities/Institute of repute such as IIM/IIT/NIT(Attach copy of Work Orders).
4. Minimum turnover of Rs. 10 Lakhs per annum during each of the last three financial years i.e. 2016-17,2017-18 and 2018-19(Attach copy of ITR/Balance Sheet)
5. The Bidder should have their own set up for reconditioning/refurbishing/refill/compatible/remanufacturing of toner cartridges (Site visit may be undertaken). Copy of the registration certificate as per existing norms (indicating the legal status of the bidder/partnership firm/ proprietorship concern).
6. The Bidder should have proper Office & own setup in Delhi & NCR Region.
7. The Bidder should not have been blacklisted by any Department or Ministry of the Govt. of India/Public Sector Undertakings (PSUs)/Autonomous bodies. Declaration has to be given in the prescribed format-(Annexure-V) (Self Certification).

SELECTION PROCESS

- a. The Firm/contractor meeting above eligibility criteria will be treated as Technically Qualified.
- b. The Financial bid will be opened of the Technically Qualified firm/contractor only.
- c. The Technically Qualified Firm/contractor quoting best rate in the ANNEXURE-“III” (of FINANCIAL BID) will be treated as (L1) successful bidder.

Incase two or more firms are quoting same basic rate, in that case highest turnover will be the successful bidder.

SCOPE OF WORK

- **Approximately 50 MFD and 1 MFD Network Printer.**
- **The approximate monthly A4 size page printing is 25,000 (Twenty-Five Thousand).**

Multi- Function Desktop (Black & White) Laster Printing with followings printer Cartridge:-

I.	12 A
II.	80 A
III.	88 A

The Bidder needs to submit rate of computer printing of per A4 size page. The Bidder has to supply of new, reconditioning/refurbishing/refill/compatible/remanufacturing (as per requirement basis) for printer. Before supplying the reconditioning/refurbishing/refill/compatible/remanufacturing toner cartridge the bidder must ensure proper functioning have been done such as (i) Dismantle/disassemble of used Cartridge to inspect its structural integrity; (ii) Cleaning up of all Parts of the Cartridge; (iii) Replacement of Main Components of the Cartridge; (iv) Reassemble of all Parts of the Cartridge; and (v) Refilling of good quality toner Powder.

- (a) Replacement of cartridge parts as involved (Toner Powder of finest quality, OPC Drum, Magnetic roller, Soft PCR, Recovery blade, Wiper Blade, Doctor Blade) Toner Drum, Blade, PCR and Gear etc if replaced shall be of the make of original equipment manufacturer (OEM).
- (b) Printing Quality and Toner Powder Quality & Quantity of Cartridge: - Printing Quality & Toner Powder Quantity of the reconditioning/refurbishing/refill/compatible/remanufacturing toner cartridge should be equal to the original manufactured Toner Cartridges of a good quality. And also shall be supplied in Pull-out Sealing Tape, with proper packing of indicating the name of the Supplier/Agency.
- (c) The bidder has to arrange additional Laser Jet Printer on requirement/emergency as a standby for usage without any additional/extra charges.
- (d) If any damage/problem arises in the printer, due to supply of poor quality the contractor has to repair/service the printer at their own cost.

GENERAL TERMS & CONDITIONS

- 1) The bidders are advised to uploaded supported documents as per tender notice. And Bids should be submitted through CPPP website: <https://eprocure.gov.in/eprocure/app>.
- 2) **Bidders** are advised to visit the IIML Noida Campus and check volume of work before quoting rates. No deviation of rates or new conditions of contract will be accepted after award of the work. **Bidder** incorporating additional conditions are liable to be rejected.
- 3) No support of man power, material or transport etc. will be provided by the IIMLNC. All these have to be arranged by the contractor at their own cost.
- 4) Paper, Electricity will be supplied by the Institute.

- 5) Rates should be valid for one year from the date of issue of work order. No claim for compensation or loss due to fluctuations or any other reason/ causes will be entertained during the period of contract. Rates should be quoted for free delivery at Computer Centre IIMLNC.
- 6) Minimum 15 (fifteen) no. extra Toner Cartridge shall have to be kept in the IIMLNC by the contractor to maintain shortage of supply and to deal with emergencies.
- 7) The Bids shall be valid for a period of 120 days from the date of opening of tender.
- 8) The tender should be accompanied with earnest money deposit (EMD) of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of crossed Demand Draft from Nationalized Scheduled Banks in favour of Indian Institute of Management Lucknow Noida Campus, payable at Noida of any nationalized/scheduled bank. Any other mode of transaction or cheque will not be accepted. E.M.D. of unsuccessful Bidder will be released (without bearing interest) after the award of work to the successful Bidder.
- 9) Tender documents submitted in incomplete shape or beyond the stipulated period shall not be entertained under any circumstances. The Director, Indian Institute of Management, Lucknow reserves the right to reject one or all the tenders without assigning any reason. No claim, whatsoever, shall be entertained on this account.
- 10) Please go through the Tender document carefully to understand the documents required to be submitted as part of the bid. Bidders should take into account any corrigendum published on the Tender document before submitting their bids.
- 11) The Director, IIM Lucknow reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract in the interest of IIML NOIDA CAMPUS.
- 12) Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms/ Bidders who are registered with the Central Purchase Organization or the concerned Ministry or Department or Start-ups as recognized by Department of Industrial Policy and Promotion (DIPP) are exempted from depositing EMD. However, the performance security shall be obtained from the successful bidder irrespective of their registration status etc
- 13) Initially contract will be awarded for one year, Post satisfactory completion of One year, the contract may be extended further (1+1) subject to satisfactory services on mutual terms & conditions agreed upon, Total period of contract will be of three years.
- 14) Successful Bidder will have to deposit the security deposit equal to 10% of contract value within fifteen days from the issue of Letter of Intent/Work Order. Security deposit may be in the form of demand draft in favor of Indian Institute of Management, Lucknow Noida Campus. The security money will be released to the contractor after satisfactory completion of contract and release to final bill. No interest will be paid on the held money with the Institute either in form of security deposit or EMD or retention money.

- 15) Each page of the Tender Notice should be signed and stamped by the bidder in token of having accepted the same.
- 16) If the Bidder fails to start the work within 10 days of receipt of letter of acceptance, the work shall be withdrawn and EMD deposit will be forfeited.
- 17) Payment would be made on monthly against Bill/Invoice for the total number of printout (copies) taken during the month from starting reading to ending reading as indicated in the printers duly checked and counter signed by one of IIMLNC designated staff. No advance payment will be made in any case.
- 18) However, both (Institute/contractor) have right to end the contract by serving three months advance notice in writing to the other party. Also if the contractor is found to be grossly negligent or inadequate in execution of the work, the Institute shall have full right to notify the contractor of the gross defects and to terminate the contract at any time during the contract period without any prior notice.
- 19) Sub-contracting of services/outsourcing is not allowed.
- 20) The quality of toner powder must be of finest quality and quantity must of as per standard procedure. Replacement of any accessories should be of same model & make.
- 21) It will be the responsibility of the contractor to supply the item in accordance with supply order within time frame. In case, the materials are not delivered within the specified period then penalty shall be levied Rs 500/- (Rupees Five Hundred) per day.
- 22) In case of unsatisfactory service or refilling of cartridge below the standard, the bidder shall remove the deficiency immediately failing which a penalty of Rs 200/- (Rupees Two Hundred) per cartridge per incidence.
- 23) All disputes, differences and questions arising out of the parties shall be referred to the sole arbitration of the Director, IIM Lucknow or any person nominated by Him/Her in this behalf. The award made in any such arbitration shall be final and binding on both the parties. All the disputes are subject to Lucknow Court jurisdiction only.
- 24) After award of the contract, contractor founds violating any of the terms & conditions, it shall be liable to be blacklisted. The Director, IIM Lucknow reserves the right to blacklist a bidder for a suitable period in case the bidder fails to submit sufficient grounds. Its EMD/PSD shall also be forfeited.
- 25) The quality of printing will be maintained as per IIML NC requirement by the contractor. Breakdown, preventive maintenance of printers will also be taken care by the Contractor.
- 26) Guarantee of the reconditioning/refurbishing/refill/compatible/remanufacturing toner cartridges must be at least 6 months from the date of delivery or till the cartridges gets empty.
- 27) In the event of the compatible, refilled, re-manufactured toner cartridge found defects the firm/bidder has to replace the same free of cost.

- 28) On getting the Work Order, the contractor shall sign the necessary contract agreement on a non-judicial stamp paper worth Rs. 100/- (Rupees One Hundred only) within one month. Expenses for the agreement including cost of stamp papers etc. shall be borne by the contractor.
- 29) If a Force Majeure situation arises, the firm/ agency will promptly notify this office in writing of such condition and the cause thereof. Unless otherwise directed by this office in writing, the firm/ agency shall continue to perform its obligations under the Tender/ Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 30) All the terms & conditions stated under Clause No. 1 to 29 of this tender document are accepted to me/us.

Date: _____

Signature of Bidder _____
Seal/Stamp/Address _____

SUBMISSION OF BID

The Proposal should be submitted in two parts (Technical and Financial) as described. Any Proposal received after the time stipulated will not be accepted.

"Part 1: Technical Proposal" which will consist of followings

- i) Proof for meeting eligibility Criteria
- ii) Scanned copy of EMD.
- iii) Scanned copy of (ANNEXURE-I), Tender Acceptance Letter.
- iv) Technical Bid (ANNEXURE-II)
- v) Scanned copy of all the relevant documents for Pre-qualification bid as mentioned in Eligibility Conditions or Terms & Conditions.

"Part 2: Financial Proposal" which will consist of the details of financial matters.

- i. Schedule of price bid in the form of PDF File (ANNEXURE-III).
- ii. The Proposal submitted in online mode complying with instructions issued in this tender document.
- iii. IIML NOIDA CAMPUS will evaluate the technical bid as per the eligibility criteria mentioned in the Tender documents and Financial bid of those qualified technically will only be opened online.
- iv. IIML NOIDA CAMPUS reserves the right to reject any proposal which is not substantially responsive.

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

Date:

To,

The Director
Indian Institute of Management Lucknow
Noida Campus
Plot B-1 Sector -62 Noida UP 201307.

Sub: Acceptance of Terms & Conditions of Tender.

**Tender Reference No: IIML NOIDA CAMPUS/Tender -Printer Cartridge/2020/012
dated 11/02/2020**

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <https://eprocure.gov.in/eprocure/app> 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 (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/ organization too has 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. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)



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ANNEXURE -II

TECHNICAL BID

Bidder must read the terms & conditions before filling up particulars in this form.

Sr No.	Particular	To be filled by the bidder
1	Name of the FIRM/AGENCY/BIDDER	
2.	Address of the FIRM/AGENCY/BIDDER	
3.	GST No. FIRM/AGENCY/BIDDER	
4.	PAN No. FIRM/AGENCY/BIDDER	
5.	Year of establishment of the FIRM/AGENCY/BIDDER (attach a copy as proof)	
6.	Name of the Partners/ Proprietors/ Directors of FIRM/AGENCY/BIDDER	
7	Mobile No. & E-mail id of the HEAD of FIRM/AGENCY/BIDDER	
8.	Do you have minimum 10 years' experience as required in the eligibility criteria? (attach a copy as proof in sequence)	
9.	Do you have proper Office & own setup in Delhi & NCR Region? (attach a copy as proof)	
10.	Do you have your own set up for reconditioning/refurbishing/refill/compatible/remanufacturing of toner cartridges (attach a copy legal status)	
11.	Has the firm ever been debarred/black-listed by any organization? If yes, the details thereof:	

12.	Particulars of demand draft paid as earnest money. i) Amount ii) Issuing Bank & date of issue	
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13 Details of Annual turnover: -

Year	Annual Turnover (in Rupees)
2016-17	
2017-18	
2018-19	

14. Experience Details (Starting from latest one to first)

SN	Year	Name of the Organization	Total Period	Value of Contract	Details of work executed (with proof)

15. Details of Award/Certificate of Merit etc. received from any Organization regarding quality of work. Please attach copy of certificate(s):

I/we have read all the terms & conditions of the Tender Reference No. IIML NOIDA CAMPUS/ Tender -Printer Cartridge/2020/012 dated 11/02/2020. I/We certify that that all information furnished by our Firm is true & correct.

DATE

Signature of the Bidder with Official Seal & Complete Address _____

Telephone No. _____



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ANNEXURE-“III”

SUBJECT: E-TENDER FOR IMPARTING COMPUTER PRINTING SERVICES AT IIM LUCKNOW NOIDA CAMPUS.

FINANCIAL BID

<u>Sr. No.</u>	<u>Particulars</u>	<u>Computer Printing Rate per A4 size page</u>
<u>1</u>	Imparting Computer printing services on annual rate contract- per A4 size page with expertise along with latest practices for Laser Jet Printers having toner Cartridges as follows: - I. 12 A II. 80 A III. 88 A	
<u>2</u>	GST (%)	
<u>3</u>	Total	
TOTAL (in words)		

Please quote rate of printing of one A4 size page through laser jet printer.

- **Approximately 50 MFD and 1 MFD Network Printer are in use.**
- **The approximate monthly A4 size page printing is 25,000 (Twenty-Five Thousand).**

All the terms & conditions stated under Clause No. 1 to 29 of this tender document are accepted to me/us. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Date :

Yours Faithfully,

(Signature of the Bidder, with Official Seal)