

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW

Prabandh Nagar, IIM Road, Lucknow - 226013

E-TENDER NOTICE NOTICE INVITING TENDER

NIT No. IIML/PUR/PRINTING/42/2018-19 dated 16/03/2019 Online E-tenders are invited for work mentioned below in E-mode from Contractors (Indian Nationals/ Firms only) and free view NIT is available on Govt. E-Procurement portal i.e. <https://eprocure.gov.in> and on institute website www.iiml.ac.in. Interested agencies are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender documents comprise of Technical specification, requirements and price bid. It is requested to download the Tender on acceptance of terms & conditions. The price bid duly filled may be uploaded on E-Portal of Govt. E-Procurement site i.e. <https://eprocure.gov.in> using Digital Signature before the last date & time of submission as mentioned in the tender notice. The credentials as listed below shall be uploaded online.

Bid Information Sheet

Document Description	Tender Document for “Imparting Printing Services at IIM Lucknow Campus”
Tender Date	16/03/2019
Last date & Time of Submission of Response to Tender Document	08/04/2019 up to 02:00 PM
Bid Opening (Venue, Date & Time)	10/04/2019 at 03:00 PM Purchase Department, IIM Lucknow, Indian Institute of Management, Prabandh Nagar, IIM Road, Lucknow - 226013
Validity of Tender	90 (Ninety) days from the date of opening of tender.
Bid Security/EMD	Rs.28,000/- (Rupees Twenty-eight Thousand Only) in the form of Demand Draft in favor of Indian Institute of Management, Lucknow. A deposition of EMD through any other form will not be accepted. The scanned copy of EMD has to be uploaded online alongwith the bid. All the uploaded original bid documents (alongwith EMD), except Price Bid, should reach address mentioned below latest by last date of bid submission.
Name, Designation, Address and other details (For Submission of Response to Tender Document)	OSD Indian Institute of Management, Prabandh Nagar, IIM Road, Lucknow - 226013 Phone : 0522-6696917

Note : The contract is for three years (renewal every year on satisfactory performance)

Date :

Signature with Stamp of Bidder

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW

e-Tender for imparting Computer Printing services (NIT No. : IIML/PUR/PRINTING/42/2018-19 dated 16/03/2019)

Introduction

Indian Institute of Management Lucknow is a preeminent autonomous business school imparting knowledge in management. IIML is having a large establishment of Computer services and IT equipment. A Computer Printing service is an essential part of the day to day working. To provide best printing services, it has already been outsourced by the Institute. Average monthly printing output is approximately One Lakh per month. We are inviting tender from well experienced vendors for imparting computer printing services at IIM Lucknow.

Eligibility Criteria

The bidder must submit:

- Registration Number of the bidder firm along with the GST and PAN number.
- EMD deposit of Rs 28,000/- (Rupees Twenty-eight Thousand Only) in the form of Demand Draft/Pay order in favor of Indian Institute of Management, Lucknow. The EMD should be submitted in hard copy before the due date of the e-tender opening. Failing which the e-tender shall not be accepted. BID security money shall be forfeited by IIML in the event of Successful Bidder's failure to accept the Award of contract.
- Bank guarantee of Rs. 1,40,000/- (One Lakh Forty Thousand Only) to be submitted on being awarded the contract (valid for 3 years). This will be returned at the end of completion of contract period without bearing any interest.
- Tender document duly signed and stamped with date.
- Full contact information of the bidder on the letter head.
- Submit proof of adequate facilities and manpower (technical staff) to ensure the necessary support to IIM during the service period.
- Sealed hard copy of EMD (original) to be submitted before the due date of e-tender through registered post/ speed post/ courier only before the due date of e-tender at following address (Tender Opening Venue):

OSD
c/o Purchase Department,
Indian Institute of management
Prabandh Nagar, IIM Road
Lucknow - 226013

Scope of Work

The bidder must ensure following services:

- A) Printers for Computer Centre
- Heavy duty high speed Black & White (Two) and Coloured (One) Laser printer with following support
 - Duplexer (both side printing)
 - Photocopy, scan and scan to mail
 - Paper support up to A3 size
 - Network Printer
 - Tenderer needs to submit rates for the following:
 - Per page single side (Black & White) for A4
 - Per page single side (Black & White) for A3
 - Duplex printing Per page single side (Black & White) for A4
 - Duplex printing Per page single side (Black & White) for A3

Date :

Signature with Stamp of Bidder

- Per page single side (Coloured) for A4
 - Per page single side (Coloured) for A3
 - Duplex printing Per page single side (Coloured) for A4
 - Duplex printing Per page single side (Coloured) for A3
 - Photocopy – Not required
 - Scanning and Scan to Mail – Free Service
 - Toner, Paper and maintenance of Printers will be managed by Vendor
- B) Printers for Users at IIM Lucknow offices and various departments (Approximately 150 MFD and 5 MFD Network Printers)
- Multi-function Desktop Black & White Laser Printers with following support
 - Printing
 - Photocopying
 - Scanning
 - Only **Toner** will be replaced by vendor. (No paper)
 - Tenderer needs to submit rate for the per page single side (B&W A4 only)
- C) An operator to provide maintenance support i.e. toner replacement, paper refilling, driver installation, assistance to the user in taking printouts, scanning etc. The duty hours will all working days (including Saturday) and timing will be of IIML's working hours.
- The manpower charges must be included in the printers per page rate. No extra payment will be made for the manpower.
- D) Tenderor need to submit rates for both points (A&B) above. Lacking the same will be disqualification and tender will be rejected. Lowest bid would be calculated by totaling price of A & B given by the tenderor.

Terms and Conditions

- A) There will be no minimum amount or number of page commitment. It will be only actual and vary according to the usage.
- B) Vendor has to maintain the inventory of the essential items i.e. toners (minimum 10% of the number of printer installed, papers minimum 10 Rims and any other essential part of the network and MFD printer)
- C) Vendor must use paper of at least 70 GSM and of high quality, pure white.
- D) After printing of 5 Lakhs pages from Network printer and 1 Lakh from MFD Printer, vendor must replace it with a new printer to maintain the quality of the printout.
- E) The contract will be awarded for 3years and may be terminated within 3 months' notice, if performance not found satisfactory or not fulfilling conditions mentioned in the tender document.
- F) The operator deputed at IIML must get his remuneration as per the govt. rules and all deductions should me made accordingly. The proof of the same must be presented to the IIML.
- G) In case of absence of the operator, a substitute must be provided, otherwise a penalty of Rs. 300/- per absent day will deducted from the monthly bill.
- H) If any printer remains down for more than two consecutive days, next day onward a penalty of Rs. 300/- per day will be deducted from the monthly bill.
- I) Payment will be made on monthly basis with the clear mention of GST part.
- J) IIML is using automatic Printing Account Software for the Computer Centre. Network printers installed at Computer Centre will be configured and monitored through the same. While claiming the payment (each month) the payment mode will be as follows:
- a. For Network Printers, difference of reading of current and previous month will be taken under consideration. This will be matched with the automatic printing software reports for the same period. Whichever is less will be considered for the final payment.

Date :

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- b. For MFD printers, difference of current and previous month readings will be considered for the final payment.
- K) Printing services are exclusively for the users of IIML and it cannot be extended or facilitate to outsiders.
- L) Payment of any of the Printing services cannot be charged (in any form) directly from the IIML users.
- M) Quote price for each of the specification as per the tender document (**Annexure – A**).
- N) Quote only for the specification specified in the tender. No changes in the specification or deviation from the tender document will be permitted.
- O) Need not suggest any alternative service or different specification.
- P) Printers should be supplied and installed at IIM Lucknow Campus within 30 days of awarding the order. Failing which a penalty of Rs. 5000/- (Rupees Five Thousand only) per week would be levied to the vendor subject to maximum of 4 weeks after that the order may get cancelled.
- Q) Financial bid will be open at Purchase Department, Indian Institute of Management, Prabandh Nagar, IIM Road, Lucknow -226013
- R) Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.

Disqualification

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

- 1) Proposal not submitted in accordance to eligibility criteria mentioned above.
- 2) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- 3) Proposal is received in incomplete form.
- 4) Proposal is received after due date and time.
- 5) Proposal is not accompanied by all requisite documents.
- 6) 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.

IIML's Right to Terminate the Process

- a) IIML may terminate the Tender process at any time and without assigning any reason. IIML makes no commitments, express or implied, that is process will result in a business transaction with anyone.
- b) This Tender does not constitute an offer by IIML. The bidder's participation in this process may result in IIML selecting the bidder to engage in further discussions and negotiations toward execution of a contract if necessary. The commencement of such negotiations does not, however, signify a commitment by IIML to execute a contract or to continue negotiations. IIML may terminate negotiations at any time without assigning any reason.

Date :

Signature with Stamp of Bidder

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.

Date :

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Annexure-A

Price Schedule – Commercial Proposal Format

Paper Specification		Per page cost of Heavy Duty Network Printers for Computer Centre (With Paper)	Per Page cost of Multi-Function MFD Desktop Printers/MFD Network Printers for Users (Without Paper)
Specify Printer Name (Brand and Model)			
Black & White Price per page (Rs.)	A4 Paper Size	Single Side	Not Applicable
		Both Side (Duplex)	
	A3 Paper Size	Single Side	
		Both Side (Duplex)	
Coloured Price per page (Rs.)	A4 Paper Size	Single Side	
		Both Side (Duplex)	
	A3 Paper Size	Single Side	
		Both Side (Duplex)	
GST			
Any Other Cost (Specify with description)			

Name : _____

Designation : _____

Mobile No. : _____

eMail: _____

Date :

Signature with Stamp of Bidder