

REQUEST FOR PROPOSAL

**On-site Comprehensive Annual Maintenance Contract (CAMC)
Of Copier Machines and Rate contract for supply of
consumables**

AT

**SPACE APPLICATIONS CENTRE, ISRO
AHMEDABAD**

**SPACE APPLICATIONS CENTRE
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Introduction:

SAC has various types of copier machines of different make and model. Approximately 150 nos. of different make and models are installed and operationalized at three sites of SAC i.e. SAC main campus, Bopal Technical Campus & SAC Bopal campus. SAC proposes to enter into on-site CAMC as well as “rate contract for supply of consumables” for copier machines.

1.0 Scope of Work for CAMC

- 1.1 To provide onsite preventive and breakdown maintenance services for different make and model of copier machine as mentioned in Annexure -1, Table-A.
- 1.2 Under breakdown services, technician shall attend the call, to trouble shoot & diagnose the fault, to find out the faulty spare/components/assembly, free repair/replacement of defective spares/components/assembly with equivalent or better specifications to make the copier machine in normal working condition.
- 1.3 Service support for firmware & drivers related services, which includes upgradation.
- 1.4 To prepare the service report with user signature and database of the services with details like type of complain, complain start & close date, actions taken, spare etc. This shall be maintained for each call/machine in hard & soft copy.
- 1.5 To carry out the preventive maintenance once in a year for each machine. Scope of preventive maintenance shall be prepared as per checklist/test points recommended by Original Equipment Manufacturer (OEM) (As per service manual). Vendor shall submit OEM & model wise scope of preventive services along with offer.
- 1.6 To depute minimum Two (2) onsite service technicians at SAC during the entire period of contract.
- 1.7 Any other work required to restore copier machine in normal working condition.

2.0 Scope of Work for Consumables

- 2.1 To provide services for supply and installation of consumables of different make and model of copier machine as mentioned in Annexure -1, Table-B to Table-E.
- 2.2 To verify the operations of copier machine and to find out the required consumables.
- 2.3 To supply and replace the consumable as per requirement upon approval from AMC coordinator.
- 2.4 To maintain the machine wise log sheet of installed consumables with count.
- 2.5 To demonstrate the performance of copier machine as per rated specifications to the concerned user.

3.0 Scope of work for One Time Call based/Need based on-site service support for Copier Machines

- 3.1 Vendor shall provide maintenance support for Copier Machines, which are not under CAMC/warranty on “per call basis/need basis” as and when required.
- 3.2 Vendor shall quote only for service charge as per Annexure -1, Table-F.
- 3.3 In case of one-time maintenance, Vendor shall inspect the defective Copier Machines and repair the same including replacement of defective parts. Vendor shall provide the list of faulty items with estimated cost to SAC Engineer and carryout repair/replacement only after approval from AMC coordinator. Defective parts/spares shall be returned / deposited to SAC.
- 3.4 Cost of replaced parts/spares shall be reimbursed as per actual to the vendor on certification from the user and approved by AMC coordinator.
- 3.5 The call shall start at the point of inspection by the vendor and shall be considered closed after satisfactory performance of repair unit.
- 3.6 During course of call-based repair, service engineer shall carry out the software related services as per clause no.1.3 mentioned above.
- 3.7 Repair items shall have three months’ warranty for repair services and one-year warranty for replaced spares.

4.0 Validity of Contract

The Comprehensive Annual Maintenance Contract shall be valid for a period of two years with effect from date of PO. The contract may be renewed for one more years at same price and with same terms & conditions if mutually agreed by both parties.

5.0 Deputation of Man Power

- 5.1 Vendor shall depute minimum two onsite service technicians on all working days throughout the tenure of contract period.
- 5.2 Deployment of two onsite technicians is required for CAMC with mandatory experience in maintenance of Toshiba copier machine. Service technician shall have minimum qualification Diploma / ITI electronics and minimum two-years field experience for maintenance of copier machine. This is will be verified by AMC Coordinator.
- 5.3 Vendor shall nominate a single contract manager for all assistance and maintenance under this contract.
- 5.4 If required, more technicians shall be deputed as and when required.

6.0 Technical Terms and Conditions

- 6.1 Vendor shall quote for CAMC charges including all taxes as per format in Table-A, for consumables as per format in Annexure -1, Table-B to Table-E and One-time call basis/need base repairs as per format in Annexure -1, Table-F.
- 6.2 Quote shall include manpower deployment cost. Manpower cost will not be payable separately. Manpower payment must be not less than as defined by Central Labour ministry guideline for Highly-skilled category at any point of time.
Vendor has to factor in upward revision of wages as notified/ revised by central Labour ministry during period of contract at the time of submission of bid.
If any violation of these minimum wages guideline is noticed by purchaser during the contract period then purchaser, reserves the right to terminate the contract or vendor may be debarred.
- 6.3 CAMC and consumable charges shall be fixed during entire contract period. However downward charges towards consumables shall be pass on to SAC (if any)
- 6.4 The vendor shall take the inventory of all the copier machines at the start of the contract and shall assign unique identification tag to each of the items under contract. Inventory list with unique ID shall be submitted to SAC within two weeks.
- 6.5 The vendor shall take the physical survey of inventory at every six months and submit the report consisting of difference in inventory to SAC.
- 6.6 SAC shall have option for adding and/or removing copier machine (for similar configurations in Table-A) with the cost on pro-rata basis from time to time. For other machines, vendor need to quote and same shall be approved by contract in charge/AMC coordinator for inclusion.
- 6.7 The complaint should be attended within four working hours after logging the complaint by user.
- 6.8 Repairs/maintenance shall be carried out on site; however, service technician shall be allowed to take copier machine at SAC Maintenance cell in case of major repair.
- 6.9 Vendor shall keep minimum stock of critical spares like Motherboard/Logic cards, Display panel, Roller assembly, RAM, all type storage devices (Hard Disk Drive, USB Hard disk drive, CD/DVD, Pen drive) SMPS etc. of 2% of quantity in proportionate to the machines under contract.
- 6.10 Vendor shall not install any unauthorized/pirated software.
- 6.11 Vendor shall repair the defective assembly/spares/units/boards etc. at SAC. If repair is not possible, same shall be replaced with new assembly/spare/ units/ boards.
- 6.12 Faulty spares/components/assembly/unit except hard disk will be given to vendor against replacement.
- 6.13 All the faulty hard disk shall be SAC property and must be submitted to SAC.
- 6.14 Vendor shall arrange Complaint logging and management, coordination with users, prepare maintenance details/report on daily and monthly basis and submit to SAC. Vendor shall submit user's machine service satisfaction report on quarterly basis.
- 6.15 Vendor shall adhere to software piracy norms prevalent in the country from time to time.

- 6.16 Servicing personnel of vendor should be in continuous touch with SAC engineer on day-to-day basis. SAC contract in charge will be the focal person for this CAMC and any information / clarification required may be obtained from him.
- 6.17 All the staff of the vendor deployed at SAC shall coordinate with SAC AMC coordinator and their attendance will be monitored by AMC coordinator.
- 6.18 Vendor shall submit the life cycle/yield of each consumable (nos. of copies) as per recommended by OEM.
- 6.19 Supply and installation of consumables shall be carried out only after final approval of SAC concerned engineer and competent authority.
- 6.20 Vendor shall supply and install consumables within two working days with suitable procedure as defined by SAC.
- 6.21 Vendor shall submit the installation report of consumables duly signed by respective user.
- 6.22 Defective/used consumables shall be submitted to respective user/SAC engineer.
- 6.23 Vendor shall supply all consumables in sealed condition and same shall be demonstrated to User/SAC engineer before the installation.

7.0 Vendor/Tender Evaluation Criteria

7.1 Experience/Eligibility Criteria:

The bidder should have minimum one years of experience in maintenance of at least Twenty (20) copier machines for a single client in last three years.

The bidder should submit copy of purchase order and successful completion certificate of AMC along with their bid response. This is a two part tender. First part is techno commercial evaluation and second part is financial evaluation. No price related information shall be submitted in the technical commercial bid, otherwise bid will be rejected. In financial bid price related information shall be revealed. Partial quotation in either part of the bid, will be lead to the rejection of the bid.

7.2 Back-To-Back Tie-Up with OEM for Spares:

The vendor should have Back-to-Back support for supply of genuine spare parts from OEMs or established supplier. Bidder need to submit letter/s issued by the OEMs/established supplier along with their bid response for this back-to-back spare support. This Letters or certificates should specifically mention SAC Bid No.

Bidder submitting response without this would be considered as incomplete and bid will be rejected.

- 7.3 Vendor must have a local office in Ahmedabad for service & support since at least last one-year from release date of tender, proof of same need to be submitted to qualify for this contract.
- 7.4 Vendor shall submit compliance statement for each and every line item of this tender. However, if any deviation from SAC technical requirement, vendor shall bring it to the notice clearly. In case of non-compliance, SAC reserve the rights to reject the offer. In addition to this, vendor shall sign and stamp every page of attached RFP as a part of technical bid compliance.
- 7.5 If required, SAC official may visit the vendor's office for verification of work orders/manpower/ spares and other infrastructure facilities claimed by the vendor.

Vendor not able to substantiate/satisfy the requirements mentioned in this tender is liable to be disqualified for this contract.

- 7.6 Vendor must submit the supporting documents (evidence) for their compliance for clause no. 7.1 to 7.3.
- 7.7 L1 VENDOR will be decided based on total value of sum of CAMC of Copier Machine (Table-A), three times of Consumables Price (Table -B to Table- E), three times of One-time maintenance of CALL basis/need basis repair (Table-F) i.e. $(A+3*B+3*C+3*D+3*E+3*F)$

VENDOR NEED TO QUOTE FOR ALL ITEM MENTIONED IN TABLE A TO F TO QUALIFY FOR THIS CONTRACT.

8.0 Other Terms and Conditions

- 8.1 Service technician shall be available at SAC during working hours on Monday to Friday from 9:00 am to 06:00 pm. If required, services must be made available during after office hours and on holidays with no extra charge/additional payment.
- 8.2 Vendor's technician has to take prior permission of concerned authority (well in advance unless it is urgent), whenever he/she wants to leave SAC campus during working hours.
- 8.3 Vendor shall provide replacement of manpower in case of deployed manpower on leave. If replacement of manpower is not provided, penalty clause shall be applicable.
- 8.4 Vendor shall provide contact details of technicians deployed under this contract.
- 8.5 Vendor shall submit self-declaration certificate related to bind for official security and data security under this contract.
- 8.6 The Vendor or the staff deputed by the vendor at SAC shall make no attempt to unlawfully reveal, misuse or encroach upon the intellectual property or any loss or damage caused to the SAC property.
- 8.7 Gate pass for spares/components/peripherals to be cleared within the stipulated time as mentioned in that gate-pass.
- 8.8 Vendor shall be responsible for maintaining the cleanliness and responsible for housekeeping of maintenance cell facility.
- 8.9 Vendor shall be responsible for any liability and safety of service technicians engaged by them for carrying out maintenance work under this contract. SAC shall not be responsible/liable for any compensation for injury/loss of life to those personnel deployed by the Vendor.
- 8.10 SAC shall not provide any logistic support to the onsite technicians deployed at SAC under this contract.
- 8.11 The Vendor is not permitted to assign the work awarded to him, under this contract, to any other service agency and in any such event; the contract is liable to be cancelled.
- 8.12 As per SAC security guidelines, the vendor shall submit Police Verification Certificate (PVC) of the persons to be deployed.

- 8.13 Vendor shall ensure the submission of entry cards issued to their engineer/technicians in case they leaves/resign during contract period. This clause shall be strictly complied.
- 8.14 SAC reserves the right to terminate the contract if the performance of the vendor is found to be unsatisfactory during the contract by giving one month's notice in writing, without any financial implications on the part of SAC.
- 8.15 Spares / Consumables under this Maintenance Contract brought on need basis to SAC campus against Invoice/Challan by Vendor will be permitted by CISF. The material brought in will be routed through AMC Coordinator.

9.0 Payment & Penalty

- 9.1 The payment shall be made on quarterly basis for CAMC and one time maintenance /need basis call at the end of each quarter after satisfactory service and due certification by AMC coordinator.
Along with quarterly bill vendor need to submit a certificate signed by service units deployed at SAC, that salary payment is made as per Highly Skilled category wages notified by Central Labour Ministry.
- 9.2 Payment towards consumables shall be paid quarterly on actual basis and service report/challan signed by the concerned user's division Head and certified by contract in charge/AMC coordinator.
- 9.3 Whenever any copier machine remains down for whatsoever reason beyond 24 hours after logging of complaint, penalty shall be applied double of the amount equal to a proportionate rate of CAMC charges of respective make & model on per day basis.
- 9.4 For absence of service technician, Rs. 1200 –shall be deducted per day per person.
- 9.5 All Penalty shall be deducted from quarterly payment of vendor.

10.0 Arbitration, Force Majeure, fall clause and other clauses:

10.1 Arbitration:

If any dispute, difference, or claims of any kind arises in connection with Purchase Order, such dispute or difference or claim shall be referred by either party to the Arbitration. The Indian Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment thereof, rules made there under and for the time being in force shall be applicable to the Arbitration. The arbitral tribunal shall consist of three arbitrators. Each party to the dispute shall appoint one arbitrator and the two arbitrators so appointed by the parties shall appoint the third arbitrator who shall act as the 'Presiding Arbitrator'.

Any party shall, after appointing an arbitrator within thirty days of arising of any dispute, request the other party in writing to appoint the second arbitrator. If such other party fails to appoint an arbitrator within thirty days of receipt of the written request to do so, such arbitrator shall at the request of the first party, be appointed in accordance with Arbitration and Conciliation Act, 1996. If the two arbitrators appointed by or on behalf the parties fail to agree on the appointment of the third arbitrator within thirty days of the appointment of second arbitrator and if the parties

do not otherwise agree, at the request of either party, the third arbitrator shall be appointed in accordance with Arbitration and Conciliation Act, 1996. If any of the arbitrators fails or is unable to act, his successor shall be appointed by the party or person who originally appointed such in the manner set out in this clause as if he was the first appointment.

The decision of the arbitral tribunal shall be pronounced within four months unless otherwise extended by the parties, and in case of difference among the arbitrators, the decision of the majority shall be final and binding on the parties. The right to arbitrate disputes under this Purchase Order shall also survive even after expiry or the termination of this Purchase Order. The venue of arbitration proceedings pursuant to this clause shall be India at Ahmedabad and shall be conducted in the English language. Pending the submission of and /or decision on a dispute, difference or claim or until the arbitral award is published; the parties shall continue to perform all their obligations under this Purchase Order without prejudice to a final adjustment in accordance with such award. Regarding fee and any other expenses incurred in connection with the arbitral proceedings and the arbitral award, the arbitral Tribunal shall have the discretion to determine (a) whether costs are payable by one party to another; (b) the amount of such costs; and (c) when such costs are to be paid.

10.2 Fall clause:

The prices charged by the Vendor for the similar services shall in no event exceed the lowest prices offered to other parties during the validity of the service contract. If, at any time during the said period, the Vendor reduces the prices for the work to any other party, he shall forthwith notify such reduction of prices applicable to the undersigned and the prices payable under this contract for the services shall stand correspondingly reduced.

10.3 Force Majeure:

Should a part of whole of the services covered in this contract be delayed due to reasons of force Majeure which shall include Lock-outs, strikes, riots, civil commotion, fire accidents, acts of God and war, stoppage of deliveries by Government, shall be extended by a period(s) not in excess of duration of such force Majeure. SP and SAC if the force Majeure conditions extend over a period of six months both the parties of the order shall mutually discuss and arrive at an agreement for continuation or termination of the contract.

10.4 PARALLEL CONTRACT

The scope of the work is indivisible, hence the Purchase Order/Contract will be awarded only to the qualified vendor as per RFP quoting L-1.

10.5 LIQUIDATED DAMAGE CLAUSE:

In the event of the Vendor fails to complete the work within the mutually agreed time schedule in the contract or in extension agreed thereto, SAC shall reserve the right to recover from the Vendor as Liquidated damages (LD), a sum of **0.5 %**

per week or part thereof of the total contract price. The total liquidated damages shall not exceed 10 % of the total Contract value.

10.6 PERFORMANCE SECURITY DEPOSIT/PBG:

Vendor need to submit a performance security of 3% of PO order value and shall be valid for a period of 60 days beyond validity of the contract.

ANNEXURE-1**Table-A****Make/Model of Copier Machines (CAMC)**

Note: This is price bid related document, shall only be filled and submitted in financial bid part of this tender. During technical evaluation only compliance to this Annexure/Table shall be submitted. No price related information shall be revealed in technical bid. If any price related information is revealed in technical bid, your bid will be rejected on technical ground.

Sr.No.	Make & Model	Qty. of Copier Machine	Rate Per Machine for Two Years in ₹ (With 18% of GST)	Total cost for Two Years in ₹ (With 18% of GST)
1	Toshiba e-studio -163	1		
2	Toshiba e-studio -182	10		
3	Toshiba e-studio -205	1		
4	Toshiba e-studio -207	18		
5	Toshiba e-studio -211	2		
6	Toshiba e-studio -305	6		
7	Toshiba e-studio -306	1		
8	Toshiba e-studio -357	2		
9	Toshiba e-studio -457	6		
10	Toshiba e-studio -2309A	2		
11	Toshiba e-studio -2508A	6		
12	Toshiba e-studio -2809A	2		
13	Toshiba e-studio -3008A	1		
14	Toshiba e-studio -3508A	1		
15	Toshiba e-studio -3518A	1		
16	Toshiba e-studio -4508A	5		
17	Toshiba e-studio -4518A	1		
18	Toshiba e-studio -4528A	1		
19	Toshiba e-studio -8508A	2		
20	Toshiba e-studio -2000AC	1		
21	Toshiba e-studio -2040C	1		
22	Toshiba e-studio -2050C	4		
23	Toshiba e-studio -2330C	1		
24	Toshiba e-studio -3005AC	1		
25	Toshiba e-studio -3505AC	1		
26	Toshiba e-studio -3515AC	1		
27	Toshiba e-studio -7506AC	1		
Total Qty.		80	TOTAL AMOUNT(A)	

Table-B to E**Make & Model wise list of consumables for rate contract.****B. Toshiba e-studio 160/161/163/166/167/182/205/207/211**

SR.	ITEMS	Tentative Life cycle/yield (nos. of copy)	Cost in ₹.	Total amount in ₹ (With 18% of GST)
1.	Toner			
2.	Drum			
3.	Developer			
4.	Blade-D			
5.	Recovery Blade			
6.	Heat Roller			
7.	Pressure Roller			
8.	Expo Lamp			
9.	Heater Lamp			
10.	Transfer Roller			
TOTAL AMOUNT(B)				

C. Toshiba e-studio: 305/306/352/357/457

SR.	ITEMS	Tentative Life cycle/yield (nos. of copy)	Cost in ₹.	Total amount in ₹ (With 18% of GST)
1.	Toner			
2.	Drum			
3.	Developer			
4.	Blade-D			
5.	Recovery Blade			
6.	Heat Roller			
7.	Pressure Roller			
8.	Expo Lamp			
9.	Heater Lamp			
10.	Transfer Roller			
TOTAL AMOUNT(C)				

D. Toshiba e-studio: 2309A/2508A/2809A/3008A/3508A/3518A/4508A/4518A/4528A/8508A

SR.	ITEMS	Tentative Life cycle/yield (nos. of copy)	Cost in ₹.	Total amount in ₹ (With 18% of GST)
1.	Toner			
2.	Drum			
3.	Developer			
4.	Blade-D			
5.	Recovery Blade			
6.	Heat Roller			
7.	Pressure Roller			
8.	Expo Lamp			
9.	Heater Lamp			
10.	Transfer Roller			
11.	Transfer Belt			
TOTAL AMOUNT(D)				

E. Toshiba e-studio: 2000AC/2040C/2050C/2330C/3005AC/3505AC/3515AC/7506AC

SR.	ITEMS	Tentative Life cycle/yield (nos. of copy)	Cost in ₹.	Total amount in ₹ (With 18% of GST)
1.	Toner Black			
2.	Toner Yellow			
3.	Toner Magenta			
4.	Toner Cyan			
5.	Developer Black			
6.	Developer Yellow			
7.	Developer Magenta			
8.	Developer Cyan			
9.	Drum * 4 No.			
10.	Blade-D * 4 No.			
11.	Recovery Blade * 4No.			
12.	Fuser Belt			
13.	Fuser Roller U			
14.	Fuser Roller L			
15.	Fuser cleaning Roller			
16.	Transfer Belt			
17.	Transfer Belt Charge Roller			
18.	Transfer Belt cleaning Blade			
19.	Heater Lamp-1			
20.	Heater Lamp-2			
21.	Heater Lamp-3			
TOTAL AMOUNT(E)				

Table-F**(Price bid format of Copier Machines for One-time call basis/Need base repairs)**

SN	Make/Model	One time call Service charges in ₹ (With 18% of GST).
1	Toshiba e-studio -160	
2	Toshiba e-studio -161	
3	Toshiba e-studio -163	
4	Toshiba e-studio -166	
5	Toshiba e-studio -167	
6	Toshiba e-studio -182	
7	Toshiba e-studio -205	
8	Toshiba e-studio -207	
9	Toshiba e-studio -211	
10	Toshiba e-studio -305	
11	Toshiba e-studio -306	
12	Toshiba e-studio -352	
13	Toshiba e-studio -357	
14	Toshiba e-studio -457	
15	Toshiba e-studio -2309A	
16	Toshiba e-studio -2508A	
17	Toshiba e-studio -2809A	
18	Toshiba e-studio -3008A	
19	Toshiba e-studio -3508A	
20	Toshiba e-studio -3518A	
21	Toshiba e-studio -4508A	
22	Toshiba e-studio -4518A	
23	Toshiba e-studio -4528A	
24	Toshiba e-studio -8508A	
25	Toshiba e-studio -2000AC	
26	Toshiba e-studio -2040C	
27	Toshiba e-studio -2050C	
28	Toshiba e-studio -2330C	
29	Toshiba e-studio -3005AC	
30	Toshiba e-studio -3505AC	
31	Toshiba e-studio -3515AC	
32	Toshiba e-studio -7506AC	

7.6 L1 VENDOR WILL BE DECIDED BASED ON TOTAL VALUE OF SUM OF VALUES FOR CAMC OF COPIER MACHINES (A), THREE TIMES OF CONSUMABLES PRICE (B TO E), THREE TIMES OF ONE TIME MAINTAINANCE OF CALLBASIS / NEED BASIS REPAIR(F) i.e. $(A+3*B+3*C+3*D+3*E+3*F)$

VENDOR NEED TO QUOTE FOR ALL ITEM FOR QUALIFYING FOR THIS CONTRACT. PARTIAL QUOTE WILL BE REJECTED.