



॥ अंतरी पेटवु ज्ञानज्योत ॥
कवयित्री बहिणाबाई चौधरी उत्तर महाराष्ट्र विद्यापीठ, जळगाव
Kavayitri Bahinabai Chaudhari North Maharashtra University, Jalgaon

वित्त (खरेदी) विभाग

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**E- TENDER DOCUMENTS FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT OF CANON MAKE DIGITAL
PHOTOCOPIER MACHINES**

REF :- KBCNMU/8/ET/AMC of Photocopier/ 39 /2020

FOR MORE DETAILS VISIT THE PORTAL OF

<https://mahatenders.gov.in> / www.nmu.ac.in

TOTAL PAGES 01 TO 15



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Tender Schedule and Contact details (AMC)

Sr.No.	Key Days of the tender	Start date & time	End date and time
01	Tender Release	16/01/2020 17.30 hrs.	----
02	Tender documents downloading	17/01/2020 10.00 hrs.	06/02/2020 12.00 hrs.
03	Online submission	17/01/2020 10.00 hrs.	06/02/2020 15.00 hrs.
04	Technical Bid opening	10/02/2020 16.00 hrs.	--

Contact below if any query

- 1) Sumit Katkar. : 7745827385
For any Information / difficulty : 7843024910
Regarding online submission of tender
- 2) General query : 0257-2257236-237
Mr. Ravindra A.Patil, (Purchase Dept.)
Section Officer (Purchase Deptt.)



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वित्त (खरेदी) विभाग

**E- TENDER DOCUMENTS FOR COMPREHENSIVE
ANNUAL MAINTENANCE CONTRACT OF CANON
DIGITAL PHOTOCOPIER MACHINES**

Kavayitri Bahinabai Chaudhari North Maharashtra University, Jalgaon invites e-tender for Comprehensive Annual Maintenance Contract of Canon Make Digital Photocopier Machines from the reputed and experienced Authorized service providers/original equipment manufacturer (OEM'S) to participate in the competitive bidding process. For the detailed tender documents, interested bidder should visit [https:// mahatenders.gov.in](https://mahatenders.gov.in) and www.nmu.ac.in.

The filled in tender must be submitted online on or before **06/02/2020** up to 15.00 hrs. Any extension of tender, corrigendum or change in schedule will not be published in News paper; it will be published only at above mentioned website only.

(Dr. V. V. Katdare)
Offg. Finance and Accounts Officer

Ref.:- KBCNMU/8/ET/AMC OF PHOTOCOPIER/39/2020

Date : 16/01/2020

Instructions for filling of E-Tender

The Finance and Accounts Officers, Kavayitri Bahinabai Chaudhari North Maharashtra University, Jalgaon invites E-Tender for Comprehensive Annual Maintenance Contract of Canon Make Digital Photocopier Machines from the reputed and experienced Authorized service providers/original equipment manufacturer (OEM'S) having 3-5 years experience in execution of similar kind of AMC in reputed organizations. The details in this regard are given below.

1. Procedure to submit the tender: All eligible/ interested tenderer are required to be enrolled on portal <https://mahatenders.gov.in> before downloading tender documents and participate in e-tendering The vendors should submit online tender in two bid system i.e. Technical Bid and Financial Bid. (BOQ)

Sr.No.	Name of Document
I	Information of the bidder as per Annexure –A. (The same should be submitted on letter head)
II	Certificate of Registration / Incorporation.
III	Copy of GST registration certificate
IV	Copy of PAN card
V	Copies of Income tax return filed during last three financial years. (2016-17, 2017-18, 2018-19)
VI	Authorization certificate / letter from Original equipment manufacturer that the bidder is authorized service provider for photocopier machines and spare is part will be made available through OEM and they will provide all backup support
VII	Copies of SSI / NSIC /MSME registration certificate in case of Exemption in payment of Tender Fees/EMD is claimed.
VIII	Proof of annual turnover for the last three financial year as per Annexure- B
IX	An affidavit that the bidder has never been black listed by any government department / government under taking /any other agency as per Annexure- C
X	Bidder's Declaration on letter head as per Annexure –D
XI	List of Clients with whom the bidder has AMC of photocopier machines during the period of last three years. Annexure- E
XII	Receipts of payment of Cost of tender and earnest money deposit paid through Internet Banking
XIII	Audited balance sheet & profit & Loss account of the company / firm duly audited by Chartered Accountant for last three financial years. (2016-17, 2017-18, 2018-19)
XIV	Full set of tender documents with seal and signature of bidder on each page of the tender.

2. Technical Bid : The technical bid shall contain the following documents. The Bidder must upload scanned copies all these documents online as a part of technical bid. All the documents must be valid and self attested / certified by bidder. Non-submission of following requested documents may lead to rejection of offers.

3. **Financial Bid** : The tendering authority will first open the Technical Bid documents of all bidders and after scrutinizing these documents will shortlist the Bidders who are eligible for Financial Bidding process. Otherwise the tender may be disqualified. Financial bid should be submitted online by vendor in the form of BOQ excel sheet given over www.mahatender.gov.in, the supplier shall fill up the column of rate per unit offered by him.
4. Bidder should have valid Digital Signature Certificate (DSC) obtained from any Certifying Authorities.
5. The list of photocopiers to be covered under Comprehensive Annual Maintenance Contract is provided in the tender documents.
6. The Technical and Financial bid shall be submitted online as per the schedule.
7. University has the right to split the purchase order to more than one vendor/firms quoting lowest tender amount. Although before this, supplier may be invited for discussion in University, if needed/required.
8. The Bidders are strictly advised to follow the dates and times allocated to each stage. As indicated in the time schedule. All the online activities are time tracked and the Electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and Time of the Stage as defined in the tender schedule. At the sole discretion of the Tender Authority, the time schedule of the Tender stages may be extended.
9. University reserves the right for change in the number of items to be maintained in schedule.
10. Rate to be quoted should be mentioned at appropriate place in provided in Schedule (BOQ) by the bidder, more over the rate should not be quoted anywhere else in the tender booklet as well as in the blank pages.
11. The university reserves the right to decide whether to open or not open the financial bid of the supplier and no objection of any supplier shall be entertained on any ground what so ever it may be regarding this.
12. No Bid shall be accepted without payment by online earnest money deposit and cost of tender.
13. The quoted rate should be inclusive of all taxes GST cost of spare parts, services etc.
14. The rate should be offered for only the item as mentioned in the Schedule. However if any changes in GST rate by Government the changed rate would be applicable.
15. The University is not to bind to accept lowest tenders and reserve the right to accept/cancel any or all tenders without assigning any reason thereof.

(Dr. V.V.Katdare)
Offg.Finance and Accounts officer

General Terms and Conditions of the tender

- 1) The online tender is called for Comprehensive Annual Maintenance contract of Canon Make Digital Photocopier Machine from reputed and experienced authorized service providers / original equipments manufacturer (OEM)
- 2) **Earnest Money Deposit & Cost of Tender:** - Vendors are required to pay **Rs. 1,100/-**(Rs. Two Thousand Four Hundred only) and **Rs.5,500/-** (Rs. Twelve Thousand only) towards Tender Fee and EMD respectively through Net banking .
- 3) **Security Deposit:** The successful bidder to whom the annual maintenance contract is awarded shall be required to deposit an amount equivalent to 10% of the total AMC value/ cost as security deposit within 7 days from the date of awarding contract. The security deposit will not carry any interest which shall be refunded beyond two months after expiry of the contract. If the bidder fails to keep the security deposit, then the second lowest quoted bidder will be awarded the contract or the University with holds the total authority for the necessary action to be taken. Security deposit shall be forfeited in case of breach of contract.
- 4) **Cancellation of AMC :-** University reserves the right to cancel the Annual Maintenance contract in case bidder fails to provided satisfactory services during the period of contract. The University reserves the right to go for next lowest tenderer or other appropriate action will be taken.

If due to the above mentioned reason AMC is canceled security deposit shall be forfeited and also the contract may be allotted to the next lowest tenderer or the university reserves the right to take any other appropriate decision (black listed etc.) including legal action against the bidder to whom the annual maintenance contract was awarded.
- 5) The Bid E.M.D. will be forfeited :
 - a) If the bidder withdraws, altered his bid during the period of bid validity specified in the bid.
 - b) In case of successful bidder, if the bidder fails or refuses to accept annual maintenance contract awarded to him.
- 6) Conditional E-tender shall be rejected out rightly.
- 7) **Payment** : The payment of AMC charges will be made on quarterly basis after end of each quarter and receipt of satisfactory service report from concerned departments. The payment will be made by after deducting TDS as applicable at the time of payment. If performance is not found satisfactory payment for that quarter will be forfeited and if unsatisfactory performance is continued then contract is liable to be terminated.
- 8) **Preventive Maintenance:** The service providers shall attend preventive maintenance at least once in a quarter for each machine even though no complaint received.
- 9) **Corrective Maintenance:** The service provider shall attend promptly within 2-3 working hours On receipt of complaint.
- 10) **Regular Maintenance:** Regular maintenance with special cleaning of the photocopier machines from outside and inside with liquid cleaner would be carried out on monthly basis or as and when required.
- 11) The maintenance contract (AMC) will be comprehensive include maintenance regularly services of the photocopier machines and /or replacement of any genuine OEM spares parts for keeping the photocopier machines in working conditions and free from any defects/ disturbance.
- 12) The AMC Charges shall exclusive of consumables items i.e. drum, toner and paper.
- 13) The vendor may inspect the machines on any working days from 10.00 AM to 5.30 PM before submitting the online E-tender.
- 14) All the machines must be serviced onsite at the location of photocopier machines and in the presence of the users and provide a copy of call / service report to the users after getting his signature over it indicating the details of spares parts replaced and services provided by the engineer. The agency will provide adequate stand by machine if the problem is not solved within 24 hours.

- 15) All the complaint should attend within 2-3 working hours, failing which an appropriate penalty for not attending the complaint will be charged. The quantum of penalty to be charged will be decided by the University
- 16) The AMC rates mentioned in this contract will be valid for a period of one year from the date of agreement.
- 17) The quoted rate should be inclusive of GST cost of spare parts, services etc.
- 18) Only online tender submitted through Government of Maharashtra portal for e-procurement will be consider. (<https://mahatenders.gov.in>)
- 19) Tender offer must be valid for a period of minimum 120 days from the date of opening / downloading of Financial bid for the purpose of acceptance and award of contract. Any offer failing short of the validity period is liable for rejection.
- 20) The University reserves the right to accept or reject any or all the tenders from any or all the parties without assigning reason thereof.
- 21) The University reserves the right to delete/ increase/ decrease items from the schedule of requirement specified in the tender.
- 22) The successful bidder will have to enter an agreement with NMU within 7 days from the date of receiving the letter of awarding the contract. The agreement should be on stamp paper of Rs.200/- . The cost of stamp paper will be borne by the contractor. The agreement should be register with notary.
- 23) The tender which do not fulfill all or any of the conditions or are in complete in any respects, are liable to summarily rejected.
- 24) The details of all minor / major /routine /preventative repair / maintenance job under taken including replacement of spares parts shall be entered into the service report.
- 25) Complaint feedback/performance report- The contractor will maintain all records of the complaints in a register. The format of the register is enclosed as Annexure-D
- 26) One month notice will be given by either party for termination of the contract during the tenure of contract for breach of any terms and conditions of contract.
- 27) The firm must have previous experience in maintaining hardware and expertise in preventative on site maintenance and repair of photocopier and other hardware parts and accessories in government organization / Universities / PSU's. provide the details of AMC performed during the last three years in the pro forma as per Annexure -F
- 28) The Service Engineer / Engineers deployed shall be responsible for preventative and corrective maintenance of all machines covered under AMC.The NMU will not be responsible any damages, losses, claim, financial or other injury to any service engineer / persons deployed by service providing by agency in the course of their performing the functions / duties.
- 29) The service engineer/ engineers provided by service agency should be skilled and technically qualified and trained in repair and maintenance of photocopier machines.
- 30) **Jurisdiction:** The courts at Jalgaon alone will have the jurisdiction to try any Matter, dispute or reference between parties arising out of this tender / contract. It is specifically agreed that no court outside and other than Jalgaon court shall have Jurisdiction in the matter.

(Dr. V.V.Katdare)
Offg.Finance and Accounts officer

**List of Canon Make Photocopiers to be covered under
Comprehensive Annual Maintenance Contract.**

SR.NO	DEPTT. / LOCATION	MAKE	MODEL	S NUMBER
1	HON. VC OFFICE	IR2230	MSR-00279	CMC
2	HON. VC OFFICE	IR2018	MWG-13608	CMC
3	PRO VICE-CHANCELLOR OFFICE	IR2230	MSR-00410	CMC
4	IQAC (FROM LIABRARY)	IR2230	MSR-00282	CMC
5	REGISTRAR OFFICE	IR2230	MSR-00284	CMC
6	EVENT MANAGEMENT	IR2018	MWG-08441	CMC
7	MEETING AND RECORD	IR2545	FUW-30680	CMC
8	FINANCE (DFO CABIN)	IR2230	MSR-00389	CMC
9	ADMINISTRATION	IR2520	FQU-32295	CMC
10	ADMINISTRATION	IR2420	HWJ-28697	CMC
11	ADMINISTRATION	IR2318	EQV-39902	CMC
12	EXAM CONF.(FROM DTP)	IR3530	MTP-01660	CMC
13	EXAM CONF.(FROM DTP)	IR3530	MTP-01681	CMC
14	EXAM CONFEDENTIAL	IR4245	RKZ-01298	CMC
15	EXAM CONFEDENTIAL	IR4245	RKZ-01299	CMC
16	EXAM CONFEDENTIAL	IR4245	RKZ-01302	CMC
17	EXAM COMPUTER CENTER	IR6275	QXZ-00523	CMC
18	EXAM COMPUTER CENTER	IR2545	FUW-30279	CMC
19	EXAM CONFEDENTIAL	IR2545	FUW-30272	CMC
20	EXAM DEPT.(COE OFFICE)	IR6055	HTU-10401	CMC
21	AFFILIATION	IR2318	EQV-41612	CMC
22	BOARD OF STUDIES (BOS)	IR2545	FUW-30984	CMC
23	CONSTRUCTION	IR2002N	QXS-12779	CMC
24	CONSTRUCTION	IR2420	HWJ-28666	CMC
25	LIBRARY	IR2525	FRZ-88753	CMC
26	STUDENT WELFARE	IR2520	FQU-32340	CMC
27	STUDENT WELFARE (FROM ADULT EDU.)	IR4245	QYV-00657	CMC
28	ADULT EDUCATON	IR2525	FRZ-32875	CMC
29	IDEAL	IR2545	FUW-80949	CMC
30	LAW	IR4045	QYV-00674	CMC

SR.NO	DEPTT. / LOCATION	MAKE	MODEL	S NUMBER
31	TRAINING & PLACEMENT	IR2018	MWG-	CMC
32	COMPUTER SCIENCE	IR2230	MSR-00493	CMC
33	COMPUTER SCIENCE	IR2525	FRZ-86319	CMC
34	LIFE SCIENCE	IR2018	MWG-	CMC
35	ENV. SCI	IR2018	MWG-	CMC
36	CHEM . SCI.	IR2230	MSR-00481	CMC
37	CHEM .SCI.	IR2318	EQV-37575	CMC
38	PHYSICAL SCIENCES	IR2230	MSR-01135	CMC
39	MATHEMATICAL SCIENCES	IR2520	FQU-34473	CMC
40	MANAGEMNET STUDIES	IR2318	EQV-09776	CMC
41	EDUCATION DEPT	IR2318	EQV-41953	CMC
42	LANGUAGE DEPTT.	IR2318	EQV-19334	CMC
43	U. I.C.T.	IR2525	FRZ-32835	CMC
44	U. I.C.T.	IR2525	FRZ-87663	CMC
45	U. I.C.T.	IR2525	FRZ-87877	CMC

(Dr. V. V. Katdare)
Offg. Finance and Accounts Officer

Information of the Bidder

Sr. No.	Particular	
1	Name of the Firm/Company / organization	
2	Office Address, Telephone No., and E-mail ID	
3	Name & Designation of the person signing the bid	
4	Type of the Organization /(Proprietary / Partnership/ Pvt. Ltd./PSU/Govt./Public Ltd)	
5	Year of establishment and Experience in business (In number of years)	
6	Annual Turnover 2016-17 2017-18 2018-19	
7	GST Registration No.	
8	Service Tax Registration No.	
9	PAN Card No.	
10	Details of Bank – Name of Bank Account Name of Bank Type of Account Account Number IFSC Code MICR No.	
11	Capacity in which bid is signed by the bidder (Proprietor/ Partner / Director)	

Signature & Seal of the Bidder

Annexure –B

Certificate of Annual Turn Over

Sr.No.	Financial year	Annual turnover (In Lacs)
1	2016-17	
2	2017-18	
3	2018-2019	

Seal & Signature of the
Chartered Accountants

Seal & Signature of the
bidder authorized representative

**DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING
PART IN TENDER.**

**(To be executed & attested by Public Notary / Executive Magistrate on Rs. 100/- non
judicial Stamp paper by the bidder**

I /We _service provider of M/S. _____Manufacture /
Partner(s)/ Authorized Distributor hereby declare that the firm/company namely M/s.
_____ has not been blacklisted or debarred in the
past by Union / State Government or by any other organization from taking part in tenders in
India.

Or

I / We _____ Manufacture / Partner(s)/ Authorized
Distributor / service provider of M/s. _____ hereby declare that the Firm
/company namely M/s. _____ was blacklisted or debarred by Union /
State Government or any Organization from taking part in tenders for a period of
_____ years w.e.f. to _____ The period is over on and now the
firm/company is entitled to take part in tenders.

In case the above information found false I / we are fully aware that the tender/ contract will be
rejected/cancelled by University and EMD / SD shall be forfeited. In addition to the above
University will not be responsible to pay the bills for any completed / partially completed work.

DEPONENT

Name

Address _

Attested:

(Public Notary / Executive Magistrate)

Bidder's Declaration

**E- TENDER DOCUMENT FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF CANON MAKE DIGITAL PHOTOCOPIER MACHINES**

Ref.No. :- NMU/8/ET/AMC Of Photocopier/39/2020

I hereby certify that I have gone through all the information and terms and conditions stipulated in the tender document and hereby confirm to abide by the same. I also hereby certify that the rates quoted in financial bid (BOQ) are not more than the rate charged to any other Institution/Department/ Organization.

Signature : -----

Name of signatory : -----

Seal of the bidder

Annexure-E

List of Clients with whom the bidder has AMC of photocopier machines during the period of last three financial years.

Sr. No.	Name, address of the dept. with telephone No.	Details of equipments and No. of photocopier	No. of residential engineer Provider	Period of contract	Annual contract value

SIGNATURE WITH SEAL OF THE BIDDER

Place : -----
Date : / /2020