



सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ़ इंडिया
(इलेक्ट्रॉनिक्स एवं सूचना प्रौद्योगिकी मंत्रालय, भारत सरकार)
Webel STP II Building, 2nd Floor,
DN - 53, Sector- V, Salt Lake, Kolkata-700091.
kolkata.stpi.in

एसटीपीआई - कोलकाता में "ज़ेरोक्स मेक फोटोकॉपियर मशीन" का "व्यापक एएमसी" सेवा के लिए एजेंसी के चयन के लिए सीमित निविदा

सन्दर्भ संख्या – STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-9, दिनांक: 22.03.2023

सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ़ इंडिया कोलकाता में "ज़ेरोक्स मेक फोटोकॉपियर मशीन" का "व्यापक एएमसी" सेवा के लिए योग्य, ख्याति प्राप्त एजेंसी को एक साल तक सूचीबद्ध करने के लिए मुहर बंद तकनीकी - वाणिज्यिक सीमित निविदा नीचे दिए गए विवरण के अनुसार आमंत्रित किया जाता है।

निविदा जमा करने की अंतिम तिथि 28.03.2023, अपराह्न 3:00 बजे तक है और मुहर बंद निविदा उसी दिन अपराह्न 3.30 बजे खोला जायेगा।

**मनजीत नायक
निदेशक
एसटीपीआई-कोलकाता**



SOFTWARE TECHNOLOGY PARKS OF INDIA

(Ministry of Electronics & Information Technology, Govt. of India)

Webel STP II Building, 2nd Floor,
DN - 53, Sector- V, Salt Lake, Kolkata-700091
kolkata.stpi.in

NOTICE INVITING LIMITED TENDER FOR SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE DIGITAL PHOTOCOPIER-CUM- NETWORK PRINTER MODEL WC-5325” AT STPI – KOLKATA

Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-9, Date: 22.03.2023

Software Technology Parks of India, Kolkata, an Autonomous Society under Ministry of Electronics & Information Technology, Govt. of India invites sealed Techno-Commercial Limited Tender enquiry from eligible and reputed agencies for selection of agency for Comprehensive AMC Service for “XEROX MAKE DIGITAL PHOTOCOPIER-CUM-NETWORK PRINTER MODEL WC-5325” at STPI – Kolkata for the period of One Year.

The tender documents can be downloaded from 22.03.2023 to 28.03.2023 from website [**kolkata.stpi.in**](http://kolkata.stpi.in).

The last date of submission of tender enquiry is 28.03.2023 up to 03:00 PM. The Bid shall be opened on same day at 03:30PM.

**Manjit Nayak
Director
STPI-Kolkata**



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Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-9, Date: 22.03.2023

BASIC DETAILS

1	Enquiry No. and date	Ref:- STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-9, Date: 22.03.2023
2	Scope of Work	Comprehensive AMC Service for "XEROX MAKE DIGITAL PHOTOCOPIER-CUM-NETWORK PRINTER MODEL WC-5325 " for the period of One Year at STPI-Kolkata.
3	Correspondence address	Software Technology Parks of India Webel STP II Building, 2nd Floor, DN - 53, Sector- V, Salt Lake, Kolkata-700091, West Bengal.
4	Telephone	Tel:- 033 2367 3598 / 3798 Fax:- 033 2367 3597
5	Performance Security Deposit (in the form of NEFT) within 15 day after accepting the W.O.	Rs.2,500/-
6	Bank Details for NEFT payment	Name of the Bank: Bank of India. Address: Plot No. : Y6, Block – EP, Sector – V, Saltlake, Kolkata – 700 091. (W.B.) Account No. : 407110110005847. IFSC Code : BKID0004071. MICR Code : 700013101. Account Type: Savings.
7	Validity of bids	90 Days from the date of bid submission.
8	Last date for submission of BID	28.03.2023 on or before 03.00 PM.
9	Data and time of Bid opening	28.03.2023 at 03.30 PM.
10	Other information	Sealed Single cover Techno-Commercial Bid.



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GENERAL TERMS & CONDITIONS

1. Bids must be submitted in a single sealed cover at our office. The words "**LIMITED TENDER FOR SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR "XEROX MAKE DIGITAL PHOTOCOPIER-CUM-NETWORK PRINTER MODEL WC-5325" at STPI – KOLKATA**" should be clearly written on the top of this cover.
2. Bids received in any other form or after due date & without tender fee, shall be rejected.
3. Authorized person of the bidder shall sign, stamp and submit all pages of the bid document, supplementary documents, data sheet and any other document provided in support.
4. In case the day of opening of tender is declared as holiday the opening shall be held on the next working day at the same time.
5. STPI may extend the last date of submission of tender or opening date as it deem required for any administrative reasons.
6. Bidders are advised to visit the office and see for themselves the locations where the services/ supplies are required to be delivered.
7. **CONDITIONAL BID WILL NOT BE ACCEPTED AND WILL BE REJECTED.**
8. If any of the conditions of Bid are not fulfilled, such Bid/Bids will be summarily rejected and objections raised in this regards will not be entertained.
9. STPI reserves the right to choose, accept or reject any or all requests / offers, in full or part, at any stage, reduce or increase the quantity without assigning any reasons therefore. STPI will not be responsible for any postal losses or delays in submission of documents. The Bid documents are non-transferable.
10. In the event of violation of any terms and conditions given above, it would be construed, as a breach of contract and STPI will be entitled to terminate the agreement without any compensation.
11. The rate quoted by the bidder shall be valid for a period of one year and no increase in rate shall be allowed during the period of contract.
12. Commercial part of only eligible bidders will be evaluated.
13. The said service may be renewed further for a period of two years, one year at a time, deciding upon satisfactory services on same price, terms & conditions of the existing contract.



CONTRACTUAL TERMS AND CONDITIONS

1. The quality of work executed by the contractor shall be professional and to the satisfaction of Director, STPI-Kolkata.
2. This AMC service includes Monthly ONCE on site visit is must and also on call basis as and when required for any preventive maintenance/ Repair/ Change of Toner/ Cartridge/ Drum/ any Spare parts (Including Consumable & Plastic parts).
3. If the work executed by the contractor is found sub-standard then the contractor is liable to take back the entire rejected supply and re-execute the work at its own cost.
4. **Performance Security Deposit must be submitted within 15 day after accepting the W.O. and must intimate this office after deposition of Performance Security Deposit.**
5. Performance Security Deposit will be forfeited if the vendor unable to start the work/ unable to execute the work as per the terms & condition mentioned in the tender document.
6. New Toner/ Cartridge/ Drum/ any Spare parts (Including Consumable & Plastic parts) should be original branded and suitable for the printer.
7. The ink / tonner / powder to be used for refilling should be of best quality.
8. The contractor shall advice STPI on the maximum refill cycle of cartridges / drums. The contractor shall be at the liberty to accept / deny refilling any cartridge, which has reached its maximum refill cycle. However once the contractor accepts any cartridge for refill, it would be the liability of contractor to ensure that the refilled cartridge works fine. In such case, if the refilled cartridge doesn't work properly or doesn't give appropriate output then the contractor has to re-condition / repair the cartridge or provide alternate cartridge at his own cost.
9. In case, the printer get damaged due to ink/tonner leak from new / refilled cartridge supplied by the contractor then it would be the responsibility of the contractor to make repair such damages which have occurred to the printer(s) at his own cost.
10. The contractor shall comply with all the provisions as required under the appropriate acts of Government and also statutory requirements as applicable.
11. The COMPREHENSIVE AMC Charge is including cost of materials, delivery, consumables, manpower etc. in complete.
12. The rate quoted by the contractor / the rate at which order has been placed shall be final and no increase in rate shall be allowed during the period of contract.
13. Taxes as applicable will be deducted from the bills payable.
14. Payment will be made on production of related invoice after successful completion of work and other terms & conditions as per Work Order.
15. STPI may terminate the the contractor/vendor, if the contractor/vendor fails to execute ordered works on time or regularly executes sub-standard works. STPI reserves the right to terminate the empanelment of the contractor/vendor by giving one-month notice without assigning any reasons therefore.
16. The contractor shall be legally liable and responsible for and contravention of any legal requirements and consequent liability in connection to the work assigned to the contractor by STPI.
17. The said service may be renewed further for a period of two years, one year at a time, deciding upon satisfactory services on same price, terms & conditions of the existing contract.
18. Any dispute arises shall be settled within the Jurisdiction of KOLKATA only.



ELIGIBILITY CONDITION

1. The agency should be a reputed computer hardware vendor / exclusive printer cartridge refill or repair center / printer hardware supplier or repair center in Kolkata. (Self-attested Address Proof should be submitted)
2. The agency shall have valid PAN (self-attested copy should be submitted).
3. The agency shall have GST registration number, if applicable (self-attested copy should be submitted).
4. The agency should have 03 years' experience in the relevant field (self-attested copy of Work Orders should be submitted).

SCOPE OF WORK

1. "COMPREHENSIVE AMC SERVICE" including Tonner, Drum, Cartridge, Refilling and Reconditioning as and when required basis including "ON CALL SERVICE" within 04 hrs along with preventive maintenance.
2. Supply of new Tonner & Drum, Cartridge as and when informed.
3. Re-conditioning of old Tonner & Drum, Cartridge as and when informed.
4. Refilling of empty Tonner & Drum, Cartridge as and when informed.
5. Preventive Maintenance services Once in a Month and also "On Call" Basis.
6. Repairing/ Replacing of all Spare Parts (Consumable & Non Consumable).



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Annexure-I

DETAILS OF BIDDING PARTY

1. Name of the Agency :
2. Full postal address for correspondence :

Phone No :
Fax No :
Email Id :
Website URL :
3. Full postal address of nearest service center :

Phone No :
Fax No :
Email Id :
Website URL :
4. Registration no :
5. Date of Incorporation :
6. Name, designation and address of authorized signatory :
7. Name of Directors(s)/Partners : a)
: b)
8. PAN card no. :
9. GST Registration no. :
10. Bank Details :
Name of the Bank:
Address :

Account No. :
IFSC Code :
MICR Code :

Note: Copies of relevant self-attested documents must be submitted for the proof of all the above statements.



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Annexure - II

PRICE BID

Sl. No.	Description of Work	Unit	Rate Per Unit	% of GST	Total Amount including GST per unit
1	COMPREHENSIVE AMC SERVICE FOR "XEROX MAKE DIGITAL PHOTOCOPIER-CUM-NETWORK PRINTER MODEL WC-5325"	01			
Total Amount including GST per unit in word _____ Only.					



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Declaration

I _____ hereby declare that I have read and understood all the terms and conditions of this Tender document and agree to comply with all the provisions including scope of work. I further declare that I am fully authorized by the company M/s. _____ to sign this document, quote and represent on behalf of the company for the product / service mentioned herein.

Signature:

Name:

Designation:

Date: