



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 "ज़ेरॉक्स मेक फोटोकॉपियर मशीन" के लिए "व्यापक एएमसी" सेवा के लिए एजेंसी के चयन के लिए निविदा

सन्दर्भ संख्या - STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ़ इंडिया कोलकाता में "ज़ेरॉक्स मेक फोटोकॉपियर मशीन" के लिए "व्यापक एएमसी" के लिए ऑनलाइन निविदा नीचे दिए गए विवरण के अनुसार आमंत्रित किया जाता है।

ऑनलाइन निविदा जमा करने की अंतिम तिथि 02.03.2023 अपराह्न 03:00PM बजे तक है और निविदा तिथि 03.03.2023 अपराह्न 03:00PM बजे खोला जायेगा।

मनजीत नायक
निदेशक
एसटीपीआई-कोलकाता



SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023



SOFTWARE TECHNOLOGY PARKS OF INDIA

(Ministry of Electronics & IT, Govt. of India)

WEBEL STP-II Building, 2nd Floor, Block – DN,
Plot-53, Sector-V, Salt Lake, Kolkata – 700091, W.B.

kolkata.stpi.in

SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

Software Technology Parks of India, Kolkata, an Autonomous Society under Ministry of Electronics & Information Technology, Govt. of India invites Online tender under Two-Bid system from experienced vendor for “SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX” MADE PHOTOCOPIER MACHINE AT STPI - KOLKATA” as per the details given in Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023.

The tender documents can be downloaded from websites <http://eprocure.gov.in/eprocure/app> OR kolkata.stpi.in.

The last date of Online submission of bids is **02.03.2023 upto 03:00PM**. The Technical Bid shall be opened on 03.03.2023 upto 03:00PM. The exact date and time of Financial Bid opening of technically successful bidder’s will be intimated later through online.

The foremost requirement of participation in E-Tender is to have a digital signature. Instruction to the Bidders to upload the bids online is also enclosed as Annexure -III.

**Manjit Nayak
Director
STPI-Kolkata**



SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

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SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

BASIC DETAILS

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023		
1	MODE OF TENDERING:	E-Tender (ONLINE) on URL https://eprocure.gov.in/eprocure/app in Two-Bid System as follows: <ul style="list-style-type: none">• Technical Bid.• Financial Bid.
2.	Address	The Director Software Technology Parks of India, Webel STP-II Building, 2 nd Floor, Block-DN, Plot- 53, Sector-V, Saltlake, Kolkata-700091, West Bengal.
4.	Performance Security Deposit	Rs. 5000 /- (Rupees Five Thousand only) in the form of NEFT only in favor of “ Software Technology Parks of India ” payable at Kolkata.
5.	Date of Publishing of Tender:	15.02.2023.
6.	Last Date & Time for Online submission of Bid:	02.03.2023; 03:00PM
7.	Date & Time for opening of Technical Bid:	03.03.2023; 03:00PM
8.	Date & Time for opening of Financial Bid:	Shall be conveyed later only to Technically Successful bidder(s) through Online.
9.	Validity of Bid:	90 days from the last date of online bid submission.
10.	Bank Account Details of STPI-Kolkata for NEFT	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.



GENERAL TERMS & CONDITIONS

1. Bids must be submitted Online through <http://eprocure.gov.in/eprocure/app> only. Offline bids will not be entertained for the tenders published in e-procurement platform.

The Technical Bids must consist of the following:

- 1.1. Scan copy of each page of this bid document (must be signed and stamped by authorized signatory of bidder).
- 1.2. Scan copy of Filled details of the bidder in **Annexure- I**.
- 1.3. Scan copy of NEFT payment copy towards Earnest Money Deposit (EMD).
- 1.4. Scan copies of all the supporting documents as mentioned in Eligibility Conditions in this tender document.
- 1.5. If exemption is claimed from payment of EMD, a copy of Government orders (i.e) DGS&D /NSIC/ MSME Act 2006/Startups as recognized by Department of Industry Policy & Promotion (DIPP)/ certificate allowing such exemption to the firm must be uploaded with authorized signature & company stamp.

The Financial Bids shall consist of the following:

- 1.6. **BOQ.xls** as provided.
2. Each page of the Tender Document and its Annexures has to be authenticated with Digital Signature certificate and enclosed.
3. Copy of Registration Certificate issued by NSIC, Govt. of India Enterprise/DGS&D, MSME units registered with District Industries Centre/ Department of Commerce and Industries, Government of West Bengal or with respective State Governments in respect of those who are seeking exemption for payment of Earnest Money Deposit (Bid Security).
4. All the documents in support of Eligibility Conditions are to be uploaded along with Technical Bid. The Bidders are advised in their own interest to upload the scanned copies of the desired papers/documents with their bids, failing which their bids may be declared non responsive.
5. **Submission of Bids:**
 - 5.1. Bidder should take into account any corrigendum published on the tender document before uploading their bids.
 - 5.2. Bidder should get ready the bid documents in advance to be uploaded as indicated in the tender document/ schedule and generally, they can be in .PDF formats. Bid documents may be scanned after signing with seal by authorized person, with 100 dpi with black and white option.
 - 5.3. The bidder has to digitally sign and upload the required bid owing responsibility for their correctness/ authenticating documents one by one as indicated in the tender document.
 - 5.4. Bidder has to select the payment option as "**online**" to pay the EMD as applicable and entire details of the instrument.
 - 5.5. Bidder should prepare the EMD as per the instructions specified in this tender document. The details of the NEFT paid by the bidder must tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
 - 5.6. The bidder shall authenticate the bid with his Digital Signature Certificate for submitting the bid electronically on e-procurement platform and the bids not authenticated by Digital Certificate of the bidder, will not be accepted on the E-Procurement platform.



- 5.7. A standard BOQ format in **Annexure - IV** has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the blue colored (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 file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 5.8. The server time (which is displayed on the bidder's dash board) will be considered as the standard time for referencing the dead line for submission of the bids by the bidders, opening of the bids etc. The bidder should follow this time during the bid submission.
- 5.9. Upon the successful and timely submission of bids, the portal will give a successful bid submission message and a bid summary will be displayed with the bid number and the date and time of the submission of the bid with all other relevant details.
- 5.10. 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.

6. Signing of Tender

Signature should be done electronically as per e-procurement system. Individual signing the tender with digital signature certificate or other documents connected with contract must specify whether he signs as:

- (a) A 'sole proprietor' of the concern or constituted attorney of such sole proprietor: In case of constituted attorney a copy of the power attorney authorization should be enclosed.
- (b) A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- (c) Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a company. If signed by an authorized officer/ any of the director, board resolution copy to this effect duly authenticated by all the Directors of the company should be enclosed.

N.B

- (1) In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.
- (2) In the case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any partner, the tender and all other related documents must be signed by the partners of the firm.
- (3) A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bind such person and if on enquiry, it appears that the persons so signing had no authority to do so, the Director, STPI-Kolkata may, without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.

This tender must be signed digitally in all pages. Disregard of these instructions, or if the tender is anyway incomplete, such tender is liable to be ignored.

7. Technical Bid:

- 7.1. All documents relating to technical bids should be uploaded accordingly (refer eligibility conditions of Tender document).
- 7.2. All documents of technical bid should be submitted electronically in **.PDF** format.



SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

- 7.3. The bidder shall be required to furnish a declaration stating that the soft copies uploaded by them are genuine. Any incorrectness deviation noticed will be viewed seriously apart from cancelling the work duly forfeiting the EMD and the firm will also be blacklisted.
- 7.4. The bidder has to keep track of any changes by viewing addendum/ corrigendum issued by the Tender inviting authority on time to time basis on e-procurement platform. The Department will not be responsible for any claims/ problem arising out of this.

8. Financial Bid:

- 8.1. The Department shall carry out the Technical evaluation solely based on the uploaded certificates/ documents in the e-procurement system and open the price bids of responsive bidders.
- 8.2. The Financial Bid should be submitted in BOQ file (BOQ.xls) given in CPP Portal. The bidder has to digitally sign and upload the required financial bid document.
- 8.3. The Financial Bids of the bidder short-listed after evaluation of technical bids will be opened on a specified date and time to be intimated to the respective bidder. A duly constituted Tender Evaluation Committee (TEC) will evaluate both Technical Bids and the Financial Bids.

9. Opening of tender:

The technical bids will be opened at the time & date as specified in the tender document. The bidder can also witness bid opening from their respective locations by logging in through their login ID, password at the designated time of bid opening.

10. STPI may extend the last date of submission of Bid or opening date of Bid as it may deem required for any administrative reasons.
11. Bidders are advised to visit the site and see for themselves the locations for which the services are required to be provided.
12. STPI further reserves the right to split the order among more than one bidder if considered necessary.
13. The Bid documents are non-transferable.
14. 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 contract without any compensation.
15. 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 and the existing contract 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.

16. BID EVALUATION CRITERIA:

The evaluation of the tenders will be made first on the basis of Technical Evaluation and then on the basis of price quoted in BOQ as per Annexure - IV. The Financial Bid (BOQ) of technically qualified bidder/s will be opened on the date and time which will be intimated later through Online. It must be kept in view that no decision will be given by the Tender Evaluation Committee or any inference drawn during the meeting of the committee by the bidders or their representatives will be their own view and the Department will not be responsible and abide by the same. The reasons for selection or rejection of a particular tender will not be disclosed. The award of work will be further subject to any specific terms and conditions of the contract given in contractual terms & conditions of this tender document.



STPI - Kolkata will prepare a list of firms based on the compliance to Terms and Conditions of the bid. The Bids, which do not conform to the Bid conditions and Bids from firms without adequate capabilities as per Bid requirements shall be straight away rejected. All eligible Bids will be considered for further evaluation. The decision of the competent authority shall be final in this regard.

- 16.1. Eligibility of the bidders will be evaluated for the fulfillment of the Bidder's Eligibility Criteria, supporting documents submitted as per Annexure-I and Eligibility Criteria.
- 16.2. Failing to meet the requirements, the bidder shall be rejected.
- 16.3. Financial Bids as per BOQ of only technically eligible bidders shall be opened subsequently at a date and time to be declared later through online.
- 16.4. The Bidder, whose Financial offer as per the price schedule in BOQ is determined to be the lowest bidder after evaluation will be considered for the award of contract.

17. AMENDMENT OF BID DOCUMENTS:

- 17.1. At any time prior to the last date for submission of Bids, STPI may, for any reason, modify the Bid document. Such modification will be published through notice in our website www.kolkata.stpi.in and CPP Portal <http://eprocure.gov.in>
- 17.2. The bidders shall have no right to amend the bid after submitting the same to STPI unless otherwise asked to do so by STPI.

18. LANGUAGE OF BID:

The Bid prepared by the bidder, as well as all correspondence and documents relating to the Bid exchanged between bidder and STPI shall be written (preferably computer/type written) either in Hindi or English Language. Only English numerical number shall be used in the Bid.

19. All the bid documents must be free from correction and erasures. Correction, if any, in the bid document must be duly attested by the authorized signatory of the Bidding Party.

20. ACCEPTANCE OF BID AND WITHDRAWALS:

- 20.1. **CONDITIONAL BIDS WILL NOT BE ACCEPTED AND WILL BE REJECTED OUTRIGHT.**
- 20.2. If any of the conditions of Bid are not fulfilled, such Bid/Bids will be summarily rejected out right and objections raised in this regard will not be entertained.
- 20.3. The right of final acceptance of the Bid is entirely vested with the Director, West Bengal who reserves the right to accept or reject any of the Bids in full or in part without assigning any reason whatsoever. There is no obligation on the part of STPI to communicate with rejected bidders.
- 20.4. After acceptance of the Bid by STPI, the bidder shall have no right to withdraw his Bid, or claim higher price.
- 20.5. STPI reserves the right to choose, accept or reject any or all requests / offers, in full or part, at any stage, reduces or increases the quantity without assigning any reasons therefore. The quantity / number shown in the document are indicative.
- 20.6. The Bid acceptance authority may also reject all the Bidders for reasons such as change in scope of work, new technologies, lack of anticipated financial resources, court orders, accidents or natural calamities and other unforeseen circumstances.
- 20.7. Bidders with incomplete information are liable for rejection.
- 20.8. In case any deviation is found in the Bid document submitted by the bidder from the content mentioned in our published document then the Bid shall be liable to be rejected at any stage. The bidder has to indemnify STPI for loss occurred due to such alteration in the terms and conditions of Bid document.



21. EARNEST MONEY DEPOSIT

The Bidder shall deposit EMD of required amount by **NEFT** only in favor of "**Software Technology Parks of India**" payable at Kolkata. Bids submitted without the Earnest Money is liable for rejection. The scanned copies of NEFT payment towards EMD must be uploaded along with EMD forwarding letter (**Annexure- II**) on or before last date and time of online bid submission.

- 21.1. The EMD of unsuccessful bidders shall be refunded within 30 days after award of contract.
- 21.2. Firms registered under NSIC/DGS&D/MSME act 2006, with current validity, are exempted from furnishing EMD.
- 21.4. The tenders without EMD will be summarily rejected. If exemption is claimed from payment of EMD, a copy of Government orders (i.e) DGS&D /NSIC/ MSME Act 2006/ certificate allowing such exemption to the firm should be enclosed.
- 21.5. The EMD may be forfeited if a bidder withdraws his bid during the period of validity specified by the bidder on the Bid document.

22. Security Deposit (SD)

- 22.1. The successful bidder have to deposit Rs.5,000/- (Rupees Five Thousand only) as Security Deposit (SD) within 15 days from the date of work order through NEFT. If the contract is extended /renewed then the submitted SD will kept with STPI for the extended period of the contract.
- 22.2. During the contract period, if the contractor discontinues the service/ unable to complete work/ the work is not satisfactory then the Security Deposit will be forfeited.

23. Blacklisting:

Company/Firm blacklisted by Govt./PSU/Corporate organization are not eligible to Bid. If at any stage of bidding process or during the currency of contract, such information comes to knowledge of STPI, the STPI shall have right to reject the bid and forfeit the EMD or terminate the contract, as the case may be, without any compensation to the bidder.

24. Arbitration:

All disputes or difference whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the purchase order/work order or the breach thereof shall be settled by reference to arbitration by Director, West Bengal. The award made in pursuance thereof shall be binding on both parties. The venue of arbitration shall be Kolkata.

25. Payment Terms:

Payment will be released after successful job completion against the submission of tax invoice after verification by concerned staff of STPI center.



CONTRACTUAL TERMS & CONDITIONS

1. The quality of work executed by the contractor shall be professional and to the satisfaction of Director, STPI- Kolkata.
2. The AMC service is “**COMPREHENSIVE**” including Toner, Drum, Cartridge, Refilling and Reconditioning on Monthly Basis and also included “ON CALL SERVICE” within 04 hrs along with preventive maintenance.
3. This service also included of all types of Spare Parts (Consumable and Non – Consumable) which need to be repair or replace with new one.
4. If works 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.
5. Delivery of new cartridge, tonner and drum shall be made within 01 day and recondition/refill cartridge within 01 days of receiving the work / purchase order.
6. New cartridges 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(s) 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 good 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. Charges include cost of materials (Consumable & Non Consumable), delivery, consumables etc. 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 completion of work and other terms & conditions as per Work Order.
15. STPI may terminate the empanelment of 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.



SCOPE OF WORK

1. “**COMPREHENSIVE AMC SERVICE**” including Toner, Drum, Cartridge, Refilling and Reconditioning on Monthly Basis including “**ON CALL SERVICE**” within 04 hrs along with preventive maintenance.
2. Supply of new Toner & Drum, Cartridge as and when informed.
3. Re-conditioning of old Toner & Drum, Cartridge as and when informed.
4. Refilling of empty Toner & Drum, Cartridge as and when informed.
5. Preventive Maintenance services on Monthly and “On Call” Basis.
6. Repairing/ Replacing of all Spare Parts (Consumable & Non Consumable).

ELIGIBILITY CONDITIONS

1. Bidder should be a reputed computer hardware vendor/ exclusive printer cartridge refill or repair center/ printer hardware supplier or repair center in Kolkata (Copy should be uploaded).
2. The agency shall have valid PAN (Copy should be uploaded).
3. The agency shall have GST registration number, if applicable (Copy should be uploaded).
4. The bidder should upload the proof of Three Years (03 Years) work experience in the similar type of work (copy of the Work Order/ equivalent certificates must be uploaded).
5. The bidder must upload the signed & stamped copies of all the pages of this Tender Document, Annexures and relevant supporting documents for eligibility before final submission (upload the copies).

Note: The above documents as mentioned in Eligibility Conditions must be uploaded as proof.



Annexure-I

DETAILS OF BIDDER

1. Name of the Bidder :

2. Name of the Prop. / Directors :

a).

b).

3. Address :

4. Contact No. :

5. E-Mail :

6. Registration No. :

7. PAN Card No. :

8. GST registration No. :

(Attach supporting document copies)

Signature of the Bidder



EMD FORWARDING LETTER

To
Director (West Bengal),
Software Technology Parks of India
Webel STP-II Building, 2nd Floor, Block-DN,
Plot-53, Sec-V, Saltlake, Kolkata - 700091.

From
(Name & Address of the Bidder)
.....
.....
.....

Sub: Earnest Money Deposit for NIT no.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

Dear Sir,

We, M/s _____, having read and examined in detail the bid documents and amendments for "COMPREHENSIVE AMC SERVICE FOR "XEROX MAKE PHOTOCOPIER MACHINE" AT STPI - KOLKATA".

We, M/s. _____ hereby inform that:

1. EMD of Rs. _____ (Rupees.....) has been transferred through NEFT.

- a. Transaction Details: _____
- b. Amount: _____
- c. Dated: _____

We, M/s. _____ having read and understand the clause no.20 under general terms & conditions towards forfeit of EMD.

Vendor details (for EMD return purpose):

- a. Name of the company : _____
- b. Name of Bank : _____
- c. Account Number : _____
- d. Branch Name : _____
- e. Branch Address : _____
- f. IFSC code : _____

Yours Sincerely, Signature & Seal of bidder



INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). 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: <http://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll” on the CPP Portal. Enrolment 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 II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / 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.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.



PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she 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 and deposit the EMD as per the instructions specified in the tender document. The details 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) A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the blue colored (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 file name. 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. The bidders should follow this time during bid submission.
- 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.



- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids, 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.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.



SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

Annexure - IV

Specimen Format for Financial Bid (BOQ)

Item Rate BoQ

Tender Inviting Authority: Shri Manjit Nayak, Director, STPI Kolkata

Name of Work: SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

Bidder Name :	
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PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Sl. No.	Description	Qty	Units	Comprehensive AMC Charges Inclusive of GST	Total Comprehensive AMC Charges
1	Photo Copier Machine (XEROX Work Center 5325)	1	Nos		0.00
Total in Figures					0.00
Quoted Rate in Words				INR Zero Only	

Note: Bidder have to fill up Blue colored boxes only. The above format only for reference. The original BOQ.xls file have to download & after fill up it have to upload to the web site. The same BOQ.xls file has to be validate with Digital Signature.



Annexure - V

FORMAT FOR SERVICE LEVEL AGREEMENT

This agreement is made on this _____ day of _____, 2023 between Software Technology Parks of India (Ministry of Electronics & IT, Govt of India), Webel STP II Building, 2nd Floor, DN - 53, Sector- V, Salt Lake, Kolkata-700 091 represented through its Director or his successor and hereafter referred to as 1st party or Purchaser

And

_____ (company name) having its registered office at _____
_____ (address of the company) and service center at _____ Kolkata (Service center address) represent through Sri. _____, _____ (Designation) or his successor and hereafter referred to as 2nd party or Contractor

Whereas the Contractor has offered to provide services to the Purchaser in terms and in whole as mentioned in the Bid enquiry document no. **Tender No:- STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023** published by the Purchaser.

Whereas the Purchaser, on fully satisfied with the eligibility and technical capability of the Contractor, has placed an order on the Contractor to provide such services as given in the Scope of Work mentioned in the Bid enquiry document no. **Tender No:- STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023** published by the Purchaser.

And whereas the Contractor hereby agrees to provide such services to the Purchaser and both the parties hereby enters into a Service Level Agreement as follows:

1. No part of the document could be deleted or rearranged without the mutual consent of both the parties.
2. The Contractor shall provide the services as per the Contractual and General Terms & Conditions.
3. The following documents submitted by the contractor during bidding process, shall be deemed to form and be read and constructed as integral part of this agreement.
 - i. The commercial bid submitted by the contractor
 - ii. General Terms and Conditions
 - iii. Eligibility condition
 - iv. Scope of Work
 - v. Bidder Details
 - vi. Work Order no. _____ dt: _____
4. This agreement shall have an initial validity of **one year** from the effective date given in the Work Order.
5. The validity of the contract agreement will be for one year and it may be extended further for a period of Two years i.e. one year at a time, subject to there is no change in commercial and technical terms or price and subject to satisfaction and approval from competent authority.



SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

6. The contractor shall liable to penalty as per the Contractual Terms and Conditions for breach of contract or delay / discontinue of services.
7. The contractor shall deposit taxes (if any) received from STPI in due time and fulfill all statutory obligations for providing such services to STPI.
8. The contractor shall maintain full secrecy regarding the infrastructural setup of STPI.
9. The contractor and any of its service technicians shall not involve themselves in any other activities while inside STPI premises except doing works related for the purpose and requirement of contract.
10. The contractor shall agree to all Terms and Conditions given in the Bid document and the Work order.
11. The contractor shall keep sufficient stock of spares and consumables required to provide the services during the contract period.

There being no other issues between the Purchaser and the Contractor, both the parties have given their signature as mutual acceptance, in front of the witnesses.

Witness

1. Signature of the 1st Party

Name:
Designation:

2. Signature of the 2nd Party

Name:
Designation:



SELECTION OF AGENCY FOR COMPREHENSIVE AMC SERVICE FOR “XEROX MAKE PHOTOCOPIER MACHINE” AT STPI - KOLKATA

Tender Ref. No.: STPI/KOL/TECH/ITIS/ITPR/2022-2023/2/QTN-7, Date: 15.02.2023

Declaration

I _____ hereby declare that I have read and understood the terms and conditions of this Quotation document / Quotation call 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: