

एसटीपीआई पुणे में कैनन मेक फोटोकॉपियर मशीन (संख्या 2)
के लिए व्यापक एएमसी के लिए आरएफपी



बोली पृछताछ संख्या STPI/P/PUR/15/2021-22
दिनांक 15.03.2022

सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ़ इंडिया
(इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्रालय के अन्तर्गत स्वयत्त सोसाइटी, भारत सरकार)
प्लॉट नंबर पी -1, राजीव गांधी इन्फोटेक पार्क, एमआईडीसी,
हिंजवडी, फेज-1, पुणे - 411057
दूरभाष. क्रमांक 91-20-2298 1000/फैक्स नं. 91-20-2298 1035/10101

**RFP for Comprehensive AMC for Canon Make
Photocopier Machines (2 Nos) at STPI Pune**



**Bid Enquiry No. STPI/P/PUR/15/2021-22
Dated 15.03.2022**

SOFTWARE TECHNOLOGY PARKS OF INDIA

(An Autonomous Society Under Ministry of Electronics & Information Technology,
Govt. of India)

Plot No. P-1, Rajiv Gandhi Infotech Park, MIDC,
Hinjawadi, Phase -1, Pune- 411057
Tel. No. 91-20-2298 1000/ Fax No. 91-20-2298 1035/ 1010.

प्रस्ताव के लिए अनुरोध (आरएफपी)

सॉफ्टवेयर टेक्नोलॉजी पार्क ऑफ इंडिया, एसटीपीआई पुणे में कैन्नन मेक फोटोकॉपियर मशीन (संख्या 2) के लिए व्यापक एएमसी के लिए ओईएम (कैन्नन)/ ओईएम (कैन्नन) के अधिकृत भागीदारों से दो बोली प्रणाली के तहत सीलबंद बोलियां आमंत्रित करता है। एसटीपीआई पुणे में स्थापित फोटोकॉपियर मशीनों का विवरण नीचे तालिका-1 में दिया गया है।

तालिका-1

क्र सं	मद विवरण	मात्रा	क्रमांक	सेवा वितरण का पता
1	कैन्नन मेक फोटोकॉपियर मशीन के लिए व्यापक एएमसी(मॉडल नंबर- IR2525)	2	WNP02200 WMP02738	सॉफ्टवेयर टेक्नोलॉजी पार्क ऑफ इंडिया पुणे, प्लॉट P1, MIDC, राजीव गांधी इंफोटेक पार्क, हिंजावाड़ी फेज- I, पुणे, महाराष्ट्र-411057

महत्वपूर्ण बोली अनुसूची और स्थान का उल्लेख नीचे किया गया है:

तालिका-2

I	निविदा आमंत्रण अधिकारी प्राधिकरण, पद एवं पता	निदेशक, सॉफ्टवेयर टेक्नोलॉजी पार्क ऑफ इंडिया, प्लॉट नंबर -1, राजीव गांधी इन्फोटेक पार्क, एमआईडीसी, हिंजवडी, फेज-1, पुणे - 411057. दूरभाष. क्रमांक 91-20-2298 1000
II	कार्य का नाम	एसटीपीआई पुणे में 2 कैन्नन फोटोकॉपियर मशीन की एएमसी
III	निष्पादन का स्थान	उपरोक्त क्रमांक- I पर उल्लिखित पता
IV	बोली जमा करने का स्थान	उपरोक्त क्रमांक- I पर उल्लिखित पता
V	बोली खोलने का स्थान	उपरोक्त क्रमांक- I पर उल्लिखित पता
VI	निविदा आमंत्रित करने वाले प्राधिकारी द्वारा निर्दिष्ट कोई अन्य महत्वपूर्ण मानदंड	नियत तिथि एवं समय के बाद प्राप्त होने वाली निविदा को सरसरी तौर पर खारिज कर दिया जाएगा

तालिका-3

https://pune.stpi.in/ पर प्रकाशित	15.03.2022
बोली दस्तावेज़ डाउनलोड प्रारंभ तिथि	15.03.2022
बोली स्पष्टीकरण की राज्य तिथि और समय	17.03.2022 at 1100 Hrs
बोली स्पष्टीकरण की समाप्ति तिथि और समय	22.03.2022 at 1500 Hrs
बोली जमा करने की आरंभ तिथि और समय	23.03.2022 at 1100 Hrs
बोली जमा करने की समाप्ति तिथि और समय	28.03.2022 at 1500 Hrs
बोली खुलने की तिथि और समय	28.03.2022 at 1600 Hrs

आरएफपी दस्तावेज़ वेबसाइट <https://pune.stpi.in/> से डाउनलोड किया जा सकता है

एनईएफटी/आरटीजीएस का विवरण इस प्रकार है:-

लाभार्थी का नाम : सॉफ्टवेयर टेक्नोलॉजी पार्क ऑफ इंडिया
 बैंक : बैंक ऑफ इंडिया
 खाता संख्या : 013810110001793
 बैंक शाखा : सानपाड़ा, नवी मुंबई, 400705
 IFSC कोड : BKID0000138
 एमआईसीआर कोड : 400013133

निदेशक
एसटीपीआई पुणे

SECTION I
REQUEST FOR PROPOSAL (RFP)

Software Technology Parks of India (STPI) invites sealed bids under two bid system from OEM (Canon) / Authorized partners of OEM (Canon) for **Comprehensive AMC for Canon Make Photocopier Machines (2 Nos.) at STPI Pune**. Details of Photocopier Machines installed at STPI Pune mentioned below in Table-1.

Table 1:

S. No.	Item Description	Qty.	Serial No.	Address of Service Delivery
1	Comprehensive AMC for Canon Make Photocopiers Machines (Model No.- IR2525)	2	WNP02200	Software Technology Parks of India Pune, Plot P1, MIDC, Rajiv Gandhi Infotech Park, Hinjawadi Phase-I, Pune, Maharashtra-411057
			WMP02738	

The important Bid Schedule & Venue are mentioned below:

Table 2:

I	Tender inviting officer Authority, Designation and Address	The Director, Software Technology Parks of India, Plot no. 1, Rajiv Gandhi Infotech Park, Phase 1, MIDC, Hinjawadi, Pune -411 057 Tel No.:- 020 2298 1000
II	Name of the Work	Comprehensive AMC for Canon make Photocopier Machines (2 Nos.) of STPI Pune
III	Place of Execution	Address Mentioned at S. No.- I above
IV	Place of submission of Bid	Address Mentioned at S. No.- I above
V	Place of Bid Opening	Address Mentioned at S. No.- I above
VI	Any other important criteria specified by the tender inviting authority	Tender received after due date and time will be summarily rejected

Table 3:

Published on https://pune.stpi.in/	15.03.2022
Bid Document Download Start Date	15.03.2022
Start Date & Time of Bid Clarification	17.03.2022 at 1100 Hrs
End Date & Time of Bid Clarification	22.03.2022 at 1500 Hrs
Bid Submission Start Date & Time	23.03.2022 at 1100 Hrs
Bid Submission End Date & Time	28.03.2022 at 1500 Hrs
Bid Opening Date & Time	28.03.2022 at 1600 Hrs

RFP document can be downloaded from the website <https://pune.stpi.in/>

The details of NEFT / RTGS is as below: -

Beneficiary Name : Software Technology Parks of India
Bank : Bank of India
S/B Account No. : 013810110001793
Bank Branch : Sanpada, Navi Mumbai, 400705
IFSC Code : BKID0000138
MICR Code : 400013133

Director
STPI- Pune

SECTION II INSTRUCTIONS TO BIDDERS (ITB)

1. PURPOSE OF TENDER

Software Technology Parks of India (STPI) is an Autonomous Society under Ministry of Electronics and Information Technology, Government of India.

The purpose of this RFP is to invite competitive bids for **Comprehensive AMC for Canon Make Photocopier Machines (2 Nos.) of STPI Pune in conformance with the scope of work mentioned in Section III.**

2. VALIDITY OF THE BID

The Bid must be valid for a minimum period of 120 days from the last date of Bid Submission. The Bidder shall not be entitled (during the said period of 120 days without the consent in writing of STPI) to revoke or cancel the offer or to vary any term thereof.

3. BIDDER'S ELIGIBILITY CRITERIA

- I. The bidders should be OEM/OEM authorized service provider (OEM / Valid OEM Partnership Letter).
- II. Bidder shall either be a registered Indian company/ partnership/ firm/ proprietorship/ BOI/ AOP. **Documentary evidence to be submitted.**
- III. Bidder shall have required capability to carry out all required Electrical and Mechanical, repairs and installations and any other activities required for Comprehensive AMC for Canon Photocopier Machine (2 Nos.) of STPI Pune.
- IV. The bidder shall have statutory registration certificates for PAN and GST (if GST certificate is available). **Documentary evidences to be submitted.**
- V. Bidder should have technical support center/office/presence in Pune or Mumbai.
- VI. The Bidder should have average annual turnover of minimum of Rs.2.00 Lakhs in the last three financial years, (i.e. FY 2018-19, 2019-20 & 2020-21).

4. TENDERING PROCESS

Bidders should submit their proposal in **SEALED MASTER ENVELOPE** via speed post/ courier/ by hand to

**The Director,
Software Technology Parks of India.
Plot No. P-1, Rajiv Gandhi Infotech Park,
Phase 1, Hinjawadi, Pune, Maharashtra-411057**

Please super scribe on the Master envelope as ***"Comprehensive AMC for Canon Make Photocopier Machines (2 Nos.) of STPI Pune."***

The quote should reach us on or before **28.03.2022 at 1500 Hrs.** The quotation received after the due date will not be accepted.

The Master envelope must contain **TWO SEPARATE SEALED ENVELOPES** labelled as under,

- I. Technical Bid (Envelop No. 1)
- II. Commercial Bid (Envelop No. 2)

The following documents should be contained in Bid submission:

A. CONTENT OF TECHNICAL BID (ENVELOPE 1)

Bidder should submit technical bid inside the sealed envelope labelled “*Technical Bid*”.

- I. Duly filled in and signed (with company seal) copy of technical bid, as per Annexure-I.
- II. Certificate / Letter for being an authorized service provider from OEM
- III. Copy of Registration/ Incorporation of company/Partnership deed/ proprietorship, etc.
- IV. Copy PAN card & GST certificate (if available) of the bidder.
- V. Proof of having support center/office/ service center/ presence at Pune or Mumbai.
- VI. Audited Profit & Loss A/c and Balance sheet for past 3 years (FY 2018-19, 2019-20 & 2020-21).

B. CONTENT OF COMMERCIAL BID (ENVELOPE 2)

Bidder should submit financial proposal inside the sealed envelope labelled “*Commercial Bid*”.

Duly filled-in and signed copy (with company seal) of commercial bid in the format specified in Annexure-II (printed on Company letter head) should be submitted.

5. SITE VISIT:

- I. Bidders are advised to inspect the existing Photocopier machines installed at STPI Pune, on week days between 10:00 AM to 5:00 PM, at their own cost, before submitting the bid.
- II. A tenderer shall be deemed to have full knowledge of the site and scenarios whether he/she/they inspect(s) it or not.
- III. In order to carry out the inspection, the bidders are requested to send the email to sandhya.wagh@stpi.in or nitin.p@stpi.in (Contact No. 020 22981016 / 1024) for necessary coordination/ arrangements for inspection.

IV. CLARIFICATION ON THE BID DOCUMENT

In case of any clarifications about Bidding process/eligibility criteria, the bidders may seek clarification through email to sandhya.wagh@stpi.in or nitin.p@stpi.in (Contact No. 020 22981016 / 1024).

6. BID EVALUATION PROCESS

The Bid evaluation process shall be in two-stage

- A. Technical Bid evaluation
- B. Commercial Bid evaluation

A. Technical bid evaluation

Technical bid shall be opened first and will be evaluated for fulfilment of the Bidder's Eligibility Criteria stated at **Sl. No. 3** and documents mentioned in **Sl. No. 4A above**.

Commercial Bids will be opened only for those who are technically qualified.

B. Commercial bid evaluation

Further to the identification of technically qualified bidders, their commercial bids will be opened.

The Bidder, whose total commercial offer as per price schedule is determined to be the lowest after evaluation, will be considered for the issue of Work Order.

However, STPI Pune reserves the right to reject any or all the bids without assigning any reason, whatsoever.

7. AWARD OF CONTRACT:

Contract will be awarded to L1 bidder among all technically qualified bidders. However, STPI Pune reserves the right to award the contract partly or wholly to one or more bidders.

8. TENURE OF CONTRACT:

The contract will be effective for one year from the date of signing the contract unless terminated. The contract may be renewed for a further period of one year upon mutually agreed terms and same AMC cost, subject to satisfactory performance of the bidder.

9. PAYMENT SCHEDULE:

- a. No advance payment will be made.
- b. Payment will be made on monthly basis, after the successful delivery of service, as per actual reading.

SECTION-III SCOPE OF WORK

The scope of work for Comprehensive AMC of Canon Make Photocopier machines will include the following,

1. All repair, maintenance, supply, replacement and installation required to keep the photocopier machines (2 nos.) in good working condition.
2. Supply of Toner, Drum & Spares etc. required for repair & maintenance of photocopier machines during the AMC period.
3. All repair, maintenance, supply, replacement and installation shall be provided during normal office working hours (9:00 AM to 6:00 PM) from Monday to Saturday by the vendor.

Terms of Service Delivery:

1. All faults, repairs, replacements, servicing, etc. related to the photocopier machines will be attended by the vendor on same day if complain raised by STPI between 09:00AM to 01:00 PM and complains raised between 01:00 PM to 06:00 PM, shall be attended on next working day during contract period.
2. The fault detection and resolution time should not be more than 48 hours from the intimation of the fault occurrence by STPI Pune on week days.
3. The vendor will be required to change the toner within 4 hours on the same working day in case toner change is required.
4. Week days will be considered 6 days in a week, excluding Sundays.

5. Liquidated Damage:

In case of any delay in service beyond the time periods specified in Para 1, 2 and 3 above, a penalty of 200 copies of charges will be deducted from the running bill of the month.

In case of denial of service/ improper delivery of service, STPI may terminate the AMC contract and the performance security of the vendor may be forfeited.

6. **Preventive Maintenance:** A monthly preventive maintenance of the machines is to be carried out at STPI Pune by the vendor and the report of the same is to be submitted based on the observation.
7. **Escalation Matrix:** The vendor will have to provide the escalation matrix for registration of fault between the hours of 9:00 AM to 9:00 PM on all days of week. The escalation matrix should clearly mention name, address, contact no. and email IDs of the key personnel for fault registration and resolution.
8. The vendor should have the required service delivery capabilities and required spares in stock and supply terms at all times within the contract period to meet with the above service delivery.

ANNEXURE-I

FORMAT FOR TECHNICAL BID

to be Printed on Company Letterhead

Tender Inviting Authority: The Director, Software Technology Parks of India, Pune
Name of Work : Comprehensive AMC for Canon Make Photocopier Machines (2 Nos.) of STPI Pune.
Tender No. :dated.....
Name of Bidder Company:

Table-A

S. No.	Scope of Work	Compliance (Yes/No)
1	As defined in Section-III, Scope of Work in Bid Document.	

Table-B: Checklist of Documents Enclosed

S. No.	Checklist of Document	Compliance (Yes/No)	Remark (If any)
1	Duly filled in and signed (with company seal) copy of technical bid, as per Annexure-I.		
2	Certificate / Letter for being an authorized service provider from OEM		
3	Copy of Registration/ Incorporation of company/Partnership deed/ proprietorship, etc.		
4	Copy PAN card & GST certificate (if available) of the bidder.		
5	Proof of having support center/office/ service center/ presence at Pune or Mumbai.		
6	Audited Profit & Loss A/c and Balance sheet for past 3 years (FY 2018-19, 2019-20 & 2020-21).		

I/We hereby certify that

1. I/We have read Section-III Scope of Works, in the bid document, completely and understood the extent of work and agree and accept the terms of Service delivery, mentioned in Section-III, Scope of Works and the rest of the Bid document.
2. I/We also have the complete capability in terms of expertise, personnel, assets, etc. and required licenses, certificates and permissions from OEM, other suppliers to carry out the complete work.

3. I/We further certify that I/we/our company/firm/organization has/ have not been barred/ blacklisted by any Government/ Public Sector/ Private Company.
4. I/we have read and understood; and also accept all terms and conditions mentioned in the bid document (and subsequent corrigendum, if any)
5. I/We understand that in case any deviation is found in the above statement at any stage, I/we/our company/firm/organization will be blacklisted and will not be permitted to have any dealing with the STPI in future.

Name:

Signature of Authorized Person

Designation:

Date:

Place:

Company Seal

ANNEXURE-II

FORMAT FOR COMMERCIAL BID/BOQ/Price Schedule

to be Printed on Company Letterhead

Tender Inviting Authority: **The Director, Software Technology Parks of India, Pune**

Name of Work : **Comprehensive AMC for Canon Make Photocopier
Machines (2 Nos.) of STPI Pune.**

Tender No. : **.....dated.....**

Name of Bidder Company:
.....

S. No.	Description of Consultancy Work	Quantity	Total Rate (in Rs. per copy) (Including Taxes)
1	Comprehensive AMC for Canon Photocopier Machines (Model No.- IR 2525) at STPI Pune.	02 nos.	

I/We hereby certify that

1. "Total Rate" mentioned above (In Indian Rupees) is fixed and final rate and is inclusive of all charges and taxes for the entire Scope of work.
2. The validity of the quote is 120 days from the last date of submission of bids.

Name:

Designation:

Date:

Place:

Signature of Authorized Person

Company Seal