

Bid Document

Bid Details	
Bid End Date/Time	15-06-2021 14:00:00
Bid Opening Date/Time	15-06-2021 14:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	45 (Days)
Ministry/State Name	Ministry Of Science And Technology
Department Name	Department Of Science And Technology (dst)
Organisation Name	Aryabhata Research Institute Of Observational Sciences (aries)
Office Name	Aryabhata Research Institute Of Observational Sciences Aries Nainital
Item Category	Custom Bid for Services - Comprehensive Annual Maintenance Contract AMC with Full Service Maintenanc
Contract Period	1 Year(s)
Minimum Average Annual Turnover of the Bidder	2 Lakh (s)
Years of Past Experience required	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Turnover	Yes
Startup Exemption for Turnover	Yes
SHG Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	Yes
Time allowed for Technical Clarifications during technical evaluation	3 Days
Estimated Bid Value	425000
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Introduction about the project /services being proposed for procurement using custom bid functionality:[1622481041.pdf](#)

Instruction To Bidder:[1622481051.pdf](#)

Pre Qualification Criteria (PQC) etc if any required:[1622481058.pdf](#)

Scope of Work:[1622481066.pdf](#)

Special Terms and Conditions (STC) of the Contract:[1622481071.pdf](#)

Service Level Agreement (SLA):[1622481077.pdf](#)

Payment Terms:[1622481082.pdf](#)

Penalties:[1622481088.pdf](#)

GEM Availability Report (GAR):[1622481150.pdf](#)

Buyer's Competent Authority Approval:[1622481354.pdf](#)

Quantifiable Specification / Standards of The Service/ BOQ:[1622481561.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1622481574.pdf](#)

Custom Bid For Services - Comprehensive Annual Maintenance Contract AMC With Full Service Maintenance Of Multifunction Photocopier Machines (1)

Technical Specifications

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Comprehensive Annual Maintenance Contract AMC with Full Service Maintenance of Multifunction Photocopier Machines
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity of Procurement (to be chosen 1 in all circumstances)	Additional Requirement
1	Ashish Kumar	263001,ARYABHATTA RESEARCH INSTITUTE OF OBSRVATIONAL SCIENCES, ARIES; MANORA PEAK, NAINITAL	1	N/A

Buyer Added Bid Specific Additional Terms and Conditions

- 1. Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
- Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.
- Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
- Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
- Buyer uploaded ATC document [Click here to view the file.](#)
- Buyer Added text based ATC clauses

- 1) The Buyer has to submit all the Forms as mentioned in ANNEXURE-I to V provided in the ATC document.
- 2) Bidder has to offer price for the entire scope of work. Partial or part bids are not acceptable.

7. OPTIONAL SITE VISIT:

- The Bidder is advised to visit and examine the installation site and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid. The costs of visiting the site shall be borne by the Bidder. YES
- The Bidder representative shall be allowed entry upon consignee premises for such visits, only upon the express conditions that the Bidder will release and indemnify the Buyer and Consignee against all liabilities arising out of such visit including death or injury, loss or damage to property, and any other loss, damage, costs,

and expenses incurred as a result of such visit.

3. The Bidder shall not be entitled to hold any claim against Buyer for noncompliance due to lack of any kind of pre-requisite information as it is the sole responsibility of the Bidder to obtain all the necessary information with regard to site, surrounding, working conditions, weather etc. on its own before submission of the bid.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---



आर्यभट्ट प्रेक्षण विज्ञान शोध संस्थान
Aryabhata Research Institute of
Observational Sciences
(An Autonomous Institute under DST, Govt. of India)

Reference No. 110

Date: 31-05-21

GeM BID DOCUMENT

for

Comprehensive Annual Maintenance Contract (AMC) with Full Service Maintenance of Multi-function Photocopier Machines

18.4.22

Manora Peak, Nainital-263001, Uttarakhand, India

Tel +91 05942-235136, 270700 | Fax +91 05942-233439 | director@aries.res.in | www.aries.res.in

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A. BACKGROUND

Aryabhata Research Institute of observational sciencES (acronym for ARIES; <http://www.aries.res.in>) is an autonomous research institute under the Department of Science and Technology (DST), Government of India. ARIES is on a hilly terrain called Manora Peak, near the beautiful lake city of Nainital. The institute's other site is in Devasthal, near Dhanachuli, Distt- Nainital. Both these sites are located in the Debhoomi of Uttarakhand State in the Central Gangetic Himalayan region. The institute is carrying out fundamental research in various fields of Atmospheric Science, Astronomy & Astrophysics and Solar physics.

B. DETAILS

Name of the Purchaser:

The Director, Aryabhata Research Institute of Observational Sciences (ARIES),
Under Department of Science Technology (DST), Govt. of India
Manora Peak, Nainital -263 001, Uttarakhand

C. TIME SCHEDULE

The CRITICAL DATE SHEET are as under:-

Last Date & Time of Bid Submission	As per Bid Specification uploaded on GEM Portal
Technical Bid Opening Date & Time	As per Bid Specification uploaded on GEM Portal
Date and Time for opening of Financial bid	Will be intimated to Technically Qualified bidders.

D. SUBJECT AND BRIEF SCOPE OF WORK

ARIES intends to invite bids through GeM portal for comprehensive Annual Maintenance Contract (AMC) with full support maintenance of Multi-function Photocopier Machines installed in its office at Manora Peak and Devasthal campuses in Nainital district. Interested Bidders are requested to participate in this bidding at GeM portal. Terms & conditions and other details are as given below. Please note that the comprehensive AMC should include cost of spare parts and consumables and the bid must accompany all the required enclosures.

- (a) Bid for comprehensive Annual Maintenance Contract (AMC) of Multi-function Photocopier Machines for a period of one (01) year are invited for ARIES office locations at Manora peak and Devasthal from the Original Equipment Manufacturer (OEM)/ authorized service dealer or partner of OEM/ reputed agencies holding prior experience of a minimum of three (03) years in providing the AMC services on the Multi-function Photocopier Machines in any Central Public Sector Undertakings/Govt. Organizations/State or Central Govt. Universities.
- (b) Comprehensive AMC will cover Full Service Maintenance Agreement (FSMA) of the Multi-function photocopier machines including periodic maintenance services, supplies of consumables (drum, blade, etc., except toner cartridges) and spare parts required for maintenance and smooth functioning of the Multi-function photocopier machines, except power, paper and operator. Any defects reported in the Multi-function photocopier machines must be repaired/ replaced by the service provider at its own cost. Parts so replaced should be new and genuine OEM parts or as prescribed by OEM in their service manual and depending on the item under contract.
- (c) Comprehensive AMC would be initially for a period of one (01) year, however, the contract may be extended to the Multi-function photocopier machines of similar make/model at same rates for second/ third year with consensus of both stakeholders, subject to providing satisfactory services as per terms and conditions in the contract. It may be noted that no request for hike in the approved rates will be entertained during the entire period of three (03) years for any reason.
- (d) The interested bidders should upload duly filled signed Bid form and their bids along with scanned copies of all the relevant documents in support of their bids - all duly signed, on the GeM Portal within the stipulated last date of BID.

NON SUBMISSION OF DOCUMENT ASKED IN THE BID WILL LEAD TO REJECTION OF BID.

E. CONTACT PERSONS FOR CLARIFICATION & INFORMATION

For Finance/ Administrative Queries:

Sh. Ravinder Kumar, Registrar

Aryabhata Research Institute of Observational Sciences (ARIES),

Under Department of Science Technology, Govt. of India

Manora Peak, Tallital Sub PO, Nainital 263 001, Uttarakhand, India

Tel: +91-(5942) – 270729, **E-mail:** registrar@aries.res.in

For all other Enquiries (doubts or queries pertaining to technical solution):

Dr. Ashish Kumar, Engineer

Aryabhata Research Institute of Observational Sciences (ARIES),

Under Department of Science Technology, Govt. of India

Manora Peak, Tallital Sub PO, Nainital 263 001, Uttarakhand, India

Tel: +91-(5942) – 2707815, **E-mail:** ashish@aries.res.in

F. GENERAL INSTRUCTIONS FOR TECHNICAL BID SUBMISSION

To qualify in the Technical bid the firm should have the minimum eligibility criteria as under and the Bidder in this regard must upload the scanned copy of the following supporting documents in the Technical bid failing which their bids shall be summarily/out-rightly rejected and will not be considered any further in the Technical bid.

- a. Bidder must be incorporated in India as Proprietary firm or partnership firm or private or LLP or Ltd. Company under the Companies Act/Limited Liability Partnership Act. **Certificate of Registration/ Certificate of Incorporation and other relevant documents** for this criteria must be provided by the bidder in Technical Bid, self-attested by the authorized signatory of the bidder.
- b. Should have valid **Current Bank Account, Income Tax Return Filed Acknowledgement (last 03 years), PAN, GST, and Service Tax Registration Certificate**. All the supporting documentary evidences for this criteria must be provided by the bidder in Technical bid, self-attested by the authorized signatory of the bidder.
- c. Check lists of document (**ANNEXURE-I**)
- d. The bidder must have established registered/branch office in Uttarakhand/Uttar Pradesh/Delhi/New Delhi/ NCR region (documentary proof is to be provided in Technical bid).
- e. The Bidder must have an experience of minimum three (03) years in providing the comprehensive AMC services on the Multi-function Photocopier Machines in any Central Public Sector Undertakings/Govt. Organizations/State or Central Govt. Universities. Details on the completion of comprehensive AMC services on multi-function printers during last three (03) years, and their satisfactory performance certificate issued from any Central Public Sector Undertakings/Govt. Organizations/State or Central Govt. Universities alongwith the contact details of concerned officers must be provided by the bidder in the Technical bid.

- f. List of at least 5 qualified services engineers of bidder with details of qualification and having more than 3 years of experience in the relevant field.
- g. All the supporting documents and printed literature furnished by the Bidder should be either in Hindi or in English language.

NOTE:

- i. No Price information shall be mentioned in Technical Bid otherwise the entire bid shall be rejected.

G. GENERAL INSTRUCTIONS FOR FINANCIAL BID SUBMISSION

- i. The Prices quoted should be inclusive of all taxes or duties etc. at destination sites of ARIES (Manora Peak and Devasthal).
- ii. The offered price in the financial bid shall be final. No variation in prices will be allowed under any circumstances during the entire period of contract. Nothing extra shall be paid on any account.
- iii. Prices shall be quoted in Indian Rupees (INR) only. All payment shall be made in Indian Rupees on Quarterly basis.
- iv. In preparing the financial bid, bidders are expected to take into account the requirements and conditions laid down in this bid document.
- v. **Taxes/Other Charges:** GST charges should clearly be mentioned in the financial bid.
- vi. The price quoted by the bidders should be realistic and viable.
- vii. **Errors & Rectification:** If there is any discrepancy between words and figures in the financial bid, the amount in words will prevail.

H. TERMS AND CONDITIONS & GENERAL CONDITIONS OF CONTRACT

- [1] **Estimated Bid Value.** As per GeM.
- [2] **Consignee details** – As per GeM.
- [3] **Inspection of site.** The bidder or his representative shall be deemed to have inspected and examined the site and surroundings before submitting the bid and shall obtain the necessary information as to risks and other circumstances which may influence or affect the bid. Bidder can inspect the Photocopier Machines, before participation of bid between 8th June 2021 to 13th June 2021 from 10:00 hrs to 17:00 hrs.
- [4] Bidder should take into account any corrigendum published on this bid document at GeM portal before submitting their bids.

- [5] **Uploading of Bids.** Bids should be upload by Bidders under their original memo/ letter pad inter alia furnishing details like TIN/GST number, Bank address, etc. and complete postal & e-mail address of their office.
- [6] While submitting the bid, the bidder shall be deemed to have read, understood and accepted all the terms and conditions stated in this Document.
- [7] **Evaluation Criteria**
- The Bidders are required to upload bid as per Bid Specification provided on GeM Portal.
 - Each and every page of attached document should be signed and stamped by bidder or its authorized representative of Bidders.
 - Director ARIES, Nainital shall constitute a Technical Evaluation Committee to evaluate the responses of the bidders.
 - The Technical Evaluation Committee shall evaluate the responses to this GeM bid and check for all the supporting documents / documentary evidence by the individual bidders. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
 - Bid with incomplete information, subjective, conditional offers and partial offers may be rejected out rightly.
 - The decision of the Technical Evaluation Committee in the evaluation of responses to the bid shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
 - The Technical Evaluation Committee may recommend for rejection of any or all proposals on the basis of any deviations.
 - The financial bid of only the bidders recommended by the Technical Evaluation Committee will be opened.
 - Lowest financial bid will be evaluated based on overall lowest rate quoted by the bidder as per GeM guidelines.
 - The bidder which has the lowest qualifying financial bid will be declared as L1 and may be considered.
- [8] A formal contract shall be executed into with the successful Bidder. In this contract, the successful Bidder shall be defined as Contractor or Service provider.
- [9] **Effective Date of the Contract.** The contract shall come into effect on the date of contract signing by both the parties (Effective Date) and shall remain valid until the completion of the

obligations of the parties under the contract. The performance of the services shall commence from the effective date of the contract.

- [10] **Bid Life Cycle (from bid publish date).** 90 days as per GeM.
- [11] **Subletting of the comprehensive AMC activities.** The service provider shall be responsible for maintaining necessary uptime during the AMC period. Service provider shall remain the single point of contact for ARIES. No consortium, subletting or hiring services of other company for execution of this job shall be allowed.
- [12] The comprehensive AMC will cover Full Service Maintenance Agreement (FSMA) including consumables, drum, blade etc. except toner cartridges, power, paper and operator.
- [13] The successful bidder, henceforth service provider would be wholly responsible for providing all the jobs/services specified in this bid document.
- [14] **Termination clause.** Director, ARIES shall have the right to terminate this Contract in part or in full in any of the following cases:-
- The delivery/commencement of the services is delayed for causes not attributable to Force Majeure for more than (30 days) after the scheduled date of delivery/ services.
 - The service provider is declared bankrupt or becomes insolvent.
 - When the service provider fails to honor any part of the contract including failure to deliver the contracted stores/render services in time. When the service provider is found to have made any false or fraudulent declaration or statement to get the contract or he is found to be indulging in unethical or unfair trade practices.
 - When the item offered by the service provider repeatedly fails in the inspection and/or the service provider is not in a position to either rectify the defects or offer items conforming to the contracted quality standards.
 - Any special circumstances, which must be recorded to justify the cancellation or termination of a contract.
 - During the period of agreement if it is found that the service provider is not providing proper services or charging by fraudulent manner or otherwise, the agreement will be terminated after giving 30 days' notice.
- [15] **Insurance:** Transit insurance whenever applicable covering all risk for all the consumable or other items is to be arranged by the successful bidder/ contractor.
- [16] **Observance of law and export licences:** The Contractor shall comply with all laws, ordinance, rules and regulations bearing upon the performance of its obligations under the terms of this bid. If an export license or any other governmental authorization is required for

the Goods, it shall be the obligation of the Contractor to obtain such license or governmental authorization.

- [17] **Transportation of Goods:** The contractor will arrange transportation of any required items/goods required for maintaining the photocopier machine as per its own procedure.
- [18] **Counter terms & conditions of bidder:** Where Counter Terms and Conditions/printed or cyclostyled conditions have been offered by the bidder, the same shall not be deemed to have been accepted by ARIES, unless specific written acceptance thereof is obtained.
- [19] **Amendments.** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.
- [20] **Arbitration:** Any disputes, legal action/matters, arising out of/ resulting from/related or incident to the bid /quotation/Purchase order/invoices/delivery/payments shall be subject to exclusive jurisdiction of Nainital -263001. Laws of India shall govern this bid document as well as any or all transactions /documents/deeds/actions/PO arising out of/ resulting from this bid.
- [21] **Language of the Bid Proposal:** The Language of the bid proposal as prepared by the Bidders should be in English and all further correspondence with the office and all the documents pertaining to the bid proposal shall be in English and/or Hindi.
- [22] **Institute's Rights:** Director, ARIES reserves the right to accept or reject any or all the bids without assigning any reason thereof. Director, ARIES reserves the right to withdraw/cancel the bid any time without assigning any reason.
- [23] **Terms of Payment:**
- No advance payment against pro forma invoice will be made.
 - Full Services Maintenance Charges.** In consideration of the maintenance/ repair/ service/ supply provided by the service provider, ARIES will pay to the L-1 service provider as per the amount finalized during awarded of the contract as per the terms mentioned in this contract. Service tax as applicable shall be paid extra at actual. No advance shall be paid for the work.
 - Terms of Payment. FSMA charges shall be paid by ARIES to the service provider on **quarterly basis**. Liquidity Damage (LD) amount as per clause K.2.ii(r) and other relevant clauses of this document if any would be deducted from the payment due to the service provider. As per mandate, all invoices should be generated on GeM website only. Every

efforts must be ensured for compliance of the same. However, in case of inability to generate the invoice on GeM website, the invoice can be submitted manually to the Customer.

iv. All invoices shall contain the ARIES Purchase Order number, and a description on the services provided.

v. ARIES shall not pay any charge for late payments.

[24] **Force Majeure:** "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances. If the performance of the obligation of either party is rendered commercially impossible by any of the events hereinafter mentioned the same party shall notice of 15 days from the date of such an event in writing to the others party. a) Government Regulation. b) Legislation. c) Natural disasters. d) Strike e) Lock out f) Act of God.

I. PREFERENCE TO 'MSME'

ARIES complies with Public Procurement Policy **Micro and Small Enterprises (MSEs) Order, 2012** as notified under **section 11** of MSME Act, 2006. Purchase preference shall be given to MSEs in all procurements undertaken by ARIES in the manner specified as below:

- i. In case bid is splittable or dividable, etc., MSMEs quoting price within price band L-1 + 15%, when L1 is from someone other than MSMEs, shall be allowed to supply at least 20% of bid value at L-1 subject to lowering of price by MSMEs to L-1.
- ii. In case bid is non-splittable or non-dividable etc., MSEs quoting price within price band L-1 + 15% may be awarded for full/complete supply of total bid value to MSME, considering spirit of policy for enhancing the Govt. Procurement from MSME.

J. PREFERENCE TO 'MAKE IN INDIA'

ARIES complies with Public Procurement Policy (Make in India) vide order No. P-45021/2/2017-PP (BE-II) dated 16 Sept 2020, issued by Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Govt. of India. Purchase preference shall be given to local suppliers in all procurements undertaken by ARIES in the manner specified in the above-mentioned O.M. Further, the guidelines mentioned below shall be followed:

Verification of Local Content.

- a. This 'Class-I local supplier'/'Class-II local supplier' at the time of bid, bidding or

solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for ‘Class-I local supplier’/ ‘Class –II local supplier’ as the case may be. They shall also give details of the location(s) at which the local value addition is made.

Definitions:

‘Local content’ means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

- ‘Class –I local supplier’ means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this order.
- ‘Class –II local supplier’ means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 20% but less than 50%.
- ‘Non-local supplier’ means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than 20%.

K. SCOPE OF WORK

1. **Schedule of Requirements** – List of items / services required is as follows:

Details of the Photocopier Machine:

Sl.No	Make	Model	Qty	Location	Purchase Year
1.	Kyocera	TaskAlfa 4500i	03	Manora Peak	2012
2.	Kyocera	MFP FS-6025	01	Manora Peak	2012
3.	Kyocera	MFP FS-1135	03	Manora Peak	2012
4.	Kyocera	FS-3140MFP+	02	Manora Peak & Devasthal	2012
5.	Kyocera	TaskAlfa 4501i	01	Manora Peak	2013
6.	Kyocera	MFP 6530	01	Devasthal	2013
7.	Kyocera	TaskAlfa 1800	01	Manora Peak	2015
8.	Kyocera	TaskAlfa 1801	01	Manora Peak	2015
9.	Kyocera	MFP FS-2035/ M2035DN	03	Manora Peak & Devasthal	2017
10.	Kyocera	MFP 1120	04	Manora Peak	2016
11.	Kyocera	TaskAlfa 2550ci COLOR	01	Manora Peak	2012
12.	Kyocera	MFP 8520 – COLOR	02	Manora Peak	2013

				& Devasthal	
13.	Kyocera	FS-C5150DN COLOR	02	Manora Peak	2013
14.	HP	LaserJet Pro M1213NF	03	Manora Peak	2011
15.	HP	LaserJet P3005	02	Manora Peak	2011

Present condition: Serviceable (Majority (~90%) of the above-mentioned Printers were under AMC till December 2020)

2. Special Technical Terms and Conditions:-

- i. The comprehensive AMC shall cover full service maintenance agreement (FSMA) that involves repair and replacement of all defective parts including all configurationally assemblies, internal/external with the machine such as Printer Head, Flush Assembly, Paper Feeder Assembly, Printer Teflon, Roller gears, Lens, Heater, sensor assembly, Inter connected cables and connectors, Power adaptors and all PCB (including logic card, power assembly, power card,) of the machine. Comprehensive AMC shall also include replacement of all unserviceable parts including drum, rubber, blade etc. except toner cartridges, power, paper and operator. Also AMC includes all software related problem for installation and configuration of various printers.
- ii. The service provider has to undertake full services maintenance of the Photocopier Machine initially for a period of one (01) year from the date of signatures of both the parties on the contract. During this period the service provider shall maintain the system as per procedures specified in agreement/contract. The service provider /successful bidder has to provide the following services to keep the system in good working order:-
 - a. Maintenance, repair and supply of all the consumables and spare parts which are required to be replaced, at the exclusive risk, responsibility, and the cost of the service provider.
 - b. Maintenance and upkeep of equipment peripherals.
 - c. Attending to minor and major breakdowns on the hardware and software which constitute the parts of the photocopier machine.
 - d. **Periodical preventive maintenance service.** The successful bidder's service engineer will make a visit every month on mutually agreed dates to the site to carry out functional check-up and minor adjustments on all the machines, as may be required irrespective of the fact whether there is any breakdown call. The contractor's service engineer has to physically inspect each Photocopier machine or any defects/problems there in, and must perform the following minimum jobs for each Photocopier machines under AMC during the service personnel visit.

Sl.No	Task	Description and Steps
1.	Exterior cleaning	Clean the outside of the cabinet with a soft, lint-free cloth and mild liquid cleaner.
2.	Interior cleaning	Over time, particles of paper and ink accumulate inside the printer. Paper dust and ink build-up must be periodically removed to avoid degraded print quality. Vacuum carefully around the hammer bank and surrounding area to avoid damage. To avoid corrosion damage, use only Electronic Contact Cleaner when cleaning the printer mechanical elements. Solutions used to clean mechanical elements must contain no water.
3.	Adjustment for improved print quality	Adjustment to print settings to be done on as required basis for improved print quality.

- e. The service engineer has to obtain a satisfactory working certificate from the ARIES concerned representative and users (if necessary). The status report of printers must be submitted alongwith invoice for processing of respective quarter bills.
- f. **Breakdown maintenance Service.** In case of any breakdown of the equipment/system, on call from the ARIES representative, the service provider has to provide maintenance service to make the equipment/system serviceable. Breakdown maintenance service response time should not exceed 24 hours. In case of non-availability of spares with the service provider and not repaired within 48 hours, the service provider will have to provide the same or equivalent model/make/configurations with filled toner cartridges, ribbon, etc. in running condition till the time unserviceable Photocopier machine made serviceable.
- g. The spares parts, consumables should be new and genuine OEM parts or as prescribed by OEM in their service manual and depending on the item under contract.
- h. The service provider should assign trained, experienced and competent service engineer for carrying out necessary maintenance services for the Photocopier Machines using appropriate materials and tools/equipment's as per benchmarked maintenance practices/ OEM manuals and to

provide efficient engineering services in the ARIES premises. The service engineer visiting the site must be conversant with LCD Message Troubleshooting mentioned in Maintenance manual of the particular model to effectively identify and troubleshoot defects.

- i. Continuous efforts should be made by the service provider to minimize the downtime of the equipment as a part of its duties. The service provider shall ensure that all the equipment's are maintained at optimum operating levels.
- j. The service provider shall provide all the necessary and adequate tools/instruments required for service and maintenance of the equipment's to the service engineer responsible for upkeep of equipment at ARIES premises.
- k. Cost of employing expertise, cost of travel, and transportations for repair or in case of sending faulty printer at repair center and providing the same or equivalent model/make/configurations photocopier machine shall be borne by the service provider.
- l. **Response Time.** The response time of the service provider should not exceed **24 hours** from the time the breakdown is intimated by ARIES. Majority of faults should be rectified in the first response itself. In case the system is not repaired, or an alternative system with same or equivalent model/make/configurations with filled cartridges/tonner/ribbon in running condition is not supplied within the period of 48 hours from the time of failure reported, then in addition to the penalty, ARIES may choose to get the same repaired by or part replaced by other authorized/suitable service agency and the cost and expenditure incurred therein shall be recoverable from the contractor.
- m. **Supply of consumables:** The service provider should ensure timely supply of consumables like drum, etc. for uninterrupted functioning of the machine. The service provider, at his own discretion may make advance supplies, if felt necessary, keeping in mind consumption pattern/yield of consumables. There should be no delay in supply of consumables owing to any circumstances arising due to whatsoever factors.
- n. The service provider shall replace all parts which exhibit repetitive faults of similar nature more than twice (after rectification) with either new parts or parts with equivalent performance.
- o. Any problem likes spillage/leak or incompatibility etc., will be treated as "faulty supply" and the same will be summarily rejected. Any repeat of the same problem will make the service provider solely responsible and will attract penalty.
- p. The dusting and cleaning shall be performed with a vacuum cleaner and Cleaning solution like Isopropyl Alcohol 99% which shall be provided and maintained by the service provider himself. The service provider shall bear the cost of the spares consumed, labour charges and overheads for

maintenance/ defect identification and repair. This includes the cost of all special tools, cleaning material and test equipment, which may be utilized.

- q. Serviceability of 95% will be ensured during the contract period. This amounts to total maximum downtime of 15 days per year. Also un-serviceability should not exceed two (02) days at one time. Required spares to attain this serviceability may be stored on-site by the service provider at his own cost. If total downtime exceeds permitted downtime, Penalty would be applicable for the delayed period.
- r. The cumulative penalty cannot exceed 10% of the contract value. The contract may be terminated by ARIES once this limit is breached without any prejudice to other contractual remedy.

Sl.No	Services	Base line performance	Lower performance	Penalties for breach	
				1 instance	2 instance
1.	Log sheet maintenance	Per visit/per maintenance arising on call	N/A	>2, 1% will be charged from the total order value	
2.	Preventive maintenance service	Monthly	N/A	1% of total contract amount	2% of total contract amount
3.	Breakdown maintenance service	within 24 hr	> 48 hr	1% of total contract amount	2% of total contract amount
4.	Supply of Consumables (Drum, etc.)	within 24 hr	> 48 hr	1% of total contract amount	2% of total contract amount
5.	Replacement of unserviceable spare parts of the equipment	within 24 hr	> 48 hr	1% of total contract amount	2% of total contract amount
6.	System uptime	95%	N/A	1% of total contract amount	2% of total contract amount
7.	Failure to deliver FSMA services	zero	N/A	3% of total contract amount	Termination of contract

- s. The spares should be maintained in a serviceable condition to avoid complete breakdown of the equipment/system.
- t. The work shall be carried out in close co-ordination and with least disturbance to the ARIES staff members.
- u. During the FSMA period, the service provider has to carry out all necessary servicing/repairs to the equipment/system under FSMA at the current location of the equipment/system. Prior permission

- of the ARIES would be required in case certain components/sub systems are to be shifted out of the location or cannot be repaired at site. On such occasions, before taking over the goods or components at its own cost and risk, the seller has to arrange an equivalent Photocopier machine till the time of repair and returning back of ARIES machine.
- v. **Telephone / E-mail support.** Complaints can be registered either telephonically or by e-mail provided by the Service Provider. For this Service Provider should provide a telephone/mobile number and monitored e-mail for registration of complaint/breakdown calls. Complaints can be registered by ARIES representative by quoting this agreement and providing details of the photocopier machine (i.e. Model, Serial No and location). Proper record of the registered complaints should be maintained by the Service Provider.
- w. The Service Provider is required to maintain the log sheet in the prescribed format (**FORMAT-1**), which will include number of services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number, serial number and any other necessary detail. Quarterly call logged and resolution data in pdf/excel format is to be provided with the invoice.

FORMAT-1

LOG SHEET: PHOTOCOPIER MACHINE

Location:

Make/Model:

Serial No:

Sr.No	Fault details	Fault Log date/time by the ARIES	Fault rectification details (e.g. Drum, spare part replacement)	Fault rectification date/time	Signature of ARIES representative
1.	<i>Toner required</i>	<i>25 May 2021/09:00 hr</i>	<i>Toner replaced</i>	<i>25 May 2021/13:00 hr</i>	
2.	---	--	--	--	

- x. The Contractor shall not, at any stage, cause or permit any nuisance at office premises or do anything which may cause unnecessary/disturbance or inconvenience to others.
- y. Damage arising during service/repair by engineer/representative of the service provider due to willful or negligent act will be borne by the service provider. Faults reported will be attended within the stipulated time by the technical staff of the service provider.
- z. **Extension of Time.** If the service provider requests for an extension of time for restoration of service on the ground of having been unavoidably hindered in its execution, or on any other ground,

he shall apply in writing to ARIES within a period of 10 hours from the reporting of the complaint by ARIES. The ARIES may grant the extension if in his opinion the grounds are reasonable.

- aa. **Termination of FSMA:** ARIES reserves its right to terminate the maintenance contract at any time on breach of any term of this agreement by the service provider or its representative after giving a notice of one month. The service provider will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the service provider for maintenance services already provided in terms of this contract, the same would be paid as per the contract terms.
- bb. At the end of the AMC – contract period, both the user and AMC holder shall certify separately that the printers are in satisfactory working condition and that no fault or complaints are pending.
- cc. At the time of expiry of contract all the equipment's under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The service provider shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

ANNEXURE-I

CHECK LIST OF DOCUMENT (TO BE SUBMITTED AS A PART OF TECHNICAL BID)

Sr.No	Check list of documents/ undertakings	Compliance Yes/No.	Reference, Page No
1.	Name and registration/incorporation details of bidding firm/company.		
2.	Registered office address of the firm with Telephone, E-mail address, and Fax No. if any.		
3.	Name, Designation, Address, and Contact details (E-mail and Mobile no.) of the Person Authorized to deal with this bid		
4.	Registered office/branch address of the firm in Uttarakhand/Uttar Pradesh/Delhi/New Delhi/ NCR region		
5.	Specify your firm/company is a manufacturer/ authorized dealer/ distributor/ Agency(Attach attested copy)		
6.	Documents bearing MSME/NISC registration detail, if any		
7.	PAN Card No. (Attach attested copy)		
8.	GST Reg. No. (Attach attested copy)		
9.	Service Tax registration letter/certificate		
10.	Detail of the Banker of Company/ Firm/agency Name of the Bank Address of the Bank Account Type Account No IFSC Code		
11.	Copy of Income Tax Return Filed Acknowledgements for last Three years.		
12.	Audited balance sheet and profit and loss account for the last 03 financial years.		
13.	Scanned Bid Document duly signed and Stamped by the bidder as a token of acceptance of all the terms and conditions.		
14.	GeM BID ACCEPTANCE LETTER as per ANNEXURE-II.		
15.	The bidders should not have been suspended or blacklisted by any Govt. Organization (An undertaking to this effect must be submitted by the bidder that the firm has not been		

	suspended or blacklisted by any Govt. Organization on company letter Head. (ANNEXURE-III)		
16.	Declaration Certificate as per ANNEXURE-IV.		
17.	Technical compliance statement as per the bid document in ANNEXURE-V.		
18.	Details on the completion of AMC services on multi-function printers during last three (03) years, and their satisfactory performance certificate issued from any Central Public Sector Undertakings/Govt. Organizations/State or Central Govt. Universities alongwith the contact details of concerned officers		
19.	List of at least 5 qualified services engineers of bidder with details of qualification and having more than 3 years of experience in the relevant field.		

(Signature of Authorized Person)

Name:

Designation:

Name of Firm/Company/Agency:

Date:

Place:

ANNEXURE-II

GeM BID ACCEPTANCE LETTER
(TO BE SUBMITTED AS A PART OF TECHNICAL BID ON COMPANY LETTERHEAD)

Date:

To,

**The Director,
ARIES, Manora Peak,
Nainital -263001**

Sub: Acceptance of Terms & Conditions of GeM Bid.

GeM Bid Reference No: _____

Dear Sir,

1. I / We have downloaded / obtained this bid document from the GeM Portal.
2. I / We hereby certify that I / we have read the entire terms and conditions of this document from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc. .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the bidding conditions of above mentioned bid document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/ Public sector undertaking.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE-III

UNDERTAKING REGARDING BLACKLISTING
(TO BE SUBMITTED AS A PART OF TECHNICAL BID ON COMPANY LETTERHEAD)

Date:

To,

**The Director,
ARIES, Manora Peak,
Nainital -263001**

Sub: Undertaking regarding Blacklisting.

GeM Bid Reference No: _____

Dear Sir,

We hereby confirm and declare that we, M/s -----, is not blacklisted/
De-registered/ debarred by any Government department/Public Sector Undertaking/ Private Sector/ or
any other agency for which we have Executed/ Undertaken the works/ Services.

(Signature of Authorized Person)

Name:

Designation:

Name & seal of Firm/Company/Agency:

Date:

Place:

ANNEXURE-IV

DECLARATION

(TO BE SUBMITTED AS A PART OF TECHNICAL BID ON COMPANY LETTERHEAD)

Date:

To,

**The Director,
ARIES, Manora Peak,
Nainital -263001**

GeM Bid Reference No: _____

1. I, _____ Son / Daughter / Wife of
Shri _____ Proprietor/Director authorized signatory of the
agency/Firm, mentioned above, is competent to sign this declaration and execute this bid;
2. I have carefully read and understood all the terms and conditions of the bid document and
undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic to
the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any
false information / fabricated document would lead to rejection of my bid at any stage besides
liabilities towards prosecution under appropriate law.
4. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency
was or is Proprietor or Partner or Director of any Agency with whom the Government have banned
/suspended business dealings. I/We further undertake to report to the Director, ARIES, Nainital
immediately after we are informed but in any case not later 15 days, if any Agency in which
Proprietor/Partners/Directors are Proprietor or Partner or Director of such an Agency, which is
banned/suspended in future during the currency of the Contract with you.

Yours faithfully,

(Signature of Authorized Person)

Name:

Designation:

Name & seal of Firm/Company/Agency:

Date:

Place:

ANNEXURE-V

TECHNICAL COMPLIANCE SHEET
(TO BE SUBMITTED AS A PART OF TECHNICAL BID ON COMPANY LETTERHEAD)

Date:

To,

**The Director,
ARIES, Manora Peak,
Nainital -263001**

GeM Bid Reference No: _____

Bidder has to provide compliance for every model mentioned below-

Sl.No	Make	Model	Qty	Location	Purchase Year	Compliance for AMC Yes/No
1.	Kyocera	TaskAlfa 4500i	03	Manora Peak	2012	
2.	Kyocera	MFP FS-6025	01	Manora Peak	2012	
3.	Kyocera	MFP FS-1135	03	Manora Peak	2012	
4.	Kyocera	FS-3140MFP+	02	Manora Peak & Devasthal	2012	
5.	Kyocera	TaskAlfa 4501i	01	Manora Peak	2013	
6.	Kyocera	MFP 6530	01	Devasthal	2013	
7.	Kyocera	TaskAlfa 1800	01	Manora Peak	2015	
8.	Kyocera	TaskAlfa 1801	01	Manora Peak	2015	
9.	Kyocera	MFP FS-2035/ M2035DN	03	Manora Peak & Devasthal	2017	
10.	Kyocera	MFP 1120	04	Manora Peak	2016	
11.	Kyocera	TaskAlfa 2550ci COLOR	01	Manora Peak	2012	
12.	Kyocera	MFP 8520 – COLOR	02	Manora Peak & Devasthal	2013	
13.	Kyocera	FS-C5150DN COLOR	02	Manora Peak	2013	
14.	HP	LaserJet Pro M1213NF	03	Manora Peak	2011	
15.	HP	LaserJet P3005	02	Manora Peak	2011	

(Signature of Authorized Person)

Name:

Designation:

Name & Seal of Firm/Company/Agency:

Date:

Place:

Regarding AMC with full service maintenance agreement (FSMA) of Multi-Function Photocopier machines,

The AMC for our multi-function photocopier machines at Manasa Peak and Derasat offices has been expired on 31st December, 2020. To upkeep these photocopier machines ^(25 nos) and few additional machines (05 nos) ^(05 nos) functional, timely maintenance is ~~very~~ necessary. During the period from 1st Jan - till date these machines were maintained by our section, however considering limited expertise ^{with us} in ~~handling~~ the servicing & maintenance of these machines, it is proposed to have the AMC with FSMA of these machines (30 nos). The estimated cost for the AMC for 01 year is Rs 4,25,000/- incl. of Taxes. The bid document that ~~can~~ be floated on GeM portal ~~is~~ for the same is attached herewith.

Submitted for your kind approval & recommendation.

Sugg. Chain (TSK)

Adish K
28/05/2021

I recommend AMC for the printers as mentioned above and floating on GeM portal.

me

Fwd. for sanctioning.
Director ARIES

Approved:
D Banerjee
28/5/21.



Report ID: GEM/GARPTS/31052021/FN1GN31GNNS4

Report Name: Comprehensive Annual Maintenance Contract (AMC) with Full Service Maintenance of Multi-function Photocopier Machines

Generated By: Ashish Kumar , Department of Science and Technology (DST) , Ministry of Science and Technology

Generated On: 31/05/2021

Valid till: 30/06/2021

GeM Availability Report and Past Transaction Summary

GeM Availability Report and past transaction summary report is generated based on the specifications searched by the Buyer. The specification may be modified appropriately for searching relevant categories on GeM. Buyer may navigate to GeM category page by clicking on the category link to view category specifications and products/services available in the category.

Order Count and Order Value displayed is on a cumulative basis since GeM inception.

1. Search String: Comprehensive Annual Maintenance Contract (AMC) with Full Service Maintenance of Multi-function Photocopier Machines

Search type: Service

Search Result: Category not available on GeM for the text string searched by the buyer.

This is a one-time requirement hence new category creation is not proposed / or requirement is recurring but request for new category creation will be submitted separately post generation of GeMARPTS.