

SECTION-1
**Request for Proposal (RFP) for
AMC for Sharp Machine**

District Information Technology Society, Kaithal is inviting Technical and Commercial bids for **AMC Sharp Machine**.

The detailed terms & conditions are mentioned in Section-3.

PROPOSAL FORMAT AND SUBMISSION PROCEDURE

e-Tender is invited for purchase of below mentioned item in single stage two cover system i.e. Request for Pre-Qualification/Technical Bid (online Bid under PQQ/ Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope):-

Sr. No	Description of work / Items	EMD to be deposited by Bidder	Tender Document Fee & eService Fee (Rs.)	Start Date & Time of Bid Preparation & Submission	Expiry Date & Time of Bid of EMD Submission	Expiry Date & Time of Bid Preparation & Submission
1.	AMC for Sharp Machine	Rs. 20,000/-	Rs. 0/- & Rs. 1,000/-	16.04.2021 10:00 Hrs	30.04.2021 17:00 Hrs	03.05.2021 15:00 Hrs

Under this process, the Pre-qualification/ Technical online bid Application as well as online Price Bid shall be invited at single stage under two covers i.e. PQQ/Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/ Technical Applications are responsive to eligibility and qualifications requirements as per Tender document.

- 1. The payment for Tender Document Fee shall be made by eligible bidders online directly through Internet Banking Accounts and e-Service Fee through Debit Cards & Internet Banking Accounts. The payment for EMD can be made online directly through RTGS/NEFT. Please refer to 'Online Payment Guideline' available at <https://etenders.hry.nic.in>.**
- 2. Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://etenders.hry.nic.in> to be eligible to participate in the e-Tender. He/She will be required to make online payment of Rs 20,000 towards EMD fee in due course of time. The intended bidder fails to pay EMD fee under the stipulated time frame shall not be allow to submit bids for the respective event / Tenders.**
- 3. The interested bidders must remit the funds at least T+1 working day (Transaction day**

+ One working Day) in advance i.e. **on or before 30/04/2021 17:00 Hrs and make payment via RTGS /NEFT/Internet Banking. The intended bidder / Agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at <https://etenders.hry.nic.in>.**

The interested bidders shall have to pay mandatorily e-Service fee (Non refundable) of Rs.1000/- (Rupee One Thousand Only) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks.

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates:-

Key Dates

Sr. No.	Department Stage	Bidder's Stage	Date & Time
1		Start Date & Time of Bid Preparation & Submission	16.04.2021 10:00 Hrs
		Expiry Date & Time of Bid of EMD Submission	30.04.2021 17:00 Hrs
		Expiry Date & Time of Bid Preparation & Submission	03.05.2021 15:00 Hrs
2	Technical Bid Opening		05-05-2021 12:00 Hrs
3	Financial Bid Opening		05-05-2021 12:00 Hrs

S. No.	Particular	Details
1.	Place of opening of Bids	O/o City Magistrate, Mini Secretariat, Kaithal
2.	Tender can be downloaded from the Website	https://etenders.hry.nic.in

Important Note:

- 1) The committee reserves the rights to cancel/reject any/all bids without any reason.
- 2) The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage on scheduled time as mentioned above. If any Applicant / bidder failed to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/bid status will be considered as 'Applications / bids not submitted'.
- 3) Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.
- 4) In the first instance, the online payment details of tender document fee + e-Service and EMD & PQQ/Technical Envelope shall be opened. Henceforth financial bid quoted against each of the item by the shortlisted bidder/ Agency wherever required shall be opened online in the presence of such bidders/ Agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above.

The bids shall be submitted online in two separate envelopes:

Envelope 1: Technical Bid

The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

Envelope 2: Financial Bid

The bidders shall quote the prices in price bid format under Financial Bid.

SECTION-2
DETAILED SCOPE OF WORK

The specification for AMC for Sharp Machine to be supplied are as follows:-

Sr. No.	Items Name	Brand & Specification	Rates (without GST)
1	Sharp Machine MFP/Photostat	AR 5618N	
		AR 6020	
		AR 6020N	
		AR6023N	
		M-264N	

SECTION-3
ELIGIBILITY CRITERIA

To qualify for submission of the bid, each Service Provider should meet all of the following pre-qualification criteria. Any Sub -Contracting shall not be allowed

1. Copy of GST Number.
2. Copy of Turnover & ITR of Last three F.Y.
3. Copy of MAF in the name of Deputy Commissioner-cum-President, DITS, Kaithal issued by sharp India.
4. Experience certificate of Last three years for Sales &service.

SECTION-4
Commercial Bid Format
AMC of SHarp Machine

The bidder should quote prices as per following schedule.

Sr. No.	Items Name	Brand & Specification	Unit	AMC Rate Per Unit without GST
1	Sharp Machine MFP/Photostate	AR 5618N		
		AR 6020		
		AR 6020N		
		AR6023N		
		M-264N		

Note:

Vendor Qualification Criteria for Higher Value AMC Cases & Terms & Conditions of AMC

1. The vendor should be in the business of repair, Sales & AMC of Photocopier Machines/MFD & allied items for at least three year. The vendor should have experience certificate at least of three years for Sales & service.
2. The vendor should apply E-tender by online only on the web site <https://etenders.hry.nic.in>. No manual application will be accepted.
3. The vendor should be authorized dealer of the MFD/Photocopier Machine for which he/she applied for AMC & also have Manufacturer's Authorization Form (MAF) in the name of Deputy Commissioner-cum-President, DITS, Kaithal for this Tender only issued by the SHARP BUSINESS SYSTEMS INDIA PVT LTD.
4. The annual turnover of the vendor should be minimum Rs.20 lacs during each last three years.
5. The vendor must have a valid GST number.
6. EMD: The bidder will deposit (Through online payment method) an amount of Rs.20000/- as EMD. However, EMD of unqualified bidder will be refunded back. The EMD of qualified vendor will be retained for a period of minimum one year & no interest on EMD shall be paid.
7. Non-refundable empanelment fee: The bidder will deposit (Through online payment method) non-refundable Empanelment fee of Rs.1000/- .
8. Non-refundable Processing fee: The bidder will deposit (Through online payment method) non-refundable Empanelment fee of Rs.1180/- (Including GST).
9. The AMC shall be for the period of twelve calendar months commencing from the

date of signing the contract which will be mutually extendable for a period of one year, to be decided later at the same terms & conditions. In Case, the services are not satisfactory competent authority i.e. DC_cum_Chairman has reserve the rights terminates the contract without any reason during the AMC period.

10. The vendor should also paste a label on the machine wherein the contact no. for logging of complaints. The content of the label should be clearly visible.

11. The vendor shall provide the following services during the course ofAMC:-

a. Corrective maintenance, in case of a breakdown & repair/replacement of defective parts, if any, with the same or reasonably equivalent to be defective part removed.

b. Preventive maintenance including adjustments, cleaning of mechanical parts, and replacement of damage parts on quarterly/half yearly basis.

12. The provision of maintenance/service shall be from Monday to Saturday between 9.00 A.M. to 5.00 P.M. In emergency the services shall be provided by the vendor beyond these hours with prior arrangement without any additional cost.

13. Machines are installed at various locations in District Kaithal & vendor should repair/service of machine on site.

14. The Contract covers all expenses of the engineer deputed by the vendor i.e. FRO, conveyance etc. There are 7 location in district Kaithal i.e Kaithal, Guhla, Siwan, Dhand, Pundri, Kalayat, Rajound will be visited on complaint. The expenditure of these visits will be including in AMC. No extra payments will released for these visits.

15. All the terms & conditions should be fulfilled by the vendors. If any single or more than single terms & conditions not fulfilled by the any vendor then the financial bid will not opened of those vendor & application of those vendor will be rejected.

16. All dispute arising out this contract subject to Jurisdiction of Deputy Commissioner, Kaithal.

Section-5

Instructions to bidder on Electronic Tendering System

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

1. Registration of bidders on e Procurement Portal:- All the bidders intending to participate in the tenders processed online are required to get registered on the centralized e - Procurement Portal i.e. <https://etenders.hry.nic.in>. Please visit the website for more details.

2. Obtaining a Digital Certificate:

2.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

2.2 A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant "s PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details please visit the website <https://etenders.hry.nic.in>.

2.3 The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub - certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from:

E - mail: support-eproc@nic.in

Help Desk: 01204001002,01204001005, 01206277787 (Toll Free Number)

Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised **to keep a backup of the certificate** and also keep the copies at safe place under proper security (for its use in case of emergencies).

In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

In case of any change in the authorization, it shall be the responsibility of management /partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

3 Opening of an Electronic Payment Account: For purchasing the tender documents online, bidders are required to pay the tender documents fees online using the electronic payments gateway service shall be integrated with the system & very soon till then it will be submitted manually. For online payments guidelines, please refer to the Home page of the e tendering Portal <https://etenders.hry.nic.in>.

4 Pre-requisites for online bidding: In order to bid online on the portal <https://etenders.hry.nic.in>, the user machine must be updated with the latest Java & DC setup. The link for downloading latest java applet & DC setup are available on the Home page of the e-tendering Portal.

5 Online Viewing of Detailed Notice Inviting Tenders: The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e Procurement system on the Home Page at <https://etenders.hry.nic.in>

6 Download of Tender Documents: The tender documents can be downloaded free of cost from the e-Procurement portal <https://etenders.hry.nic.in>

7 Key Dates: The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

8 Bid Preparation (Technical & Financial) Online/offline Payment of Tender Document Fee, eService fee, EMD fees.

8.1 The online/offline payment for Tender document fee, eService Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and eService Fee can be made by eligible bidders/ contractors online/offline and the Payment for EMD can be made online/offline.

The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.

The electronic payments gateway service shall be integrated with the system very soon till then it will be submitted manually.

Hence, the bidders have to provide information and credentials related to manual payment submission at single portal e - Procurement system, under Technical Envelope of the respective tenders

8.2 The bidders shall **upload** their technical offer containing documents, qualifying criteria, technical specification, schedule of deliveries, and all other terms and conditions except the rates (price bid). The bidders shall quote the prices in price bid format.

NOTE:- Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://etenders.hry.nic.in>. For help manual please refer to the "Home Page" of the e Procurement website at <https://etenders.hry.nic.in>, and click on the available link "How to...? " to download the file.