



**GOVERNMENT OF INDIA**

Zoological Survey of India  
Kolkata-700053

**REQUEST FOR PROPOSAL FOR**  
**ANNUAL MAINTENANCE CONTRACT OF**  
**PHOTOCOPIER MACHINE**  
**TWO BID SYSTEM**

**ZSI/NIT/STORES/12/2016-17**

**Date: 07 Feb 2017**

On behalf of the President of India, Director Zoological Survey of India, New Alipore, Kolkata-53 invites sealed tenders / bids / from interested reputed and experienced OEM / Service Provider / AMC Contractor / Firm / Vendor / Suppliers for Annual Maintenance Contract of Photocopier Machines of different makes and model as per Part 1(D) of RFP for the period of One Year extendable to Three Years. The tender document consists of the following two parts.

Part-1(A to D): "TERMS & CONDITIONS" & "TECHNICAL BID" / "VENDOR EVALUATION FORM", "AMC CLAUSE" and "DETAILS OF MACHINE" of the tender.

Part-2 : "PRICE BID" of the tender.

The main details of Tenders are as follows:-

BID REFERENCE No.	: <b>ZSI/NIT/STORES/12/2016-17</b>
LAST DATE AND TIME FOR SUBMISSION OF BIDS	: <b>03-03-2017 UPTO 03:30 PM</b>
DATE AND TIME OF OPENING OF BIDS	: <b>03-03-2017 UPTO 04:00 PM</b>
PLACE OF OPENING OF BIDS	: Zoological Survey of India New Alipore, Kolkata - 700053

**The dates for submission and opening of the tender mentioned above are final. In case some other dates for these are mentioned elsewhere in the tender document, it shall prevail over them.**

TENDER FEE	: Rs. 500.00 (Non-Refundable)
BID SECURITY (EMD)	: Rs. 10000.00
PERFORMANCE GUARANTEE	: Rs. 10000.00 (After award of Contract)

**This Document Contains – 13 Pages**

Please superscribe the Title, Reference number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid. **The Tender, complete in all respects should be submitted up to 03.30pm on 03 Mar 17 which shall be opened on the same day at 1600HRS in presence of parties present at the time of opening of Tender.**

For any communication regarding this tender, kindly mention Bid Reference No i.e. **ZSI/NIT/STORES/12/2016-17** on the main envelop of the

The sealed envelope of the bidders containing Part-1 "Terms & Conditions" and "Technical bid" shall be opened on 03 Mar 2017 at 1600HRS. One representative of each vendor may participate at the time of opening the bids. The Part -2 "Financial Bid" of only those parties who qualify in Part -1 will be opened on a later date. The date of opening will be informed to each qualified party separately. The bidders may depute their representative, duly authorized in writing, to attend the opening of bids on the due date and time. Important technical / commercial clauses quoted by the all the Bidders will read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

Prospective Bidders may download the Tender Documents from websites <http://zsi.gov.in> and submit their offers to the Director, Zoological Survey of India, New Alipore, Kolkata-53 along with Demand Drafts for Tender Fee of Rs. 500/- (non-refundable) and EMD of Rs 10000/- favouring PAO BSI/ZSI, Kolkata. For any query, Head of Office and Stores Officer of this Department may be contacted. Email id: [zsi.kolkata@gmail.com](mailto:zsi.kolkata@gmail.com) **It will be the responsibility of the bidders to check website <http://www.zsi.gov.in> for any amendment through corrigendum in the tender document. In case of any amendment, bidders will have to incorporate the amendments in their bid accordingly.**

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Stores Officer



**PART – 1(A)**

**TERMS & CONDITIONS OF REQUEST FOR PROPOSAL**  
**ANNUAL MAINTENANCE CONTRACT OF PHOTOCOPIER MACHINE**

1. **Last date and time for depositing the Bids:- 1530HRS 03 Mar 2017**

The sealed Bids should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder.

2. **Manner of depositing the Bids:-** Sealed Bids should be either dropped in the Tender Box marked as **DIRECTOR, ZOOLOGICAL SURVEY OF INDIA** or sent by registered post at the address given below so as to reach by the due date and time. Late / Delayed tenders will not be considered. Printed conditions of the vendor submitted with the tender will not be binding on Zoological Survey of India. No responsibility will be taken for postal delay or non-delivery / non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered. Bid should be submitted along with Tender Fee for Rs 500/- (Non-refundable) in the form of Bank draft in favor of PAO, BSI/ ZSI payable at Kolkata. Please superscribe the above mentioned Title, Request for Proposal No and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.

Address: Director, Zoological Survey of India  
Prani Vigyan Bhawan, M-Block, New Alipore  
Kolkata-700053

3. **Time and date for opening of Bids:- 1600HRS 03 Mar 2017**

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

4. **Location of the Tender Box:-**

**ZOOLOGICAL SURVEY OF INDIA, 1st Floor Room No-106, Prani Vigyan Bhawan, M Block, New Alipore, Kolkata-700053**

Only those Bids that are found in the tender box will be opened. Bids dropped in the wrong Tender Box will be rendered invalid.

5. **Place of opening of the Bids:-** Conference Hall or any other place of Zoological survey of India. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

6. **Two Bid System**:- Only the Technical Bid would be opened on 03 Mar 2017 Time 1600HRS. Date of opening of Commercial Bid will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliance / suitable after Technical Evaluation is done by the Department.
7. **Forwarding of Bids**:- Bids should be forwarded by Bidders under their original memo / letter pad inter alia furnishing details like TIN number, Service Tax Registration No, VAT/CST number, etc and complete postal & e-mail address of their office.
8. **Clarification regarding contents of the Tender**:- A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought not later than 14 (fourteen) days prior to the date of opening of the Bids.
9. **Modification and Withdrawal of Bids**:- A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
10. **Clarification regarding contents of the Bids**: During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
11. **Rejection of Bids**: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection of bid. Conditional tenders will be rejected and forfeiture of EMD.
12. **Validity of Bids**: The Bids should remain valid till 90 days from the last date of submission of the Bids.
13. **Earnest Money Deposit**:- Bidders are required to submit Earnest Money Deposit (EMD) for amount of Rs 10,000/- (Rupees Ten Thousand) along with their bids. The EMD may be submitted in the form of Account payee Demand Draft / Pay Order / in favour of PAO, BSI/ZSI, payable at Kolkata in a separate sealed envelope. No exemption in earnest money shall be given. All tenders submitted without requisite amount of earnest money shall be rejected and their financial bids shall not be opened. EMD is to remain valid for a period of forty-five days beyond the final bid validity period.

EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Guarantee from them as called for in the Work Order / contract or bid of successful bidder would be converted into Performance Guarantee. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender.

14. Interested parties who fulfill following criteria are only eligible for purchase contract:-

(a) Registered with Service tax/ Sales / VAT / Service Tax with TIN No. Must have registered shop/office/show room in Kolkata. Firm must be registered with service tax department.

(b) The firm should have at least 5 years' experience in Annual Maintenance Contract of Photocopier Machine / Printers etc. in Central Government Organizations. List of clients indicating the year of working for these organizations with sanctioned letter must be enclosed.

(c) The firm must ensure and assure that the firm who enters into the AMC contract with Zoological Survey of India, New Alipore, Kolkata will not outsource it further. Any deviation from this would lead to black listing of firm.

(d) The firms/bidders should not have been blacklisted by any Department of Govt of India. The tendering firms/ bidders shall have to give a notarized affidavit on a stamp paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Department of Govt of India have not been banned.

(e) The firm must have Multi-OEM product support capability i.e. Bizhub, Sharp, Canon, Ricoh, Toshiba etc. and shall act as single point of support contact for all the products. Authorized Certificate from OEMs are to be given by the firm. AMC contract will be concluded with one firms only.

15. For further information/clarification in this respect, please contact Head of Office and Stores Officer, ZSI during working hours.

16. No increase in rates will be allowed during the Contract Period due to any reason, after opening the bids.

17. In case, Service Tax, excise duty and/or trade tax/sales tax etc are reduced or increased subsequently by the Government at the time of placement of the Work Order, then the same will be adjusted by either party on production of requisite proof.

18. The prices quoted should be inclusive of all taxes etc and no hidden cost may be given.

19. The Photocopier Machine can be inspected by the bidders on any working day between 11:00AM to 05:00PM before submitting the bids.

20. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Zoological Survey of India regulations.

21. **Performance Guarantee:** The Bidder will be required to furnish a Performance Guarantee amounting Rs 10,000/- (Rupees Ten Thousand only) by way of Demand Draft issued in favour of PAO, BSI/ZSI payable at Kolkata within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of expiry of contract. The Bid Security of the successful bidder would be converted into Performance Guarantee.

22. **Penalty for use of Undue influence:** The Service Provider / Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Service Provider / Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offence by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the ZSI/ Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

23. This Request for Proposal will be binding to the successful vendor as contract documents. Work Order will be issued to successful vendor with applicability of all terms & conditions of this Request for Proposal.

24. **Liquidated Damages:** In the event of the firm's failure to provide services mentioned in the Work Order the institute may, at his discretion, withhold any payment until the completion of the contract. The Institute may also deduct from the firm as agreed, liquidated damages to the sum of 0.5% of the Work Order price of the delayed/undelivered stores for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.


25. **Payment Terms & Condition:** The payment to the contractor will be made on half yearly basis (50% of Work Order value of AMC in case of One Year) at the end of each half yearly period against invoice with PAN number, TIN No raised by the contractor and based on past performance. The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground during the contract period.

26. The Lowest Bid will be decided upon the lowest price quoted by technically qualified Bidder. Work Order would be placed to L1 firm who meets all criteria mentioned in the tender.

27. The Director Zoological Survey of India reserves the right to reject any or all quotations without assigning any reason therefore.

28. Decision of the Director Zoological Survey of India will be final and binding for all concerned.

29. All disputes subject to Kolkata jurisdiction only.

  
(UK Singh)  
Stores Officer

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### DECLARATION BY THE VENDOR

It is hereby declared that I/We the undersigned, have read and examined all the terms and conditions etc. of the Request for Proposal for which I/We have signed and submitted the bid under proper lawful Power of Attorney. It is also certified that all the terms and conditions of the tender document are fully acceptable to me/us and I/We will abide by the conditions from serial No 1 to 29. This is also certified that I/We/our OEM / Service Provider / Firm have no objection in signing the contract if the opportunity for the services against this tender is given to me/us.

Date:

Signature:

Address:

Name:

Designation:  
On behalf of:  
(Company Seal)



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**PART – 1(B)**

**TECHNICAL BID / VENDOR EVALUATION FORM**  
**ZOOLOGICAL SURVEY OF INDIA, NEW ALIPORE, KOLKATA**

*Firms are requested to fill up the Technical bid / Vendor Evaluation Form. Please write relevant information. Please do not write attached / enclosed. Not filling up the form will be treated as unresponsive bid.*

SI No	Particulars	To be filled in by the Tenderer		
1	Name of the Firm/ Service Provider			
2	Full address of Firm alongwith Telephone no. Fax no. E-mail address :			
3	Are you a OEM or dealer / Service Provider ( please attach relevant document)			
4	Details of Tender Fee & EMD (a) Amount (b) Draft No (c) Date (d) Issuing Bank	Details	Tender Fee	EMD
		Amount		
		DD No		
		Date		
		Issuing Bank		
5	Annual turnover in last 3 financial years in Lacs. (Please attach documentary proofs)  (i) Year 2013-2014 (ii) Year 2014-2015 (iii) Year 2015-2016			
6	Proof of experience for AMC of Photocopier Machine / Printer for 05 years for at least Rs 1 Lakh (Annually) in Central Government Organization (please attach requisite documents)			
7	Service tax Registration No with Place			
8	Income Tax Registration No with place			
9	Notarized Affidavit of undertaking that the firm has not been blacklisted / debarred by any Department of Govt of India			
10	The firm must have Multi-OEM product support capability i.e. Bizhub. Sharp, Canon, Richo , Tosiba etc and shall act as single point of support contact for all the products. Authorized Certificate from OEM is to be given by the firm.			
11	Whether the firm accepts the terms and conditions of Request for Proposal			

**Signature and seal of the bidder:**

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## **PART – 1(C)**

### **AMC CLAUSE**

1. The following AMC clause will form part of the contract placed on successful Bidder:-

(a) The Service Provider / Firm would provide comprehensive AMC for a period of 01 year and extendable to 03 years subject to satisfactory performance of the firm. The AMC services would be provided in two distinct ways:

- (i) **Preventive Maintenance Service:** The Service Provider / Firm will provide a minimum of two Preventive Maintenance Service visits during a year to the Zoological Survey of India (ZSI) to carry out functional checkups and minor adjustments/ tuning as may be required. For this they have to inform ZSI one week in advance.
- (ii) **Breakdown maintenance Service:** In case of any breakdown of the equipment/system, on receiving a call from the Zoological Survey of India (ZSI), the Service Provider / Firm is to provide maintenance service to make the equipment/system serviceable.

(b) **Response time:** The response time of the Service Provider / Firm should not exceed 24 hours from the time the breakdown intimation is provided by the Zoological Survey of India (ZSI).

(c) Serviceability of 95 % per year is to be ensured. This amounts to total maximum downtime of 20 days per year. Also unserviceability should not exceed 05 days at one time. Required spares to attain this serviceability may be stored at site by the firm at his own cost. Total down time would be calculated at the end of the year. If downtime exceeds permitted downtime, LD would be applicable for the delayed period.

(d) Maximum repair turnaround time for equipment/system would be 05 days. However, the spares should be maintained in a serviceable condition to avoid complete breakdown of the equipment/system.

(e) Technical Documentation: All necessary changes in the documentation (Technical and Operators manual) for changes carried out will be provided.

(f) During the AMC period, the firm shall carry out all necessary servicing/repairs to the equipment/system under AMC at the Zoological Survey of India (ZSI). Prior permission of the authority of the Department would be required in case certain components/sub systems are to be shifted out of location.

(g) Service Provider / Firm has to maintain Log Book of the Equipment. Details of services, if any parts has been changed need to be entered in the Log Book.

(h) The Zoological Survey of India (ZSI) reserves its right to terminate the maintenance contract at any time without assigning any reason after giving a notice of 01 months. The firm will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the firm for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.

2. **Replacement of Parts:** Maintenance of the Equipment are free of cost. Spares required for maintenance will be the part of the AMC and no charges will be paid by this Zoological Survey of India (ZSI). No extra charges for spares will be paid by ZSI. **However Cartridge / tonner will not be part of AMC.** Any conditional tender/ quotation will not be considered.
3. **Working Hours:** The maintenance work shall normally be done during working hours of the Zoological Survey of India (ZSI). However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the firm.
4. The firm should have at least 5 years' experience in Annual Maintenance Contract of Photocopier Machine / Printers etc. in Central Government Organizations,. List of clients indicating the year of working for these organizations with sanctioned letter must be enclosed.
5. The firm must ensure and assure that the firm who enters into the AMC contract with Zoological Survey of India, New Alipore, Kolkata will not outsource it further. Any deviation from this would lead to blacking.
6. The AMC will be given initially for a period of one year after finalization of the contract. The rates quoted will remain in force for the entire period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Zoological Survey of India to extend the terms of the agreement for a further period up to 03 years on satisfactory performance of the firm.
7. The firm has to provide services in Zoological Survey of India, New Alipore , Kolkata and its offices FPS Building located at J.L. Nehru Road, Kolkata (The Indian Museum Campus).
8. At each location, Zoological Survey of India will keep record of Photocopier Machine. Log-report of the firm will indicate the nature of complaint, date of booking the complaint, when the machine is repaired and total down time. This record will be signed by the firm's service engineer, and user.

9. The firm will also prepare separate log books for each of the machines to be taken under the AMC and preventive maintenance. A preventive maintenance report from the use would be submitted to Stores Section failing which an appropriate, penalty would be imposed. The payment will strictly be made on the basis of satisfactory report from the user.

**10. The firm would use only genuine spare parts of reputed brands. The firm must have Multi-OEM product support capability i.e. Bizhub, Sharp, Canon, Richo, Tosiba etc. and shall act as single point of support contact for all the products. Authorized Certificate from OEMs are to be given by the firm.**

11. Duration of the Contract: the Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the Contract.

Bidder (s) are requested to inspect the Equipment before submitting the bids.

**Signature and seal of the bidder:**

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**PART – 1(C)**

**DETAILS OF MACHINE**

<b>SI No</b>	<b>Make &amp; Model</b>	<b>Location</b>
1	Bizhub-C280	Photography Section
2	Bizhub-C280	Library Section
3	Bizhub-283	Library Section
4	Bizhub-283	Head of Office's Room
5	Bizhub-283	Director's lab
6	Bizhub-283	Bill & Budget Section
7	Bizhub-283	Publication
8	Bizhub-283	FPS Building Computer Section
9	Bizhub-164	Cash section
10	Bizhub-164	Diptera Section
11	Sharp AR5516	FPS Building
12	Sharp AR5516	Stationery Section
13	Sharp AR5516	Field Survey division
14	Canon IR2525	Establishment Section
15	Richo MP25012	General Section
16	Tosiba e-studio 2006	Stores Section
17	Tosiba e-studio 2006	Accounts Section
18	Tosiba e-studio 2006	Technical Section
19	Tosiba e-studio 2006	Hemeptera Section

No of Machine may increase or decrease during the contract period. However unit price quoted by firm will remain unchanged.

Bidders are requested to inspect the machine before submitting the bids.



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**PART – 2**

**ZOOLOGICAL SURVEY OF INDIA, NEW ALIPORE, KOLKATA**

**PRICE BID FORMAT**

(Bidders are requested to offer their price bid in the following format)

Sl No	Description	DOQ	Quantity	Unit Price (in Rs)	Total Cost (in Rs)
1	2 <b>Annual Maintenance Contract</b> of	3	4	5	Column 4 X Column 5 = Column 6
(a)	Bizhub-C280	SET	02		
(b)	Bizhub-283	SET	06		
(c)	Bizhub-164	SET	02		
(d)	Sharp AR5516	SET	03		
(e)	Canon IR2525	SET	01		
(f)	Richo MP25012	SET	01		
(g)	Tosiba e-studio 2006	SET	04		
				Net bid price in Rs	

	Percentage (%)	Included	Excluded	Not applicable
CST/VAT				
Service Tax if any				
Any other cost if applicable				

**Bidders are requested to inspect Equipment before submitting the bids.**

- **No of Machines may increase or decrease. However unit price will remain unchanged during contract period**

**Bidders are requested to quote the price as per price bid format only.**  
**Lowest quotes will be decided on the total lowest prices quoted by the firm.**