



भारतीय प्रबंधन संस्था मुंबई

INDIAN INSTITUTE OF MANAGEMENT MUMBAI

विहार सरोवर मुंबई - Vihar Lake, Mumbai 400 087

Website: <https://www.iimmumbai.ac.in>
e-Tendering Website: <https://gem.gov.in/>

Description	Details								
Tender No	IIMM/CAMC-PC(s)/2024-25								
Name of Work	Annual Maintenance Contract of Photocopier Machines								
Estimated Value of Work	Rs. 9,00,000.00 (Rupee: Nine Lakhs Only) (Including 18% GST)								
Earnest Money Deposit	Rs. 18,000/- (Rupees Eighteen Thousand Only) EMD should be deposited as detailed below: Online EMD payment through Net Banking or NEFT/RTGS <table border="1"><tr><td>INSTITUTE ACCOUNT NAME</td><td>Indian Institute of Management Mumbai</td></tr><tr><td>Account No.</td><td>10007680096</td></tr><tr><td>IFSC Code</td><td>SBIN0009055</td></tr><tr><td>Branch Name</td><td>State Bank of India, P.O IIM Mumbai, Vihar Lake Road, Powai, Mumbai-400087</td></tr></table>	INSTITUTE ACCOUNT NAME	Indian Institute of Management Mumbai	Account No.	10007680096	IFSC Code	SBIN0009055	Branch Name	State Bank of India, P.O IIM Mumbai, Vihar Lake Road, Powai, Mumbai-400087
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Branch Name	State Bank of India, P.O IIM Mumbai, Vihar Lake Road, Powai, Mumbai-400087								
Performance Security Deposit	SD @ 5% of Contract value shall be taken as security deposits from the successful bidders.								
Download Period of Tenders:									
a) STARTS ON	As per GeM portal								
b) CLOSES ON	As per GeM portal								
c) Opening of Tenders	As per GeM portal								

Validity of Tender	The rates shall remain valid up for 90 days from date of opening of the Tender. The Lowest Acceptable rate (i.e. the rate finalised L-1 rate with the successful Bidder, with or without negotiations) shall remain valid throughout the entire period of Contract once the Letter Of Acceptance (LOA) / Work Order is placed on the successful bidder.
Type of Bid	Two Bid
No. of Contractors Required	ONE

INTENT OF THE CAMC:

1. IIM Mumbai intends to hire the service of a professional company for the award of the Comprehensive Annual Maintenance Contract of various types of Photocopy Machine installed at **Indian Institute of Management, Powai Vihar Lake, Mumbai** for their regular maintenance and prompt repair.
2. It is intended to select a company for the award of the Comprehensive Annual Maintenance Contract (CAMC) including cost of all new original genuine spares and consumables for proper functioning of a Photocopiers Machines i.e. Full Service Maintenance Agreement on per page cost basis. The detailed specifications and quantities of the Photocopiers Machines indicated at **Annexure-II**.
3. The company with whom CAMC will be executed shall be required to replace all the defective parts of the equipment with genuine original spare parts respective OEM make. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly and also consumables may be specified in report. Bids received as per the prescribed instruction will be evaluated on the basis of documents, qualification/eligibility criteria as indicated in the tender documents and lowest prices.
4. The Institute reserves the right to add or reduce the quantity of Photocopier Machines at the time of award of contract or start of any quarter

Scope of Comprehensive AMC and Its Implementation:

5. The bidder should be conversant with the handling of repair and maintenance of all types of Photocopier Machines. The services comprise of preventive and corrective maintenance and also include carrying out necessary repairs and fittings free of cost, replacement of all parts including plastic parts under warranty and consumables which are to be replaced.
6. This CAMC services will be on Call basis. The technical engineer should attend the call with in 24 Hrs. after receiving the call from IIM Mumbai.
7. The CAMC would be comprehensive in nature i.e. including cost of all new original spares in original packing and consumables for proper functioning of all Photocopier Machines installed at location. All the components required to be replaced will be of same make or of equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

GENERAL TERMS AND CONDITIONS

8. Online quotations are hereby invited from the vendors/agencies/organizations who have an experience in Government or Semi.-Government, etc. for the work of: Comprehensive Annual Maintenance Contract

- (CAMC) for Photocopier machines held by the Institute.
9. Time period of the contract: Maximum one year in some cases or the period as mentioned in **Annexure-II**.
 10. Bids must be submitted on GeM Portal as per schedule time and date specified in GeM bid.
 11. The Annual Maintenance Contract (AMC) will be comprehensive which shall include preventive maintenance / monthly regular services of the Photocopier Machines and / or replacement of any items i.e. Toner, Cartridge drum and other consumables / spare parts of goods/ standard quality for keeping the Photocopier Machines active and free from any defects / disturbance.
 12. This AMC Charges should also cover manpower costs, for example, engineers' travel cost and the other incidental labour charges, in rectifying defects developed in a equipment. This shall also include the transport charges, if any, required for shifting of the PCs to and from the workshop. It also includes the cost of replacement of any other part which may require to be replaced due to any other part(s) being defective and no replacement of such part is available.
 13. The VENDOR shall undertake Preventive Maintenance of the goods under this Annual Maintenance Contract at regular intervals of time and keep a record of the same. The periodicity of such Preventive Maintenance shall be quarterly.
 14. It shall be the responsibility of the VENDOR to furnish along with its Maintenance Bills a Compliance Certificate from all the users as per inventory regarding the Preventive Maintenance, duly authenticated by the user of the Department, to the VENDOR.
 8. The AMC charges shall include of consumables items i.e. Cartridges, Toners etc. Moreover, in general all the defective spare parts (such as:- Drum, Developer . Cleaning blades, etc) should be replaced by the VENDOR free of cost. **However, the vendor is also directed to explicitly mention in the bid, if any spare parts of photocopier machine is to be excluded from the ambit of AMC.**
 9. *Only spare parts of equal/higher specification/capacity should be used for replacing the defective components whether permanently or as a stop gap measure while the defective component is being repaired. The newly installed components should be compatible to the rest of the system. If required, replacement of any other part which may require to be replaced due to any other parts(s) being defective and such part is no longer available due its being obsolete, then such part will also have to be replaced along with the defective part to make the PC operational.*
 10. The maintenance services shall not cover any damage caused to the equipment as a result of accidents or gross mishandling by the users. Rectification/Repair of such equipment shall be at rates and subject to Change Order process to be agreed upon by the parties. Further, the office shall retain the right of upgrading/changing any of the components of any equipment covered under this contract at its own discretion as long as it does not in any way negatively affect the functioning of the equipment as a whole and for this purpose this office may engage any third party other than the VENDOR and need only intimate the VENDOR about such alteration/up-gradation.
 11. **Additions of New Goods: This office reserves the right to include any of the goods in the existing contract during the currency of the contract. However, the rates for inclusion of new goods into the contract shall be on pro-rata basis mutually worked out and agreed upon by both the parties. This office also reserves the right to relocate the goods as and when necessary, after intimating the VENDOR.**
 12. **This office shall also have the right to withdraw any equipment from the purview of such maintenance as and when desired without assigning any reasons thereof, by providing a 30 days' notice in writing to the VENDOR. Maintenance Charges for such equipment shall be payable on pro-rata basis for the period of service.**
 13. The vendor may inspect the system/machine on any working days from 11.00 AM to 4.00 PM before submitting the quotation. The vendor before making quotation, should inspect the site to fully acquaint himself about the condition of the machines within the ambit of AMC, in regard to accessibility of site, nature and extent of ground, working condition of site and locality required for the satisfactory execution of the

work contract. **No extra claim from bidder whatsoever on such account shall be entertained by the Institute in any circumstances.**

14. Vendors details and other information to be submitted as stated in **Annexure-A**.
15. Vendors must quote the rate of AMC of all the branded machines as stated in **Annexure-B**. Partly quoted rates i.e vendors quoted the rate of AMC of specific brand and keeping blank in respect of other brands will be outrightly rejected.
16. Bidder to submit Proforma of Declaration of Black Listing/ Holiday Listing as stated in **Annexure-C**.

Penalty:

17. The break down maintenance call shall have to be attended within 8 hours and the equipment will have to be set functional within twenty-four hours of the complaint, failing which the firm has to arrange for the alternative Equipment till the original gets repaired.
18. In case the standby Machine is not provided or the original Machine is not set right to put the same under satisfactory operation within 48 hours, a penalty may be charged @ 0.10% per day subject to a maximum of 10% of the CAMC charges of contract value for delayed period. The Contractor shall not subcontract the maintenance job to outside agency

Payment Terms:

19. The payment to the firm shall be made on quarterly basis, at the end of each quarter subject to satisfactory performance.
20. If performance is not found satisfactory, payment for that quarter will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.
21. one-month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.
22. Tax at source will be deducted as per extant rules/act made under Income Tax Act/GST Act, if applicable, from each amount of bill submitted by the vendor/contractor.

Handing over after CAMC:

23. The Contractor shall provide services for 10 working days from the date of the expiry of the contract without any extra cost, so that all the equipment under maintenance shall be handed over to the next Contractor in a smooth manner.
24. Any machine not made available in working condition on the last working day of the contract period shall be rectified! repaired by the Contractor within the next 10 working days failing which the equipment shall be got rectified from alternative sources and the cost thereof shall be deducted from the last quarter CAMC payment.

Arbitration:

25. If at any time any dispute, doubt, difference or question arises with regard to the interpretation or meaning of any terms and conditions, prices etc. of this contract or in respect of the rights, duties and liabilities of the parties, hereto or in any way touching or arising out of these presents or otherwise in relation to the present contract, then every such dispute, difference doubt or question (except the decision whereof is herein expressly provided for) shall be referred to the arbitration of the sole arbitrator to be appointed by the Director, Indian Institute of Management Mumbai. The venue of arbitration shall be the place from where the contract is finalized.

26. The Institute reserves the right to accept or reject any or all tenders or part thereof without assigning any reasons.

Corrupt or Fraudulent Practices:

27. Bidders & Suppliers shall observe the highest standard of ethics during the execution of the contract.
28. Director, IIM Mumbai will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
29. Director, IIM Mumbai will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.
30. No other person, except Contractor's authorized representative, shall be allowed to enter in this office. Within the premises of this office, the Contractor's personnel shall not do any private work other than their normal duties.
31. For any problem regarding clarification of the Tender enquiry, submission of the quotation, inspection of sites or any other problems including interpretations of language of this tender, etc. the bidders may contact, **Administrative Officer (IPSS), Indian Institute of Management Mumbai, Vihar Lake Road, Mumbai-400087**, within working hours of this office.

Chief Administrative Officer

Annexure-I

Tender Format

(To be filled by the bidder on letter head)

To,
Chief Administrative Officer,
Indian Institute of Management-Mumbai,
Powai Vihar Lake,
Mumbai-400087.

Sir,

With reference to your **tender Notice No.** _____
dated _____ I am to submit my tender for Annual Maintenance Contract of
Photocopier machines installed in your Office and I hereby declare that:-

- (i) I have thoroughly examined and understood all the terms and conditions as contained in the Bid document and agree to abide by them.
- (ii) I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes.
- (iii) I undertake that I have carefully studied all terms and conditions of the tender and shall abide by them, which are being signed in token of my acceptance. Further, it is certified that **I/We** have never been blacklisted by any Govt./PSU Department.
- (iv) I hereby certify that the information furnished above is true and correct to the best of my I our knowledge. I understand that in case, any deviation is found in the above statement at any stage, or I fail to abide by the terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions. Further, I shall be blacklisted and will not have any dealing with the department in future.

Signature _____

Name of the Tenderer _____

M/s. _____

ANNEXURE-II**LIST OF PHOTOCOPIER MACHINES ALONG WITH LOCATION OF THE MACHINS,
CAMC PERIOD, ETC.**

(* Tentative list of Photocopier Machines of various Sections at IIM Mumbai.

User Section	Company Name of Copier Machine	Model No. of Copier Machine	Due of Purchase
CAO/ BS OFFICE	XEROX	ALTALINK C8045	01.01.2024
Library		B-7025 Machine Sl. NO. 3399807769	30.10.2023
IPSS		B-7025 Machine Sl. NO. 3942892267	30.10.2023
Academic Section	CANON	CANON -IR-ADV DX C5850i	21.12.2022
Director Office	Kyocera	TASKalfa4053ci	28.08.2017
Accounts	SHARP	Sharp AR-6031	09.10.2023
Accounts		Sharp MX-5050	01.12.2022
Admin Section		Sharp Photo AR6023NV	01.01.2024
Admin Section		Sharp Photo AR-6026 Niv	01.01.2024
Academic Section		SHARP MX-4070N	01.01.2024

(* The Machine which has newly purchased and to be procured during the CAMC period will be added as part of contract as per the terms and conditions of the CAMC.

(* CAMC will be made applicable from the 10th day from the date of issue of commencement order or actual handing over of the site whichever is earlier.

(Signature with seal)

Annexure – A**TECHNICAL BID**

(To be filled by the bidder on letter head)

Sr. No.	Description	To be filled by the bidder
1	Name of Firm	
2	Address of firm	
3	GST No.	
4	PAN No.	
5	Name of Director/Proprietor of the firm with contact no. and email address	
6	Bidder must have relevant similar experience for Comprehensive Annual Maintenance Contract (CAMC) of Photocopy Machine.	Kindly enclosed copy of work order / agreement (at least one) during last 3 years not less than the value of 80% of Tender Value
7	Undertaking of Non-blacklisting in any Government / Semi-Government / Autonomous body / PSUs organization (Enclose Annexure-C)	
8	Signed tender copy	Yes / No (Enclose signed copy this document as a token of acceptance of all terms & conditions of the tender document)

This is to certify that all above information's are correct to the best of my/our knowledge, information, and belief.

Name & Signature with Seal of the Bidder

Date:

Place:

Financial Bid

The rates are to be filled in the following format online:

Types of Photocopier Machines	Type of Paper	Rate per copy (in Rs.)
Black & White	A4	
	A3	
Color	A4	
	A3	

(* The Machine which has newly purchased and to be procured during the CAMC period will be added as part of contract as per the terms and conditions of the CAMC.

(* CAMC will be made applicable from the 10th day from the date of issue of commencement order or actual handing over of the site whichever is earlier.

Note:

- i. The selection of L1 bidder shall be based on Lowest Acceptable Price for all the machines in the price Bid BoQ put together.
- ii. The final offer of L1 bidder subsequent to negotiations (if required) shall be the Lowest Acceptable Price and the bidder shall be L1 bidder.

Date:
Place:

(Signature with seal)

PROFORMA OF DECLARATION OF BLACK LISTING/ HOLIDAY LISTING

(To be filled by the bidder on letter head)

In the case of a Proprietary Concern:

I hereby declare that neither I in my personal name or in the name of my proprietary concern M/s. _____, which is submitting the accompanying Bid/Tender nor any other concern in which I am proprietor nor any partnership firm in which I am involved as a Managing Partner have been placed on black list or holiday list declared by Institute of Management Mumbai or its Administrative Ministry (presently the Ministry of Education), except as indicated below: **(Here give particulars of blacklisting or holiday listing, and in absence thereof state "NIL")**

1.
2.

In the case of a Partnership Firm:

We hereby declare that neither we, M/s. _____, submitting the accompanying Bid/Tender nor any partner involved in the management of the said firm either in his individual capacity or as proprietor or managing partner of any firm or concern have or has been placed on blacklist or holiday list declared by Indian Institute of Management Mumbai or its Administrative Ministry (presently the Ministry of Education), except as indicated below: **(Here give particulars of blacklisting or holiday listing and in the absence thereof state "NIL")**

1.
2.

In the case of Company:

We hereby declare that we have not been placed on any holiday list or black list declared by Indian Institute of Management Mumbai or its Administrative Ministry (presently the Ministry of Education), except as indicated below: **(Here give particulars of black listing or holiday listing and in the absence thereof state "NIL")**

1.
2.

It is understood that if this declaration is found to be false in any particular, Indian Institute of Management Mumbai or its Administrative Ministry, shall have the right to reject my/our bid, and if the bid has resulted in a contract, the contract is liable to be terminated.

Date:

(Signature with seal)

Place: