

Tender Document
For Photocopying and Binding
Services at IIM Raipur

Issued By
IIM Raipur (C.G.)

**Chief Administrative Officer
IIM Raipur (C.G.)**

This tender document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be seen/downloaded at/from **eWizard e- procurement portal (<https://mhrd.euniwizarde.com>)** or the Central Public Procurement (CPP) Portal <https://eprocure.gov.in> or Indian Institute of Management Raipur website: www.iimraipur.ac.in .

This tender is required to be uploaded on the website **eWizard e- procurement portal (<https://mhrd.euniwizarde.com>)** and <https://eprocure.gov.in> and no where else as it will be opened online at this site only.

The contract will be valid initially for two years, which may be extended subject to satisfactory performance at the sole discretion of IIMR on an annual basis for a further period of two years (01 year ext. + 01 year ext.) on same rate and terms & conditions. The tenderer shall deposit Earnest Money of Rs.50,000/- (Rupees Fifty Thousand only) through Demand Draft drawn in favour of “**Indian Institute of Management Raipur**” payable at Raipur through a scheduled bank only.

The tenderer shall sign and stamp each page of this tender document as taken of having read, understood and comply with tender, the terms and conditions contained herein.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

**Chief Administrative Officer
IIM Raipur (C.G.)**

INSTRUCTIONS FOR THE ONLINE BID SUBMISSION

1. Tender will be submitted through online mode under the e-procurement system. The bidders must apply online through the portal <https://mhrd.euniwizarde.com> only. The original **Demand Draft** towards processing charge (non-refundable) and **EMD** are to be submitted by only Speed Post in a sealed envelope to be super scribed this tender name, the name of your firm & GST Registration number of the firm and must reach at the below address before the last date & time for the submission of Bid document.

The CAO -
Indian Institute of Management Raipur
IIM Raipur Campus
Atal Nagar, PO Kurru (Abhanpur)
Pin code – 493661

2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support. Details of help desk number is given below: -

Phone No.08927976198/08759430253/08759430253/09355030620/ 011-49606060

Mail Id: helpdeskeuniwizarde@gmail.com / ewizardsaikat.pal@gmail.com /
ewizardkumar@gmail.com

3. Any technical queries relating to the tender document, you may send email to abhardwaj@iimraipur.ac.in on or before 29.06.2022 <mailto:caooffice@iimraipur.ac.in>. No other mode of raise the query will be acceptable nor reply. Reply of the bidder queries will be uploaded in IIM Raipur website [on or before 05.07.2022.](#)

BIDDER'S ELIGIBILITY CRITERIA:

1. **Experience:** The bidder must have at least one satisfactory completion of * similar work / service in Govt./State Govt./Govt. Autonomous Institute. Experience cum satisfactory performance certificate issued by said organizations will be considered, whose contract / work validity period has/ ending after 31.12.2016.

(PO/WO/Agreement/Experience cum performance Certificate as of proof of above should an essential enclosure in the technical bid).

*Similar work means photocopy or printing services on Annual Basis or validity / empanelment of work/vendor should be minimum 01 year (certificate of the principal employer must be uploaded online in technical bid part).

2. **SHOP:** The bidder must have registered shop/firm at Raipur (C.G.) -Copy of Registration of Shop and Establishment must be submitted with the technical bid. In case shop/office/firm not available in Raipur (C.G.), the bidder must submit the self-declaration letter in the company letter head for setup the office at Raipur (C.G.) within 30 days: in case of successful bidder.
3. **GST and PAN:** The bidder must have valid PAN & GST registration number (Scan copy of both should an essential enclosure in the technical bid).
4. **Annual Turnover:** Annual Turnover of the firm should be Rs.25 lacs or more during last 3 financial years (CA Certified turnover certificate should an essential enclosure in the technical bid).
5. The bidder should not have been blacklisted by any Govt., Semi-Govt. Deptt., or any other organization. ***An affidavit in original (on non-judicial stamp paper duly notarized) to this effect shall be given by the firm along with the Tender Fee & EMD.***

TENDER FEE AND EMD EXEMPTION:

The Institute may accept bids without Tender Fee and EMD from those bidders who are registered with the MSME / National Small Industries Corporation (NSIC). Certificate must be enclosed with technical bid for the Tender Fee and EMD Exemption.

E-TENDER NOTICE

E-Tenders are invited through electronic tendering system under two-bid system <https://mhrd.euniwizarde.com> from highly reputed, well established & professional Photocopying Services provider with providing manpower according to terms and conditions given in the tender form:-

Name of Service	Estimated Cost (In Rs.)	Tender/ Processing Fee	EMD	Security Deposit	Registration Fees
Photocopying and Binding Services including Photocopy Machine and Manpower	NA	Rs.500 plus 18 % GST=Rs 590/-	25000/-	50,000/-	Nil
Last date & Time of submission of Online bids: 12.07.2022 @ 03:30 PM					
Date & Time of Opening of Online Technical bids: 12.07.2022 @ 03:35 PM					
Date & Time of Opening of Online Financial bids: To be intimated later to technically qualified bidder					

The Agency/Contractor has to submit online bids through e-procurement portal <https://mhrd.euniwizarde.com>.viz. Technical bid (Cover 1) & Financial bid (Cover 2).

The technical bid must be accompanied with the following documents: -

TECHNICAL BID, UPLOAD THE FOLLOWING DOCUMENTS IN THE TECHNICAL BID :-

- a) Scanned copy of **Demand Draft** for Tender Fee / Processing Fees.
- b) Scanned copy of **Demand Draft** for EMD.
- c) Scanned copy of **NSIC/MSME** Certificate on account of Tender Fees and EMD.
- d) Bidder's General Information **Annexure-1** along with the documentary proof.
- e) Bidder's Eligibility Criteria **Annexure-2** along with the documentary proof.
- f) No Deviation Confirmation as per **Annexure-3**.
- g) Declaration on the Company letter head stating acceptance of the terms and Conditions mentioned in the tender documents.
- h) Additional documents, if any.
- i) (COVER 2) FINANCIAL / PRICE BID

Financial offer should be submitted online as per the format. **Annexure – 4.**

SELECTION CRITERIA

- I **Technical bid (Cover 1):** Technical bid submitted online will be opened on <https://mhrd.euniwizarde.com>
- II **Financial bid (Cover 2):** To be opened online on <https://mhrd.euniwizarde.com>. (Incomplete bid shall be directly rejected).

INSTRUCTIONS TO BIDDER

1. Technical bid and financial/price bid will be submitted concurrently, duly digitally signed in the website portal <https://mhrd.euniwizarde.com>. The tender document may be downloaded from website & submission of technical bid / financial bid as per Tender time schedule.
2. Tenders are to be submitted online through the website stated above. All the documents uploaded by the Tender Inviting Authority form an integral part of contract Agency/Contractors they are required to upload all the tender documents along with other documents, as asked for in the tender, through the above website within stipulated date and time as given in the Tender Notice
3. The Agency/Contractor shall carefully go through the documents and prepare the required documents, and upload the scanned documents in Portable Document Format (PDF) to the portal in the designated location of Technical Bid. The bidder needs to fill up the % age rates, downloaded for the financial Bid in the designated cell and upload the same in designated location of financial bid.
4. The documents uploaded must be virus scanned and digitally signed using the Digital Signature Certificate (DSC) by the authorized signatory.
5. For submission of e-tender, bidders are requested to get themselves registered with <https://mhrd.euniwizarde.com> website along with class-II/III Digital Signature Certificate (DSC) issued by authorized issuing authority under IT Act 2003.
6. For complete details, refer website <https://mhrd.euniwizarde.com> at **eWizard portal**.
7. The IIM, Raipur may issue amendment / errata to the tender documents before due date of submission of tender. The Agency/Contractors are required to read the tender documents in conjunction with amendments, if any, issued by IIM, Raipur. The Agency/Contractor is not supposed to incorporate any amendment / errata in the body of tender documents either in ink or pencil. In case the Agency/Contractor on the body of tender incorporates amendments/errata issued, they shall not be considered, and the amendment / errata issued by the IIM, Raipur shall only hold good. The amendments/errata issued to these Documents if any would be uploaded on website <http://www.iimraipur.ac.in> and <https://mhrd.euniwizarde.com>. The contractors shall visit these sites from time to time to see these amendments/errata.
8. The bidders are required to upload the completed documents only after satisfying each and every condition laid down in the tender documents.
9. IIM Raipur reserves the right to postpone/modify and / or extend the date of receipt of opening of tenders or to withdraw the tender notice, without assigning any reason thereof. In such cases, the bidders shall not be entitled to any form of compensation from IIM, Raipur.

VALIDITY OF BID: Bid submitted by Bidder shall remain valid for acceptance for a period of **180 days** from the date of opening of the BID. Bidders shall not be entitled during the said ninety days' period to revoke or cancel the BID or to vary the same or any term thereof without the consent in writing to the IIM, Raipur.

Scope of work and Terms and Conditions of Tender

The terms, conditions and important instruction in respect of this tender are as follows:

1. Online bids on behalf of Director, Indian Institute of Management Raipur are invited for installation of two good quality Digital Photocopying Machine with minimum speed of 70-80 (Seventy to Eighthly) copies per minute, at IIM Raipur (hereinafter referred to as IIMR) premises to meet day to day requirement of photocopying. The number of machines may be increased during the tenure of contract, in case of requirement, which should be provided by the tenderer at the same cost.
2. The speed of digital photocopy machine should be minimum 70-80 copies per minute (c.p.m.)
3. The specification of paper to be used for photocopying / printing shall be of at least 75 GSM of J.K. Paper / TNPL / Bilt Matrix Xerox brands. However, IIMR shall approve one or two other equivalent brands of 75 GSM paper. Upon approval the tenderer shall have the right to use any of the approved paper.
4. Photocopying Machine is required to be installed at the cost of service provider. Service Provider is required to submit rates for different services in the financial bid document. The rates will be settled per copy basis. The rates will be inclusive of operator wage (employed by Service Provider) and all the consumables required for photocopying.
5. The operating hours shall be from 8.30 am to 6.00 pm. The working days of the week will be seven days, Monday through Sunday. In case of any additional and emergency work when the machine(s) need to be operated beyond the normal working hours or holidays, the service provider will have to provide such services at no extra cost.
6. Service Provider shall provide adequate competent full-time staff who will be responsible on site for all aspects of running and managing the facility.
7. Service Provider will provide substitute fully trained staff whenever the regular operator is on leave due to absenteeism or sickness. Any such replacement will be fully conversant with the operation of the

photocopy machine/equipment and all relevant procedure. The cost of providing such replacement will be borne by service provider.

8. Service provider will be responsible for arranging all equipment, service and maintenance to meet high standard of consistent quality.
9. Service Provider will maintain a stock control system and provide all relevant supplies including paper, stapler pins, toner and all consumables necessary to run the photocopy machine/ equipment.
10. All equipment and staff utilized in this service will be totally dedicated for exclusive use of IIMR and no outside work will be undertaken.
11. In case of machine break down, service provider will provide immediate backup machine so that the down time is minimized to less than 4 hours and work of IIMR is not held up.
12. Security of all documents will be protected and under no circumstance's papers given for photocopy or copies thereof shall be taken out of the premises or given to persons not authorized by IIMR.
13. It shall be the sole responsibility and liability of the service provider to carry out the obligations arising out of various labour legislations such as Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, Industrial Disputes Act 1947, Employee Provident Fund and Misc. Provisions Act 1952, Employees' State Insurance Act 1948, Women's Compensation Act 1923, Child Labour (Prohibition and Regulation) Act 1986 and such other relevant enactment are in force from time to time in respect of staff engaged by the service provider to provide the service.
14. Service Provider shall raise bill on monthly basis and submit the same succeeding month for payment. IIMR will normally settle the bill within 15 days from the receipt of the bill. However for delayed payment, the service provider will not charge any penalty or interest to IIMR.
15. IIMR will provide suitable space along with supply of 16 Amps / 240 volts electricity supply.
16. The space to install the machine and to keep material such as paper and ink etc. will be provided by IIMR.
17. If the user department would like to have photocopy only in one page material of two pages of the text to be photocopied, it would have to be done accordingly.

18. Service Provider will be responsible for submitting periodic reports giving detailed, break up of complete job.
19. IIMR may terminate the agreement with two-month notice in case the services are not found satisfactory or otherwise. In such a case, IIMR will pay on actual work basis for the duration for which the services were used during the year in question. Similarly the service provider may also terminate the agreement by giving two-month notice. However, on specific request of IIMR, the service provider will continue to provide the service for one month but not exceeding three months in total.
20. Tenders received without E.M.D. and the tender submission cost would be straightway rejected or shall not be entertained.
21. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Service Provider's bills.
22. The insurance of the equipment and staff utilized in this service will be borne by the service provider.
23. In case of any dispute the jurisdiction of the matter will be within the limits of Raipur City (CG).
24. IIMR will not be responsible for any damage to the machine arising out of unusual occurrences for example voltage fluctuations, seepage of water etc.
25. Periodic service of photocopying machine is to be undertaken by the service provider to ensure uninterrupted quality.
26. The Service Provider will also arrange for the photocopy for the documents which are in odd size and not covered under this agreement, however, the rates for that will be certified by Head of concerning department and bills will be paid accordingly.
27. In the event of any question, dispute or difference arising under this NIT or in connection there with except as to matter the decision of which is specifically provided under this NIT, the same shall be referred to an arbitrator be appointed by the Director, Indian Institute of Management Raipur and the decision of the arbitration will be binding on both parties of this NIT.

28. Back-up Support- Kindly mention clearly in the tender document how the service support and back up support will be provided.
29. The Tender should be complete in all respects and should be duly signed. Late and delayed tenders due to any reason including postal delays shall not be considered at all. Offers sent through fax/ e-mail will not be accepted.
30. The period of contract would be for **two years** from the date of award of the contract and it may be further extended for another **two years** on the satisfactory performance of service provider. The performance of the service provider will be evaluated on yearly basis.
31. Contract Agreement: The successful Bidder shall be required to execute a contract Agreement with IIMR on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only). The cost of stamp paper shall be borne by successful bidder. IIMR reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing during the tenure of the contract. The amended terms and condition will form part of the agreement.
32. Work at Risk and Cost: The institute reserves the right to arrange to complete the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
33. Insurance: The successful bidder (contractor) shall take third party insurance to cover any accident or accidents of nature, for an amount as required for such type of work against damage /loss/ injury to property or person or loss of life during the entire period of the contract. A copy of insurance policy will be handed over by the contractor to the concerned authority of the Institute before commencing work as specified in the work order / letter of intent. In case the contractor fails to take the insurance policy, the Institute would arrange for the same at the cost of the contractor, alternatively, the institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminates the contract at the risk and cost of the contractor.
34. Indemnity : The contractor shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act,

Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. The contractor shall not employ child labour. Payment to workers must be according to Minimum Wages Act.

35. Compliance with the Institute rules and Regulations: The contractor shall comply with all norms stipulated by the Institute to maintain discipline, safety, security and hygiene at and around the work site.
36. Arbitration : In the event of any question, dispute or difference arising under this NIT or in connection there with except as to matter the decision of which is specifically provided under this NIT, the same shall be referred to an arbitrator appointed by the Director, Indian Institute of Management Raipur and the decision of the Arbitration will be binding on both parties of this NIT.
37. Jurisdiction : It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Indore alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Raipur Only.
38. Authorization: The Contractor shall submit to the institute the names, designation and specimen signatures of the persons authorized by him to draw materials, sign joint measurements, bills, receive payments, receive instructions / notices etc. on behalf of the contractor.
39. Access to site: The contractor shall allow unhindered access to the institute and/ or any other party or person, engaged by the Institute to work at the same site and /or to check / regulate /watch /guard/ measure/ inspect, solely or jointly with the contractor.
40. Safety and Security: Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.

41. Penalty

The tenderer should ensure regular and uninterrupted quality services at all times. In case of failure in services or negligence (as defined below), appropriate punitive action shall be taken by the Institute, which also includes monetary penalty upto 5 % or not exceeding 5% of total monthly bill payable by IIMR to the service provider.

Failure of service and negligence shall be measured in terms of the following:

- 1.The service provider delivers poor quality of copies / prints to the user even after receiving written notice by IIMR regarding poor copy / print quality.
- 2.If the copy/printing activity stops due to service provider's failure in supplying paper, toner, and other consumables required to run the machines.
- 3.Service provider provides copy/printing services to any individual / organization not authorized by IIMR.
- 4.The service provider fails to supply paper as per specification.
- 5.Operators are not available during the stipulated timings.
- 6.All the machine fails and not even a single machine is rectified within 4 hours of breakdown.
- 7.Breach of any clause of tender / agreement even after receiving prior written notice by IIMR.
- 8.Any other matter which an act of negligence or breach of ethics by the service provider.

Annexure-1
Agency Details

I. Details of Tenderer		
<u>Sr.</u>	<u>Particulars</u>	<u>Details</u>
1	Name of Tendering Agency	
2	Name of the Proprietor/ Director/ Partner	
3	Full Address of registered office with pin code	
5	E-mail ID	
6	Website of the agency, if any	
7	Name and designation of authorized person with mobile number (authorization letter to be enclosed)	
II. Registration and Other Statutory document details:		
1	Name of the agency (Individual/ Proprietor/ Pvt. Ltd./ Ltd Company etc.) and Month & Year of the Establishment (attach self- attested copy)	
2	Permanent Account Number	
3	GST Registration Number	
4	Registration number as per eligibility criteria sr.no-1.	
5	Bank Account Details	

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place:

Date:

(Signature of the bidder with seal)

Annexure-2**BIDDER'S ELIGIBILITY CRITERIA**

Sr. No	Description	Confirmation (Yes/No)	Proof Attached at Scan Page No.
1	Do you have any work experience of providing similar services in Govt. / State Govt. / Govt. Autonomous Institute?		
2	Do you have any submit experience cum performance certificate work order copies of certificates issued by Govt. / State Govt. / Govt. Autonomous Institute?		
2	Does your agency have been in existence for the last 03 years?		
3	Do you have any registered shop at C.G State? Or submit the self declaration for setup within 30 days from award of contract		
4	Does your agency comply with the statutory requirements such as GST Number and PAN Number?		
5	Do you have annual turnover of INR 25 Lakh in preceding three Financial Year?		
6	Does your agency have been blacklisted by any Organizations?		
7	Whether the Tender Fees in the form of DD are enclosed ?		
8	Whether the Earnest Money in the form of DD are enclosed ?		
9	Do you have uploaded the seal and sign of tender document online ?		

Annexure-3

NO DEVIATION CONFIRMATION

To

The Director,
IIM, Raipur.

Dear Sir,

I/We understand that any deviation/exception in any form may result in rejection of BID. I/We, therefore, certify that we have not taken any exceptions/deviations anywhere in the BID and I/ we agree that if any deviation/exception is mentioned or noticed, our BID may be rejected.

(SEAL AND SIGNATURE OF BIDDER)

LETTER OF AUTHORITY

PROFORMA LETTER OF AUTHORITY FOR ATTENDING TECHNICAL & FINANCIAL
BID OPENING AND OTHER COMMUNICATION / CORRESPONDENCE RELATING TO

BID. No. -----

Date:

To

Director,
IIM Raipur,
C. G.

Dear Sir,

I/We hereby authorize following representative(s) to attend Technical/Financial BID
opening and for any other correspondence and communication against Bidding Document:

Name & Designation _____

Signature _____

Name & Designation _____

Signature _____

We confirm that we shall be bound by all commitments made by aforementioned
authorized representative.

Yours faithfully,

Signature

Name & Designation

For and on behalf of

Note: This letter of authority should be on the letterhead of the bidder and should be signed by
a competent authority.

COVER 2
FINANCIAL BID (FORMAT)
(TO BE FILLED ONLINE)



Indian Institute of Management Raipur

Atal Nagar, P. O. - Kurru (Abhanpur),

Raipur – 493 661, Chhattisgarh

Website: <http://www.iimraipur.ac.in/>

NIT No. IIMR/Tender/2022/03 date 21.06.2022

FINANCIAL BID

Name Work: Photocopying and spiral binding services at IIM Raipur

Name of the Company				
Sr. No	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder in Rs. P (excluding GST)
1	Installation of Own Photocopying Machine with Material and Manpower			
1.01	A-4 Size Paper (Back to Back or Duplex Photocopying)	1	Nos	
1.02	A-4 Size Paper (Single Side Photocopying)	1	Nos	
1.03	A-3 Size Paper (Back to Back or Duplex Photocopying)	1	Nos	
1.04	A-3 Size Paper (Single Side Photocopying)	1	Nos	
2.00	Spiral Binding / Comb Binding with OHP Sheets (Front & Back) of 175 microns			
2.01	Book containing 1 to 50 pages	1.00	Nos	
2.02	Book containing 51 to 100 pages	1.00	Nos	
2.03	Book containing 101 to 150 pages	1.00	Nos	
2.04	Book containing 151 to 200 pages	1.00	Nos	
2.05	Book containing 201 to 250 pages	1.00	Nos	
2.06	Book containing 251 to 300 pages	1.00	Nos	
3.00	Strip Binding / Comb Binding with OHP Sheets (Front & Back) of 175 microns			
3.01	Book containing 1 to 50 pages	1.00	Nos	
3.02	Book containing 51 to 100 pages	1.00	Nos	
3.03	Book containing 101 to 150 pages	1.00	Nos	
3.04	Book containing 151 to 200 pages	1.00	Nos	
3.05	Book containing 201 to 250 pages	1.00	Nos	
3.06	Book containing 251 to 300 pages	1.00	Nos	

Note:

1. GST will be extra as per actual as actual.

2. The successful bidder will be the tenderer that will quote lowest rates for providing photocopy services for Sr. No – 1, Sub. Sr. Nos-1.01 A4 Size (Back-to-back - (Duplex) photocopying and Sr.No.2, Sub. Sr. No-2.03 for spiral binding.
3. For evaluation purpose weightage will be given for L-1 of duplex side photocopying service.
4. Evaluation of the other categories will be done as per discretion of tender & purchase committee of IIM Raipur.
5. IIM Raipur is not being giving any minimum guarantee for the quantity of service. Bidder has to provide the service to IIM Raipur without any minimum guarantee. Therefore, intending bidders are requested to quote the rate in the financial bid as per the condition.

Consumption of item was noted in FY 2019-20 as follows (Only for the reference purpose).

	Q1	Q2	Q3	Q4	Total Qty
Photocopy (Single)	7612	8490	10084	8910	35096
Photocopy (Double)	734472	500134	767168	515455	2517229
Total Spiral (Copy)	2615	1610	2026	1910	8161