

Tender No: IIMI/2018-19/10



Date: June 12, 2018

## **Notice Inviting Tender for Photocopying, Printing, Binding and Lamination Services at IIM Indore**

### **(E-PROCUREMENT MODE ONLY)**

Indian Institute of Management Indore (IIM Indore) invites **online bids (e-tender)** in two bid systems from reputed, experienced and financially sound parties for the following work:

#### **Brief Details of Tender:**

सेवा का विवरण Work Description	निविदा की अनुमानित कीमत Estimated Cost of Tender*	अग्रिम जमा EMD*	निविदा फीस सभी टैक्स मिलाकर Tender Fee (Inclusive of all taxes)
Photocopying, Printing, Binding and Lamination Services at IIM Indore	Rs.90,00,000/- per annum	Rs.2,00,000/-	Rs.1,500/-

\* Bidders who have submitted Tender Fee and EMD against our Tender No. IIMI/2018-19/04 dated 03-05-2018, need not to submit again. However, the details of the existing Tender Fee and EMD can be uploaded against this tender.

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted **online** only through the same portal up to the last date and time of submission of tender.

#### **Critical Dates of Tender:**

S/N	Particulars	Date	Time
01	Date and Time of Online Publication / Download of Tender	12-06-2018	1200 Hrs.
02	Bid Submission Start Date and Time	12-06-2018	1200 Hrs.
03	Bid Submission Close Date and Time	21-06-2018	1500 Hrs.
04	Closing Date and time for Submission of EMD & Tender Fee	21-06-2018	1500 Hrs.
05	Opening of Technical Bids	22-06-2018	1500 Hrs.

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## 1. ABOUT IIM INDORE

Indian Institute of Management Indore (IIM Indore) is an Autonomous Institute under Ministry of Human Resource Development, Govt. of India.

## 2. SCOPE OF WORK

- a) To provide photocopy, printing, lamination and binding services at IIM Indore campus. The service provider is required to install heavy duty new photocopiers of approved models of reputed brands ( Ricoh, Gestener, Xerox, Toshiba, Konica Minolta or similar) having all facilities including for set making, back to back photocopying etc. at their own cost in the IIM Indore Campus . The specifications of the machine should be provided as per **Appendix- A**.
- b) The initial requirement is for three such machines. Depending upon the work, the number of such requirement is likely to change. Photocopying Machine is required to be installed at the cost of service provider.
- c) The service provider shall provide at least five competent full time staff at their own cost, who will be responsible for all aspects of running and managing the facility.
- d) The specification of paper to be used for photocopying / printing shall be of at least 75 GSM of J.K. Paper / TNPL / Modi Xerox brands. However, IIMI shall approve one or two other equivalent brand of 75 GSM paper. Upon approval the tenderer shall have the right to use any of the approved paper.

## 3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of ₹1,500/- (Rupees One Thousand Five Hundred only)** inclusive of all taxes should be submitted through NEFT or RTGS in favour of Indian Institute of Management Indore.
- b) **EMD of ₹2,00,000/- (Rupees Two Lakh only)** should be submitted through NEFT or RTGS in favour of Indian Institute of Management Indore.
- c) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) alongwith the tender to this effect.
- d) **The bidders who seeks exemption from Tender fee/EMD as per clause no. 3(c) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as**

**decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.**

- e) EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 13 (a) and its verification from the concerned issuing authority.
- f) In case of successful tenderer, the EMD may be adjusted towards the Performance Security deposit on request.
- g) The amount of EMD is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- h) No interest will be paid on the EMD / Performance Security deposited / remitted.
- i) **The Bidders will have to upload scanned copy of Payment details towards tender fee & EMD alongwith Annexure-I and the same will be accepted only on verification & confirmation by the Institute. Any delay in credit will not be entertained by the Institute.**

#### **4. ELIGIBILITY CRITERIA:**

##### **4.1 OID (Other Important Documents)**

OID viz. Firm Incorporation Certificate, PAN details, GSTIN etc. details are to be provided.

##### **4.2 Statutory Documents:**

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-I.
- b) The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate to this effect is to be submitted as per Annexure-II.
- c) The bidder should attach list of Purchase Order / Work Order where the similar type of work executed during the last five years from the date of publication of tender as detailed below :
  - (I) Three similar works of at least 40% of the estimated cost i.e. Rs. 36 Lakh each **OR**
  - (II) Two similar works of at least 50% of the estimated cost i.e. Rs. 45 Lakh each **OR**
  - (III) One similar work of at least 80% of the estimated cost i.e. Rs.72 Lakh

The details of the same along with supporting document are to be submitted as per the Annexure-III.

- d) The Annual Turnover from the similar service should be at least 30% of the estimated cost during each of the previous three financial years (2014-15 to 2016-17) or (2015-16 to 2017-18). Copies of duly audited financial documents / CA Certificate are to be submitted as per the **Annexure-IV**.
- e) The firm should be Profitable in each of the previous three financial years (2014-15 to 2016-17) or (2015-16 to 2017-18). Duly completed **Annexure-V** along with supporting documents is to be submitted.
- f) The firm should have minimum three years of experience in institutional Photocopying, Printing, Binding and Lamination Services in a large reputed educational institution such as IIMs, IITs, IISER, Central Universities, or other reputed Industrial houses during last five years. Satisfactory completion certificate / performance certificate from the clients is to be submitted.
- g) The bidder should have atleast one successfully currently running contract for similar work (Photocopying, Printing, Binding and Lamination Services) in a large reputed institution/organisation. Performance certificate from the clients is to be submitted.
- h) The firm should be in similar line of business prior to or during the financial year 2014-15.
- i) The bidder should operational support centre in Indore city. Details of the same alongwith supporting document are to be submitted.
- j) The firm should furnish solvency certificate issued by the bidder's bankers as per **Annexure-VI**, specifically for the purpose of above work for an amount of Rs.54 Lakh.

#### **4.3 Technical Criteria**

Bidders should comply with the specification of the tendered item in all respect, No deviations are acceptable. The detailed format is attached at Annexure-VIII alongwith duly filled in Appendix-A. The bidder is to complete the same in all respect and submit accordingly.

#### **5. FINANCIAL BID DETAILS**

Financial bid (i.e. BOQ) given with tender is to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly as per Annexure-IX available with the tender failing which the offer is liable for rejection. Kindly quote your offer on FOR IIM Indore (inclusive of all taxes and charges).

**The vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection.**

## 6. TIME SCHEDULE

S/N	Particulars	Date	Time
01	Date and Time of Online Publication / Download of Tender	12-06-2018	1200 Hrs.
02	Bid Submission Start Date and Time	12-06-2018	1200 Hrs.
03	Bid Submission Close Date and Time	21-06-2018	1500 Hrs.
04	Closing Date and time for Submission of Original EMD & Tender Fee	21-06-2018	1500 Hrs.
05	Opening of Technical Bids	22-06-2018	1500 Hrs.

## 7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and Institute website <https://www.iimidr.ac.in/tenders/> and be submitted only through <http://eprocure.gov.in/eprocure/app>.

## 8. BID VALIDITY PERIOD

The bid will remain valid for 120 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

## 9. BID SUBMISSION

### 9.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the **Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)** by clicking on the link "**Online Bidder Enrolment**" on the CPP Portal. **The registration is completely free of charge.**

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognised by CCA India (e.g. Sify/TCS/nCode/eMudhra, etc, ).

Bidders are required to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID/password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrolment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to the process of online bid submission or queries related to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk. The **Toll-Free** contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

## 9.2 Online Bid Submission Procedure

**OID:** The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF of PAN Card.
2. Packet-2: Duly Completed Scanned PDF of Registration Certificate Details.
3. Packet-3: Duly Completed Scanned PDF of GSTIN.

**Cover-1:** The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF copy of Annexure-I with copy of Payment details for Tender Fee & EMD.
2. Packet-2 : Duly Completed Scanned PDF copy of Annexure-II
3. Packet-3: Duly Completed Scanned PDF copy of Annexure-III with supporting Documents.
4. Packet-4: Duly Completed Scanned PDF copy of Annexure-IV with supporting Documents.
5. Packet-5: Duly Completed Scanned PDF copy of Annexure-V with supporting Documents.
6. Packet-6: Duly Completed Scanned PDF copy as mentioned in clause 4.2 (f).
7. Packet-7: Duly Completed Scanned PDF copy as mentioned in clause 4.2 (g).
8. Packet-8: Duly Completed Scanned PDF copy as mentioned in clause 4.2 (h).
9. Packet-9: Duly Completed Scanned PDF copy as mentioned in clause 4.2 (i).
10. Packet-10: Duly Completed Scanned PDF copy of Annexure-VI.
11. Packet-11: Duly Completed Scanned PDF copy of Annexure-VII.
12. Packet-12: Duly Completed Scanned PDF copy of Annexure-VIII with supporting Documents (Appendix-A).

**Cover-2:** The BOQ should be downloaded from the website and should comprise of the following items.

1. Packet-1: Financial Bid as per Annexure-IX in PDF version Filled with all relevant information.

### 9.3 Online Submission of Tender Fee & Earnest Money Deposit (EMD)

It is also required to submit Tender Fee & EMD through NEFT or RTGS at the following account before 21-06-2018 at 1500 hrs.

Name of beneficiary: Indian Institute of Management Indore  
Address: Rau-Pithampur Road, Indore-453556, M.P.  
Account No.: 53018623445  
Name of the Bank: State Bank of India  
Branch Address: IIM Indore Campus  
IFSC Code: SBIN0030525

### 10. BID OPENING

- a) Technical Bids will be opened 22-06-2018 at 1500 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids should be summarily rejected, if tender is submitted other than through online or original EMD & Tender Fee is not submitted within stipulated date / time.

### 11. BID EVALUATION

The bidder would be selected on the basis of ranking and evaluation of Technical and Financial Bids by a Committee, and Committee's decision would be final. The Committee will decide on the parameters to be used for determining the suitability and adequacy of the bids. The procedure for selection of the party/agency shall be based on Quality and Cost Based Selection system for evaluation by the Committee.

**The process of selection of the successful bidder would be determined as under:-**

#### 11.1 Stage – 1- Pre-qualification Evaluation:

The bidders have to submit the documents mentioned in the clause 4, i.e. OID, eligibility criteria, EMD and Technical criteria.

#### Format for Evaluation of Pre-qualification

S. No.	Particular	Marks Breakup	Total Marks (100)
1	No. of years' experience in the similar type of services	3 to 5 years -> 5 marks, More than 5 years ->10 marks	(Min. Mark - 5, Maximum marks - 10)
2.	Currently satisfactorily running contract for similar work in a large reputed institution/ organisation	One contract -> 10 Marks, More than one contract -> 15 Marks	(Min. Mark - 10, Maximum marks - 15)



3	The Annual Turnover from the similar service during each of the previous three financial years	27 Lakh to 45 Lakh -> 5 marks More than 45 Lakh -> 10 marks	(Min. Mark - 5, Maximum marks - 10)
4	Proposed machine print/copy speed in PPM	70 PPM -> 5 marks More than 70 PPM to 80 PPM -> 10 marks More than 80 PPM-> 15 marks	(Min. Mark - 5, Maximum marks - 15)
	<b>Total Marks in Prequalification</b>	<b>50</b>	

Only those bidders who will score minimum 50% in prequalification evaluation will be considered eligible for Stage – 2.

### 11.2 Stage-2 - Visit to Technically Qualified Bidder's sites:

After the prequalification evaluation, team of Officers from IIM Indore will be visiting the currently running contract sites of the tenderers who will be considered eligible, to verify their claims and credentials to serve the Institute. Following parameters carry 50 marks will be used to evaluate the tenderer's credentials based on the site visit of the service provider.

#### Format for Evaluation of Service Provider's Site

Sr. No.	Description	Maximum Allocated Marks	Actual Marks
1	Quality of Machine	10	
2	Quality of printing	10	
3	Feedback from clients/users	10	
4	Manpower quality	10	
5	Operational capabilities	10	
	<b>Total Marks in Site Visit</b>	<b>50</b>	

Only those bidders who will score minimum 50% in site visit evaluation will be considered eligible for Stage – 3.

#### Total Marks of the technical bid

Sr. No.	Description	Maximum Allocated Marks	Actual Marks of technical bid
1	Total Marks in Pre-qualification	50	
2	Total Marks in Site Visit	50	
	<b>Marks of technical bid out of 100</b>	<b>100</b>	

The scores for technical bids are based on the following method:

Normalized technical Bid Score =  $\frac{\text{Marks obtained in technical bid} \times 10}{\text{Highest marks of technical bid}}$

For example, the technical scores the bidders are as follows-

<b>Party</b>	<b>Marks of technical bid out of 100</b>
A	85
B	70
C	75

The normalised score for technical bid would be as follows –

<b>Party</b>	<b>Technical Score(TS)</b>
<b>A</b>	<b>10</b>
B	8.23
C	8.82

### 11.3 Stage-3: Financial Bid Evaluation:

The Institute will open the financial bids of bidders who have scored minimum of 50% marks in each stage. The date and time of opening the financial bid will be intimated to the Tenderers in advance and bid will be evaluated as under:

The rates quoted for **A-4 Size Paper (Back to Back -Duplex)- B/W photocopy** will only be considered for scoring under :

**Scoring of Financial Bids-** The scores for financial bids are based on the following method:

$$\text{Normalized Financial Bid Score} = \frac{\text{Lowest Tender Price} \times 10}{\text{Tender Price quoted}}$$

For example, the quotes for rates for **A-4 Size Paper (Back to Back -Duplex)- B/W photocopy** are as follows-

<b>Party</b>	<b>A-4 Size Paper (Back to Back -Duplex)- B/W photocopy Rate (Rs.)</b>
A	0.8
B	0.5
C	1.0

The normalised score for financial bid would be as follows –

<b>Party</b>	<b>Financial Score - FS</b>
A	6.25
<b>B</b>	<b>10</b>
C	5

Note that the lower the price, the higher the score.

#### 11.4 Stage-4: Combined evaluation

The score of technical proposal would be given 60% Weightage, and the financial proposal would be given 40% Weightage. The weighted combined score of the Technical bid (Ts), and Financial bid (Fs) shall be used to rank the bidders on the basis of formula as given below:

$$\text{Combined Score} = 60\% * \text{TS} + 40\% * \text{FS}$$

The normalised Combined Score would be as follows –

Party	Technical Score (TS)	Financial Score (FS)	Combined Score (60% * Ts + 40% * Fs)
A	10	6.25	8.50
B	8.23	10	8.94
C	8.82	5	7.29

#### 11.5 Successful Bidder

- (a) The successful bidder will be the one who has the maximum combined score in Stage-4
- (b) The purpose of the four-stage selection process spelt out above is to get the services which combine optimally the quality and price.

#### 12. PAYMENT TERMS

- a) **No advance payment will be made in any case.**
- b) Service Provider shall raise invoices on monthly basis on completion of each month. Payment will be made within 30 days on receipt of bills. However for delayed payment, the service provider will not charge any penalty or interest to IIMI.
- c) 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.
- d) Institute encourages cashless transaction system. As such, the service provider should have the POS Machine setup, and/or other cashless system like Onus Card, credit card, etc.,.
- e) The billing pattern for the different sets of group of IIMI community would be as follows:

Group	Billing Pattern Type
Institute offices	Monthly Credit Bill to Institute
MDP, In-company programme	Credit Bill within 5 days of completion of programme
Students	Cash / credit payment based on mutually agreed terms with students
Faculty and Staff (Personal copies)	Cash / credit payment based on mutually agreed terms
Guests of the Institute (Personal copies)	Cash/POS payment basis

### **13. PERFORMANCE SECURITY DETAILS**

- a) The successful tenderer will have to deposit the performance security in the form of DD/TDR/FDR/Bank Guarantee of Rs.9,00,000/- (Nine Lakh Only) valid for contract period plus three months at the earliest. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the service provider, after it duly performs and completes the contract period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to provide the required services within specified period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

### **14. CONTRACT PERIOD**

- a) The contract will be initially for a period of three years from the date of issue of the order. Based on satisfactory performance, the contract may be extended maximum up to another two years (one year at a time) on mutually agreed terms and conditions.
- b) The performance of the service provider will be evaluated on yearly basis.
- c) IIM Indore can terminate the contract with three-months notice in case the services are not found satisfactory.
- d) The successful Bidder shall be required to execute a contract agreement with IIM Indore.
- e) IIM Indore reserves the right to amend the terms and conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.

### **15. DELIVERY SCHEDULE**

The successful bidder should commence operation tentatively by 01 Aug 2018.

### **16. 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 not exceeding 5% of total monthly bill payable by IIMI to the service provider.

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

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

## **17. LIQUIDATED DAMAGES**

In case of delay in commencing of the contract services, IIM Indore reserves the right of imposing penalty @ 0.5% per week on the overall value of the supply order subject to maximum 10% of the total cost of supply order.

## **18. TERMS AND CONDITIONS**

### **18.1 Termination for Insolvency**

The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

### **18.2 Force Majeure**

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its

contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.

- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

### **18.3. Arbitration & Jurisdiction**

- a) That in case of any dispute between party of first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to arbitration of a sole arbitrator to be appointed by the Director, IIM Indore. The award of the said arbitrator shall be binding on both parties.
- b) The work shall be awarded to that party, whose rates are found genuine, lowest & capable to work at IIM Indore. The rates should be inclusive of all taxes. The Institute holds the right to reject any/all the bid(s) without assigning any reason.
- c) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Indore shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
- d) The courts at Indore shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

### **18.4. Technical Terms and Conditions:**

- a) The print/copy speed of digital photocopier machine should be minimum 70 copies per minute (p.m.). The make, type, model of machine to be used by the service provider must be mentioned in the technical bid.
- b) The IIM Indore shall provide the space to keep the photocopying machines/ stationery along with supply of 16 Amps / 230 volts electricity supply. The Institute will charge fixed utility charges of Rs. 10,000/- per month for providing these services. The charges may vary as decided by the Institute from time to time. Anything other than this shall be the responsibility of the service provider at their own cost.
- c) The operating hours shall be from 8.00 am to 8.00 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.
- d) 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.

- e) In case of misconduct etc, and report in writing against any of your employee, such employee(s) should be immediately removed from the premises and other trained employee should be deployed at no extra cost to IIM Indore. Such removed employee will not be deployed again without the express and written consent of Office-incharge in IIM Indore for the said contract.
- f) Service provider will be responsible for any loss/damage done to fittings; fixtures and equipment etc, due to the negligence of your employee(s) deployed, and shall make good the loss/damage whether by replacement or adequate compensation.
- g) Service provider will be responsible for arranging all equipment, service and maintenance to meet high standard of consistent quality.
- h) 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 without any hindrance.
- i) All equipment and staff utilized in this service will be totally dedicated for exclusive use of IIMI and no outside work will be undertaken under any circumstances.
- j) 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 IIMI is not held up.
- k) Security of all documents will be protected and under no circumstances papers given for photocopy or copies thereof shall be taken out of the premises or given to persons not authorized by IIMI.
- l) It shall be the sole responsibility and liability of the service provider to carry out the obligations arising out of various labor legislations such as Contract Labor (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 Labor (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.
- m) The Service provider shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/ obligations. The service provider shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the P.F. and ESI contributions, with the authorities concerned and shall produce related documents as and when required.

- n) In the event of change of office to new location service provider need to accept the change of office to new location without any additional cost to IIM Indore.
- o) The service provider shall be responsible and liable for all the claims of his employees
- p) 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.
- q) Service Provider will be responsible for submitting periodic reports giving detailed, break up of complete job.
- r) The insurance of the equipment and staff utilized in this service will be borne by the service provider. A copy of staff/equipment insurance document shall be produced to the Institute.
- s) IIMI will not be responsible for any damage to the machine arising out of unusual occurrences for example voltage fluctuations, seepage of water etc.
- t) In the event of non-commencement or unsatisfactory performance of the work contract, the Institute reserves the right to cancel the contract agreement or to withhold the payment. In such eventuality Institute (IIM Indore) further, reserves the right to get the work done from some other agencies and in such condition the cost of the work has to be borne by the service provider.
- u) The service provider shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- v) The service provider is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or services rendered pursuant thereto.
- w) Sub-letting of the job or any process involved shall be strictly prohibited. The contract with the firm violating these conditions shall be cancelled and firm may be debarred for a period of 3 years.
- x) The copy of Appointment Letter, bio-data of each personnel who will be deployed shall be provided to IIM Indore along with a copy of police verification upon the identity and the testimonials of qualifications etc. Before changing any personnel so provided prior information shall be given to IIM Indore. The service provider shall make sure that the manpower so provided by them shall be with Photo identity card issued by the service provider.
- y) There will not be any minimum guarantee for number of photocopy/ printing/ lamination and binding service to be undertaken.



## 18.5. Other Conditions

- a) Interested bidders may visit IIM Indore campus with prior appointment with Outsource Dept. of IIM Indore ([outsource@iimidr.ac.in](mailto:outsource@iimidr.ac.in), 0731-2439630/598 to understand the requirements.
- b) For any tender related queries vendor may contact to purchase department of IIM Indore ([stores@iimidr.ac.in](mailto:stores@iimidr.ac.in), 0731-2439631)
- c) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- d) The firm (s), whose contract has been terminated by IIM Indore due to unsatisfactory performance, will not be eligible to participate in this tender.
- e) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- f) IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- g) IIM Indore reserves the right to negotiate the price with the lowest bidder, in exceptional circumstances.
- h) Conditional tenders shall not be considered.
- i) Tenderers are also advised to visit the IIM Indore Campus site, inspect and understand the work before submitting the bid.
- j) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- k) **IIM Indore may issue amendment/corrigendum to tender documents before due date of submission of bid. Any amendment/corrigendum to the tender document if any, issued by IIM Indore will be posted on CPP Portal. For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore or check for the same CPP Portal before submitting their duly completed bids.**

## ANNEXURE – I

### Undertaking

To  
**Officer (Stores and Purchase)**  
Indian Institute of Management Indore  
Prabandh Shikhar,  
Rau – Pithampur Road  
Indore

Tender No. IIMI/2018-19/10 dated 12-06-2018  
(Notice Inviting Tender for Photocopying, Printing, Binding and Lamination Services at IIM Indore Campus)

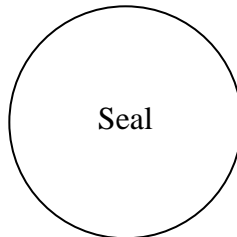
Sir,

1. I /we hereby submit our tender for providing photocopying, printing, binding and lamination services at IIM Indore Campus along with other required documents.
2. I/ We enclosed herewith the following in favour of Indian Institute of Management Indore towards EMD & Tender Fee.

Particular	Amount	Payment Details (UTR No.)	Payment Date
Tender Fee (Including Tax)	₹1,500/-		
EMD	₹2,00,000/-		

3. I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, scope of work, schedule of quantities and all the contents stated therein. I / We also confirm that the rates quoted by me / us are inclusive of all taxes, duties etc., applicable as on date.
4. I /we have gone through all terms and conditions of the tender document before submitting the same.

**Date:**



**Authorized Signatory**

**Name:**

**Place:**

**Designation:**

**Contact No.:**

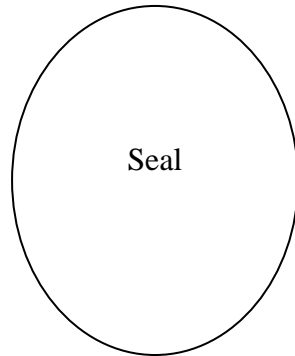
**ANNEXURE – II**

**CERTIFICATE  
(to be provided on letterhead of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered/pending against the firm or its owner/partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case, at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

**Date:**



**Place:**

**Authorized Signatory**

**Name:**

**Designation:**

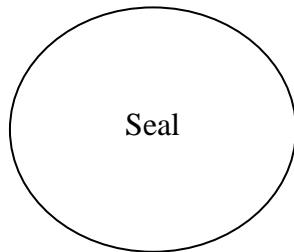
**Contact No.:**

**ANNEXURE – III**

**Work Order Details:**

<i>S. No.</i>	<i>Evaluation Criteria</i>	<i>Name of the Client</i>	<i>Order No. and Date</i>	<i>Amount</i>	<i>Remark</i>
	List of Work Order where the similar type of Work executed by you during the 5 years from the date of publication of tender				
1	Three similar works of at least 40% of the estimated cost i.e. Rs. 36 Lakh each <b>OR</b>	1.			Valid supporting documents are to be attached along with the Annexure-III
		2.			
		3.			
2	Two similar works of at least 50% of the estimated cost i.e. Rs. 45 Lakh each <b>OR</b>	1.			
		2.			
3	One similar work of at least 80% of the estimated cost i.e. Rs.72 Lakh each	1.			

Date:



Place:

Authorized Signatory

Name:

Designation:

Contact No.:

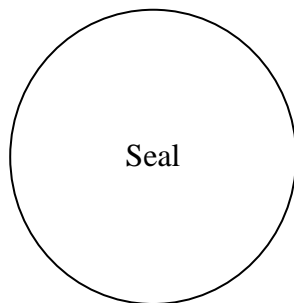
## ANNEXURE – IV

### Annual Turnover Details:

<i>Evaluation Criteria</i>			<i>Remarks</i>
Bidder's Annual Turnover for last three financial years for the similar service	Financial Year	Turnover in Rs.	-
	2017-18		Supporting Documents are to be attached along with the Annexure-IV
	2016-17		
	2015-16		
	2014-15		

Date:

Place:



Authorized Signatory:

Name:

Designation:

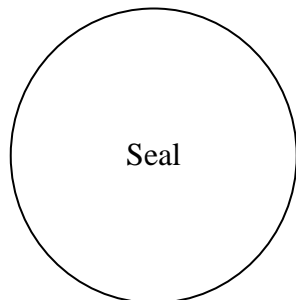
Contact No.:

**ANNEXURE – V**

**Annual Profit Details:**

<i>Evaluation Criteria</i>			<i>Remark</i>
Bidder's Annual Profit for last three financial years	Financial Year	Profit as per Books of Accounts	-
	2017-18		Supporting Documents are to be attached along with the Annexure-V
	2016-17		
	2015-16		
	2014-15		

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

**ANNEXURE – VI**  
**(on bank's letterhead)**

This is certify that to the best of our knowledge and information, M/s  
.....(address).....  
..... is a customer of our bank  
is respectable and can be treated as good upto a sum of Rs.....  
(Rupee .....only) as disclosed by the information  
and records which are available with us.

This certificate is issued at the specific request of the customer for the purpose  
of participating in IIM Indore Tender No. IIMI/2018-19/10 dated 12-Jun-18.

Authorised Signatory

Name.....

Date:

Seal:

## ANNEXURE –VII

### Profile of the Organisation

<b>Name of the Party</b>		
<b>Date of Incorporation / Establishment</b>		
<b>PAN Number</b>		
<b>GST Identification Number</b>		
<b>Bank Details</b>	<b>Beneficiary Name</b>	
	<b>Account No</b>	
	<b>Bank Name</b>	
	<b>IFSC Code</b>	
<b>Office Address for Postal Communication</b>		
<b>Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)</b>	<b>Name</b>	
	<b>Designation</b>	
	<b>Email</b>	
	<b>Phone</b>	
<b>Details of Contact other than Authorized Signatory</b>	<b>Name</b>	
	<b>Designation</b>	
	<b>Email</b>	
	<b>Phone</b>	

Signature and Seal of the Tenderer:

Name in Block Letter:

Designation:

Contact no.

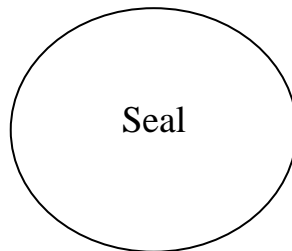
Date:

Full Address:



**ANNEXURE –VIII****Eligibility and Technical Compliance Sheet**

<b>S. No.</b>	<b>Particulars</b>	<b>Compliance by the Vendor (Yes / No.)</b>
01	Scope of work as per tender clause no. 2	
02	Tender Fee as per tender clause no. 3	
03	EMD as per tender clause no. 3	
04	Certificate of Incorporation as per tender clause no. 4.1	
05	Permanent Account Number as per tender clause no. 4.1	
06	Goods and Service Tax Registration Number as per tender clause no. 4.1	
07	Undertaking as per tender clause no. 4.2 (a) -Annexure-I	
08	Certificate as per tender clause no. 4.2 (b) -Annexure-II	
09	Experience details as per tender clause no. 4.2 (c) - Annexure-III	
10	Annual Turnover details as per tender clause no. 4.2 (d) - Annexure-IV	
11	Details of Profit as tender clause no. 4.2 (e) -Annexure-V	
12	Existing contract details as per tender clause no. 4.2 (f)	
13	Registration details as per tender clause no. 4.2 (g)	
14	Duly filled in Appendix-A with technical brochure and OEM Authorisation	

**Date:****Place:****Authorized Signatory:****Name:****Designation:****Contact No.**

**ANNEXURE –IX - FINANCIAL BID**

<b>Sr. No.</b>	<b>Name of Service</b>	<b>Particulars</b>	<b>Photocopy Rates (Rs.) (Including all Charges and excluding GST)</b>	
1.	<b>Photocopying/Printing</b> The paper should be 75 GSM of JK paper /TNPL/Modi Xerox brand.  Approx No. of photocopies per annum- 1 Crore and above	A-4 Size Paper (Single Side)	Black	
			Color	
		A-4 Size Paper (Back to Back - Duplex)	Black	
			Color	
		A-3 Size	Black	
			Color	

	<b>Name of Service</b>	<b>Particulars</b>	<b>Rates / Charges (Rs.) (Including all Charges and excluding GST)</b>
1.	<b>Spiral Binding / Comb Binding with OHP Sheets (front &amp; back) of 175 microns</b>	Book containing 1 to 100 pages	
		Book containing 101 to 200 pages	
		Book containing 201 to 300 pages	
2.	<b>Strip Binding with OHP (front &amp; back) of 175 microns</b>	Book containing 1 to 25 pages	
		Book containing 25 to 50 pages	
3.	<b>Lamination</b>	1/6 <sup>th</sup> size (small letter head)	
		A 4 size	
		Foolscap size	
		A 3 size	
		Visiting / Identity card size	

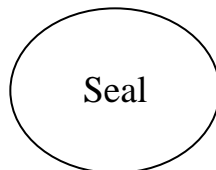
**Note-**

- i) The rates shall be firm throughout the contract period i.e. for three years.
- ii) 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.
- iii) GST, as applicable, will be paid as per the prevailing norms.

**Date:**

**Place:**

**Contact No**



**Authorized Signatory:**

**Name:**

**Designation:**

**Specifications of Photocopy Machine:**

The machines should be of standard brands digital heavy-duty machines with a capacity to print/copy at least 70 copies per minute with self-setting options. The detailed specification of the machine being installed should be mentioned in the following format along with Catalog and OEM authorization.

**Note:**

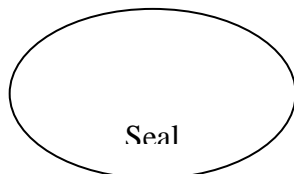
1. Machines should be manufactured in 2018 and should be brand new. Used machine should not be accepted in any case.
2. The copy of invoice of machines should be provided to IIM Indore by the successful bidder.
3. The service centre for the offered machine should be located in Indore city. Documentary proof to be attached.

Sr. No.	Specification of Machine Required for Black and White Copy / Print
1	Machine Name
2	Brand
3	Model No.
4	Year of Purchase / Manufacturing
5	Speed Copy / Print
6	Function
7	Memory
8	HDD
9	Document Feeder
10	Copy/Print /Scan Resolution
11	Continuous Copy
12	Original Size
13	Warm up time
14	Zoom Ratio
15	Paper Capacity
16	Duplex Copy /Print
17	User Codes
18	Interface
19	Network Operating System
20	Scan Output Format
21	Scan Features
22	Any other features

I hereby certify that the above-mentioned particulars are true and correct.

Date:

Authorized Signatory:



Name:

Place:

Designation:

Contact No.: