

Tender Fee: 1000/- (Non-refundable)



**TENDER FOR EMPANELMENT OF VENDOR FOR ANNUAL
MAINTENANCE CONTRACT (AMC) OF CANON
PHOTOCOPIER MACHINES**

To
Secretary,
Board of School Education Haryana,
Bhiwani – 127021

Signature of Bidder with Seal

BOARD OF SCHOOL EDUCATION HARYANA, BHIWANI

TENDER NOTICE NO. BSEH/MM/2025/181/AMC

Dated-02-05-2025

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Note:-

- 1) Please go through the Tender document carefully to understand the documents required to be submitted as part of the bid. The Document have to be submitted i.e. technical and financial bid through on line. Any deviations from these may lead to rejection of the bid.
- 2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Tender Document/schedule.
- 3) Bidders should take into account any corrigendum published on the Tender document before submitting their bids. All such corrigendum will be placed on BSEH website www.bseh.org.in & www.etenders.hry.nic.in

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DOCUMENT CONTROL SHEET

1.	Name of Organization	Board of School Education Haryana, Bhiwani
2.	Scope of Work	AMC of Photostat Machine
3.	Tender Type	Open
4.	Tender Category	Services
5.	Tender fee (non-refundable and non-adjustable)	Rs. 1000/- (One Thousand only)
6.	Earnest Money Deposit (EMD)	Rs. 10,000/- (Ten Thousand only)
8.	Bid Submission Start Date	02-05-2025
9.	Last date and time for Bid Submission.	13-05-2025(10:00AM)
10.	Date and time of opening of technical Bids	13-05-2025(10:30AM)
11.	Tender should be addressed to	Secretary, Board of School Education Haryana, Bhiwani
12.	Bid Validity	90 days for the date of opening the Technical Bids
13.	Validity of Contract	Validity of Contract will be for One Year which can be extended for further two years on the basis of satisfactory performance of the firm/Agency.

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Notice Inviting Re-Tender

The Board of School Education Haryana, Hansi Road, Bhiwani invites re-tenders under **Two Bid System** for AMC of Photostat Machine as detailed in scope of work. *For participation in the bid, agencies will fill the complete tender form available at the Board's Website <https://bseh.org.in> and <https://etenders.hry.nic.in> as per schedule as given in CRITICAL DATES as under. Interested agencies may download the tender document from Board's Website <https://bseh.org.in> (for perusal/reference only):*

Critical Dates

<i>Subject</i>	<i>Date and Time</i>
<i>Bid Submission Start Date</i>	<i>02-05-2025</i>
<i>Bid Submission End Date & Time</i>	<i>13-05-2025(10:00AM)</i>
<i>Technical Bid Opening Date & Time</i>	<i>13-05-2025(10:30AM)</i>

Any amendment/correction in the Tender Document will be done by the Board Authority through <https://etenders.hry.nic.in>. Prospective bidders are requested to regular visit/check the website. The cost of bid document is Rs. 1000/- (Rupees One Thousand only) which is non-refundable and Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand only) be submitted online through E-tender portal and the Proof of deposited slips should be enclosed /uploaded with the Technical Bid.

Bids submitted through offline mode or in incomplete shape or beyond the stipulated period shall be summarily rejected. **Secretary of the Board reserves the right to accept or reject any or all bids without assigning any reason thereof.** Conditional tender will not be accepted. The Technical Bids / Financial Bids shall be opened by the committee authorized by the Secretary for this purpose in the Board's Committee Room in the presence of the bidder who wish to remain present. Financial bids will be opened only of those bidders who qualified in technical bid.

For any query/clarification/difficulty regarding tendering process flow, please contact us on:

Address:

**Board of School Education Haryana,
Hansi Road, Bhiwani-127021
E-mail: asmm@bseh.org.in
Mob. 9813601545, 9813601608, 8059754530**

Secretary

BOARD OF SCHOOL EDUCATION HARYANA, BHIWANI

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Scope of Work**List of Canon Photocopier Machine****Annual Maintenance Contract (AMC) for Canon Photocopier Machine Office Bhiwani.**

Sr. No.	Particulars of the Photocopier Machines /Model No.	Qty.	Name of the Branches where Photocopier Machines are Established.
1.	iR ADV4245	01	DGO Cell
2.	iR2018N	01	DGO Cell
3.	iR ADV4045	01	Secrecy Branch
4.	iR 2020	01	Education Wing
5.	iR 2020	01	Secretary's Office
6.	iR2022N	01	Secondary Branch
7.	iR2022N	01	Administration Branch
8.	iR2420L	01	Chairman's Office

Technical Qualifying Criteria:

1. The Tender fee (non-refundable and non-adjustable) of Rs. 1,000/- (Rs. One Thousand only) and Earnest money deposit (EMD) of Rs. 10,000/- only (Rs. Ten Thousand only) is to be deposited through E- tender portal.
2. Registration Certificate of the firm/Agency must be attached.
3. The firm must have at least 3 years' experience of maintenance of Photocopier Machine in Government/ Autonomous Bodies/ PSUs/Academic Institutions/ any other Organizations of repute. (proof to be attached).
4. The firm must attach PAN and GST No.
5. The Firm must have Annual turnover of Rs. 05(Five Lakh only) during the last two financial years i.e. 2022-23 & 2023-24. The Bidder must enclosed the Balance sheet verified by C.A.
6. The Bidder must produce non-Blacklisting Certificate of the firm on non-judicial stamp paper of Rs. 100/- duly attested by the Notary as per Annexure-1.
7. MSME Firms registered only in Haryana state are entitled/eligible to for relaxation under this provision as per instructions of the appropriate Government/Authority

GENERAL CONDITIONS OF CONTRACT

1. Rates should be quoted strictly as per the tender specifications and contract should be valid for a period of one year, which can be extended for further two years on yearly basis on satisfactory services of the firm.as per terms and conditions of contract.
2. The Annual Maintenance Contract (AMC) will be inclusive of all taxes, spares required for the maintenance of machines except paper, toner and drum unit.
3. A satisfactory performance certificate regarding AMC from at least two Govt. Departments/PSUS shall have to be furnished.
4. In case of any defect/fault in the machine, the firm will have to undertake the job immediately on receipt of the complaint and ensure the machine is brought to working order within 2 working days. If the services are not provided within the stipulated time, the contractor shall be liable for payment of penalty of Rs. 200/- per day per machine. BSEH will also have the option for taking services from other agencies and recover the cost from the bills/ Security deposits of the contractor. In case, no action is taken on complaint from the BSEH within three days, the Performance Security will be confiscated and contract may be terminated without notice. Such firms will be blacklisted and forbidden from future tender activities of the institute.
5. The contract can be cancelled at any stage, without assigning any reason, if the services are not found satisfactory.

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6. The firm must have its office and proper workshop having all the facilities for repair of photocopiers machine. The office may inspect the premises, before award of the contract. The work awarded cannot be outsourced to other agency.
7. The Bidder must be an authorized service provider. All consumables and spares must be genuine & manufactured by Canon or reputed company. Any used/old duplicate, compatible or spurious parts or consumables supplied will attract rejection of full lot of supplies and a penalty to the tune of double the bill amount for the same.
8. If a firm withdraw from the tendering process or alters its bids during the bid validity period, its earnest money will be forfeited. The bid validity period shall be 90 days.
9. The Performance Security @ 10% of the contract value of full-service maintenance agreement/ AMC in the form of Demand Draft or Bank Guarantee in favour of Secretary, Board of School Education Haryana, Bhiwani from a nationalized bank will have to be deposited by the firm successfully before undertaking the contract. The Performance Security shall remain in force for a period of 60 days beyond the date of Completion of all contractual obligations of the supplier including warranty obligations. The Bidder should deposit the Performance security & Agreement within seven days from the date of issuance of intimation letters.
10. The Performance Security of Successful bidder will be returned after completion of work and final payment
11. EMD of unsuccessful bidder will be returned through online portal.
12. EMD of Successful bidder will be returned after completion of work and final payment.
13. The payment of the contract will be made on quarterly basis. The firm/company shall have to produce a bill in duplicate duly pre-receipted and bearing PAN No./GST No.
14. Periodical visits should be made by the qualified and well experienced (not less than 3 years) engineer of the firm/company at least once in a month, for preventive maintenance of the machines. The visit will be recorded in the register kept in the Office. Not to provide preventive maintenance may attract penalty to the extent of monthly charges of AMC for the machine.
15. The vendor should be authorized dealer of the MFD/Photocopier Machine for which he/she applied for AMC and also have Manufacturer's Authorization Form (MAF) in the name of Secretary, Board of School Education Haryana, Bhiwani for this Tender only issued by the Canon India. (Essential Condition)
16. The provision of maintenance/service shall be from Monday to Friday between 9:00 A.M. to 5:00 P.M. In emergency the services shall be provided by the vendor beyond these hours with prior arrangement without any additional cost.
17. The Secretary, Board of School Education Haryana, Bhiwani reserves the right to accept or reject any or all tenders wholly or partially including the lowest tender and also the right to cancel the supply orders placed on the successful tenderer without assigning any reason thereof or incurring any liability thereby.
18. The Institute will recover TDS and other applicable taxes etc. as per rules from the payment to

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be made to the firm.

19. Incomplete tender and conditional tender, in any aspect, is liable to be rejected without giving any notice.
20. Each page of tender document must be signed and stamped.
21. Arbitrator clause: All disputes or differences arising between the parties out of or relating to meaning and operation of effect of the contract or breach thereof shall be settled by arbitration in accordance with the rules and regulation of arbitrator. The sole arbitrator shall be appointed on mutual concurrence of both parties. However, it is the discretion of the **Chairman** to accept or not decision of the Arbitrator. The Courts at Bhiwani only will have the legal jurisdiction in case of any dispute.

Bidder's Profile

- (a) Name of the Firm/Agency _____
- (b) Address of the Firm/Bidder: _____
- (c) GST No: _____
- (d) PAN : _____

2. Particulars of the Authorized Signatory of the Bidder:

- (a) Name: _____
- (b) Designation: _____
- (c) Address: _____
- (d) Phone /Mobile Number: _____
- (e) Email ID: _____

** Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our TENDER DOCUMENT is liable to be rejected.

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Annexure-1**Undertaking****(Undertaking by the bidder on non-judicial stamp paper of Rs. 100/- duly attested by Notary)**

To,

Secretary,
Board of School Education Haryana,
Bhiwani – 127021

Tender No. _____

Dated:

R/Sir,

1. I/We hereby submit our tender for Annual Maintenance Contract (AMC) for Canon Photocopier).
2. I/We enclosing herewith the proof of cost of bid document deposited Rs. 5,00/- (Five hundred only) & EMD Rs.5,000 /- (Five thousand only). Both proof slips are uploaded.
3. I/We hereby agree to all the terms and conditions, stipulated by the BSEH Bhiwani.
4. I/We undertake to sign the contract/agreement within 7 (Seven) days from the issue of the letter of acceptance, failing which my Security money deposited may be forfeited.
5. I/We undertake that our firm is not blacklisted/debarred from Central Govt./State Govt./ any Board/University/PSU etc.
6. I/We will provide services under subject rate contract timely in accordance with tender scope of work during the currency of rate contract failing which my EMD and Performance security may be forfeited and my name may be removed from the list of contracts at BSEH Bhiwani.

Date: _____

Yours faithfully,

Signature of Bidder

with full Address

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(Performa of Financial Bid)

S.No.	Particulars of the Photocopier Machines /Model No.	Qty.	AMC Rates inclusive all of taxes.
1	iR ADV4245	01	
2	iR2018N	01	
3	iR ADV4045	01	
4	iR 2020	01	
5	iR 2020	01	
6	iR2022N	01	
7	iR2022N	01	
8	iR2420L	01	

Place:-**Date:-****Signature of Tenderer:-** _____

Name (in Block letters):- _____

Designation:- _____

Seal of the firm:- _____

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Check list of documents for Annual Maintenance Contract (AMC) of Canon Photocopier Machine

Sr.No.	Particulars	Page	Remarks
1.	Tender documents Fees Rs. 1000/-		
2.	EMD Rs. 10,000/-		
3.	Firm Registration Certificate		
4.	PAN Card No.		
5.	G.S.T No.		
6.	The Firm must have an annual turnover of Rs. 05 Lakh during last two year i.e. 2022-23 & 2023-24. Must enclosed the Balance sheet verified by C.A.		
7.	The firm must have at least 3 years' experience of maintenance of Photocopier Machine in Government/ Autonomous Bodies/ PSUs/Academic Institutions/ any other Organizations of repute. (proof to be attached).		
8.	Bidder must produce Non-Blacklisting Certificate of the firm on non-judicial stamp paper of Rs. 100/- duly attested by the Notary as per Annexure-1.		

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