

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	29-05-2025 09:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	29-05-2025 09:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	120 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Power
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Ntpc Limited
Office Name/कार्यालय का नाम	Ssc Coal Mining Ntpc
क्रेता ईमेल/Buyer Email	buyer7.ntpc.koj@gembuyer.in
Item Category/मद केटेगरी	Full Service and Maintenance Contracts of Photocopier Machine - Multifunction Machines MFM; KYOCERa; OEM Authorised Service Provider; Paper to be provider by Buyer; Tonner/Cartridge to be provider by the Buyer.; NOT APPLICABLE; Not Applicable; Not Ap..
Contract Period/अनुबंध अवधि	2 Year(s) 10 Month(s) 4 Day(s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days

Bid Details/बिड विवरण	
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

2. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of Work:As per Sec-II of ATC

Details of Consignee wise Service Engineer deputation list:As per Sec-II of ATC

If you want to add additional conditions in addition to standard SLA then please mention the clauses of additional SLA .:As per Sec-II of ATC

Details of the consumables required.As per Sec-II of ATC

Product/ Equipment Details:[1746772160.pdf](#)

If you want to add additional conditions in addition to standard SLA then please upload approval from competent authority.:[1746772169.pdf](#)

Asset details and its distribution across the consignee/user location:[1746772173.pdf](#)

Full Service And Maintenance Contracts Of Photocopier Machine - Multifunction Machines MFM; KYOCERa; OEM Authorised Service Provider; Paper To Be Provider By Buyer; Tonner/Cartridge To Be Provider By The Buyer.; NOT APPLICABLE; Not Applicable; Not Ap.. (4000)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Amc Category	Multifunction Machines MFM
Amc Brand	KYOCERa
Status Of Annual Maintenance Service Provider	OEM Authorised Service Provider
Paper	Paper to be provider by Buyer
Tonner/Cartridge Required	Tonner/Cartridge to be provider by the Buyer.
Size of the Paper	NOT APPLICABLE
Paper Thickness in GSM	Not Applicable
Brand Paper	Not Applicable
Age of Machine (in Years)	2
Number of Onsite Service Engineers Requirement	1
Periodicity of Preventive Maintenance Services	NA
Colour	Monochrome
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Estimated Number of Pages per Month to be Copied including all machines.	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Estimated Number of Pages per Month to be Copied including all machines.	Additional Requirement/अतिरिक्त आवश्यकता
1	Laxmi Narayan Pradhan	834001, Coal Mining Head Quarters, NTPC Ltd. Ginni Plaza, Opposite Chutia Police Station, Ranchi, Jharkhand	4000	<ul style="list-style-type: none"> Number of Machines to be served : 8 Number of Months during the Contract Period : 4

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Name of Package: CAMC of Kyocera make MFDs/Printers installed at CMHQ office..

1. Additional Terms & Conditions (ATC) of this tender comprises the following documents:

Sections:

- I. Invitation for Bids (IFB) / Notice Inviting Tender (NIT)
- II. Instructions to Bidders (ITB)
- III. Bid Data Sheets (BDS)
- IV. General Conditions of Contract (GCC)
- V. Special Conditions of Contract (SCC)
- VI. Technical Specifications / Terms of Reference / Scope of Service
- VII. Schedule of Quantities (SOQ) / Bill of Quantities (BOQ)
- VIII. Forms and Procedures & Bid Forms and attachments

2. A complete set of documents as mentioned above are enclosed in the GEM bid.

3. **Terms and Conditions stipulated in ATC will supersede those in GeM GTC and STC in case of any conflicting provisions.**
4. Bidders are required to submit the documents as mentioned in the above-mentioned Section(s) including Forms and Procedures.

Formats of the documents required to be submitted can be referred from "Section-VIII: Forms and Procedures & Bid forms and attachments" enclosed in the GEM Bid documents.

5. Instructions for filling the Price Bid:

a. The Bidder is required to quote Total Bid Price {Including GST} in the “Offer Price” Tab at GeM website (<https://gem.gov.in/>) considering the following BOQ items.

The BOQ for the subject package is given below:

Sl. No.	Item Description	Quantity	Unit of Measurement
(a)	(b)	(c)	(d)
1	AMC of 8 nos. KYOCERA ECOSYS M3145dn	8	QTR
2	Supply of OEM Maintenance Kit (M3145dn)	6	SET

Only single line shall be provided for placement of offer price. Bidders are requested to place their considering the above BOQ items.

Apart from GeM PO, NTPC shall issue SAP PO for facilitating the payment. Further, item wise price breakup of the final quoted/ negotiated price (inclusive of GST) shall be done as under in SAP

Sl. No.	Item Description	Percentage price breakup of quoted/negotiated price in SAP PO
(a)	(b)	(c)
1	AMC of 8 nos. KYOCERA ECOSYS M3145dn	56.55%
2	Supply of OEM Maintenance Kit (M3145dn)	43.45%

SALIENT TECHNICAL FEATURES

1) INTENT OF SPECIFICATION:

NTPC Coal Mining Headquarters (CMHQ) is presently located at Chutia, Ranchi city (Jharkhand). A total of six nos. coal mining projects are being operated under CMHQ.

The purpose of this contract is to provide comprehensive maintenance services to the Kyocera make print

ers/MFDs of the mentioned offices. It includes hardware troubleshooting/ repairing/replacement etc. services.

2) ACCESS:

NTPC shall provide authorized contractor representatives with access to the premises and equipment to enable contractor to provide maintenance services.

3) SPARES, TOOLS & TACKLES.

Contractor must have required quantity of spares & tools for discharging the services. The spares to be used for repair must be acceptable to EIC. The components shall be acceptable in case replacement of components is required in the systems under AMC. For components, the decision of Engineer-in-charge on selection of make of parts shall be final and binding. The vendor should show the items to the EIC and on acceptance of EIC the same to be fitted/ connected to the system.

Only Toner Cartridges for printers will be provided by NTPC. All other parts, both spares & consumables, that are required for maintaining the printers (mentioned in BOQ in good working condition) are in the scope of the contractor without any extra cost. Printer Drum, Developer & plastic parts in consumable items will also in scope of agency. All stationery items required for noting complaints are also in the scope of contractor.

4) OTHER TERMS & CONDITIONS:

4.1 Contractor shall ensure minimum 97% uptime of all hardware during the AMC period.

4.2 Accommodation/Logistics etc. charges will **not** be provided by NTPC; the contractor should make his own arrangements.

4.3 Spares are to be arranged by the contractor as the same is within contractor's scope. No separate charges will be payable for spares.

4.4 Before start of the CAMC a joint inspection will be made by NTPC and the Contractor for proper functionality of printers covered under the CAMC as per the BOQ. At the time of inspection, the printers have to be in working condition. If any printer is not in working condition, the same will be repaired by the contractor and the cost will be borne by NTPC. Similarly, at the end of the contract, a joint inspection will be done between NTPC and the contractor for all printers covered under the AMC before handing over equipment to NTPC. While handing over the printers back to NTPC at the end of contract, all printers should be in good working condition. If any printer is not in good working condition, the same shall be repaired / rectified by the contractor and the cost has to be borne by the Contractor.

4.5 Contractor shall deploy qualified/experienced personnel for preventive & breakdown maintenance purpose. EIC will verify the competence level of workforce before accepting work. Necessary conveyance & Communication means for the personnel should be provided by the contractor to discharge duties effectively.

4.6 The contractor's representative/engineer should be well trained & experienced for efficient preventive/breakdown maintenance work to troubleshoot the faults in short time. If the performance of representatives is not satisfactory, then on request of NTPC, contractor shall depute more experienced personnel. If the contractor still does not respond to the complaints of engineer-in-charge, NTPC reserves the right to terminate the contract and to get the work executed by any other agency at the risk & cost of the contractor.

4.6.1 It is not mandatory for contractors to depute resident engineer(s) at site, however the complaints must be resolved within time schedule as described further.

4.7 NTPC shall ensure compliance with environmental conditions for all equipments. However, this should not be the cause of dispute for system failure.

4.8 Contractor shall be responsible for all the spares handled by his representative during the maintenance. Any loss or damage of spares/equipment due to negligence or otherwise shall be compensated by the contractor.

5) DURATION OF THE CONTRACT:

The maintenance contract shall be for a period of 2 years.

6) INCLUSION & EXCLUSION OF ITEMS IN CAMC:

The Bill of Quantity may also include additional printers, then pro rata adjustment will be made in contract values of the items. Similarly, some of the printers may be taken away from CAMC due to obsolescence/ replacement etc. These items will be removed from BOQ, and a pro rata deduction will be made from the contract value.

The decision of EIC on Inclusion/Exclusion of items in AMC will be final and binding.

7) PAYMENT TERMS:

The payment shall be made on Quarterly basis and the amount will be due for payment on the certification by Engineer in charge of NTPC at the end of each quarter.

8) PENALTY: The penalty conditions are as following:

8.1 RESPONSE TIME:

All complaints must be responded within 3 working days of lodging the complaint excluding holidays. For every complaint that is not responded to within this time frame the contractor will be penalized at Rs. one hundred (Rs 100/-) per complaint per day.

9) EXTENSION OF CONTRACT PERIOD:

The contract period may be extended by 3 months or less if required by NTPC on same rates, terms and conditions, if the contractor gives consent for the same.

10) SCOPE OF WORK:

10.1 BREAKDOWN MAINTENANCE: -

All breakdown problems shall be informed through email/mobile to the agency. The agency shall share the dedicated mobile no and email ID. The email ID / mobile nos. should be in working condition and should respond promptly.

All complaints must be responded within 48 hours of lodging the complaint. The contractor must try to resolve all problems within this time frame.

Change of major components/assemblies/devices shall be done by the contractor only after receiving acceptance of Engineer-in-Charge.

Atmospheric condition and power supply condition should not be attributed to the cause of breakdown.

CAMC includes damage caused by pests/rodents. Burning Damage occurred due to an internal problem of printer is also covered under CAMC. External damage caused due to external fire is excluded.

11) Other Terms & Conditions:

The bidder shall be either OEM or OEM authorized agency for the specific bid only. The OEM authorized agency shall provide bid specific MAF (Manufacturer Authorization Form) during bid submission, without which the bid may be liable for rejection.

DETAILS OF OEM MAINTENANCE KIT

OEM Maintenance Kit for Kyocera MFD M3145 Model : (Included Drum, Developer, Fuser Unit and Charge roller)

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2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent

Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which

shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---