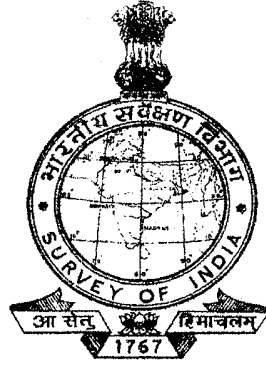


भारतीय सर्वेक्षण विभाग  
**SURVEY OF INDIA**



**TENDER DOCUMENT  
FOR COMPREHENSIVE  
AMC OF PLOTTER & SCANNER FOR  
SURVEY OF INDIA,  
MINISTRY OF SCIENCE & TECHNOLOGY,  
GOVERNMENT OF INDIA**

**TENDER NO. 202/15-P-CPB (2015-16), dated 15/01/2016**

**TO BE SUBMITTED BY :** - 05/02/2016 (14:00 hrs.)  
**DATE OF OPENING BIDS:** - 05/02/2016 (15:00 hrs.)

**TOTAL PAGES: 5**

**Cost of Tender Document : Rs. 200/- (Non-Refundable)**

**Vat @ 13.5 % = Rs. 27/-**

(Both amount i.e. price of Tender & VAT should be deposited in the form of separate D.Ds./Pay order in favour of "Senior Accounts Officer", Central Pay and Accounts Office, Survey of India, Dehradun)

Tender Document can also be downloaded from Survey of India website:  
[www.surveyofindia.gov.in](http://www.surveyofindia.gov.in)

**(MINISTRY OF SCIENCE AND TECHNOLOGY)  
UTTARAKHAND & WEST UTTAR PRADESH GDC  
17-E.C. ROAD, POST BOX NO. 122, DEHRADUN**

**TENDER DOCUMENT FOR INVITING TENDERS FOR THE ON-SITE COMPREHENSIVE AMC OF  
PLOTTER & SCANNER**

On behalf of the President of India, the Chairman, CPB (Director, UK & W UP GDC) Survey of India, 17-E.C. Road, Post Box No. 122, Dehradun invites sealed tender for the on-site Comprehensive AMC of Plotter & Scanner for Survey of India offices located at Dehradun as per the following terms and conditions.

**1. PARTICULARS OF THE TENDER**

- |   |   |
|---|---|
| <b>(a) Designation &amp; address of the authority inviting tender</b> | The Chairman, CPB (Director, UK & W UP GDC)<br>Survey of India, 17-E.C. Road,<br>Post Box No. 122, Dehradun |
| <b>(b) Tender No.</b>   | No. 202/15-P-CPB (2015-16),<br>dated 15/01/2016   |
| <b>(c) Last date and time of sale of tender document</b>              | 05/02/2016 (11:00 hrs.)   |
| <b>(d) Last date and time of receiving bids</b>                       | 05/02/2016 (14:00 hrs.)   |
| <b>(e) Date and time of opening bids</b>                              | 05/02/2016 (15:00 hrs.)   |

**2. ELIGIBILITY CRITERIA**

- (i) The bidding firm should be authorized by concerned OEM for repairing & maintenance of Plotters & Scanner. Copy of '**Certificate of Authorization**' must be enclosed with the tender.
- (ii) The bidding firm should be registered with the appropriate government authorities. The copy of the **Registration certificate** must be enclosed with the tender.
- (iii) The bidding firm must enclose the **registration certificate of VAT/Tax** from the appropriate authorities as prevalent in the state of Uttarakhand.
- (iv) Copy of **Service Tax registration certificate** must be attached with the bid.
- (v) The tenderer must provide the **PAN/TAN** number of the firm. Copies of **Income tax returns** filed by the firm for **last 2 years** should be enclosed with the tender.
- (vi) The bidding firm should have **at least two years** experience of executing the similar work in Govt. /PSU or any other academic institution. Supportive documents i.e. 'Satisfactory performance certificate' from the office, where such service was provided, must be attached with the bid.

**The bids received without the above mentioned certificates/documents will be rejected.**

### 3. TERMS AND CONDITIONS

- (i) The tender document is to be down loaded by the intending tenderers from Survey of India website [www.surveyofindia.gov.in](http://www.surveyofindia.gov.in). They are to pay tender document cost and VAT on it in separate D.D./Pay orders in favour of **Senior Accounts Officer, CP&AO, Survey of India, Dehradun** for **Rs. 200/- (Rupees Two Hundred Only)** and **Rs. 27/- i.e. 13.5% VAT** with the tender, failing which their tenders will not be considered.
- (ii) Response to the tender in sealed envelope should be addressed to The Chairman, CPB UK & W UP GDC Survey of India, 17-E.C. Road, Post Box No. 122, Dehradun-248001. **The rates should be quoted in the format as given in Annexure 'A'**. The tenderer may add columns/rows in the table given in Annexure 'A', if so required.
- (iii) The Rate quoted shall be mentioned by the agency both in figure and words. There should not be any erasing or overwriting whatsoever to avoid rejection of bid. The rate quoted should remain valid for a period of 90 days from the date of opening of the bids.
- (iv) An Earnest money deposit (EMD) of Rs. 5,000/- (Rupees Five thousand only) in shape of Demand draft drawn on any nationalized bank in favour of the **Senior Accounts Officer, CP&AO Dehradun**, payable at Dehradun should be furnished with the tender. The tender received without EMD will be summarily rejected. The EMD of unsuccessful tenderers will be returned within 30 days of award of Job-Order.
- (v) The tenderer can inspect the **Plotters & Scanners** on or before 05, February, 2016 (11:00 hrs) if he/she desires so, in consultation with The Chairman, CPB UK & W UP GDC Survey of India, 17-E.C. Road, Post Box No. 122, Dehradun -248001.
- (vi) Bids received after stipulated date and time due to any reason whatsoever including postal delay shall not be considered.
- (vii) The Chairman, CPB UK & W UP GDC Survey of India, 17-E.C. Road, Post Box No. 122, Dehradun reserve the right to accept or reject any/all bids without assigning any reason whatsoever.
- (viii) **The tender response should be signed by the tenderer in all pages.** Incomplete and unsigned quotations are liable to be rejected.
- (ix) Bids with overriding conditions will be summarily rejected.
- (x) If details of taxes etc. are not mentioned in the bid, the bid will be considered to be inclusive of all taxes and no extra tax will be paid in any case.
- (xi) The successful tenderer will have to deposit Performance Security equal to 10% of the total bid value in the shape of FDR/Bank Guarantee from any nationalized bank drawn in favour of **Senior Accounts Officer, CP&AO Dehradun**, at the time of awarding the work order. Performance security deposit should remain valid for the entire period of contract plus for a further period of 30 days after the completion of contract.
- (xii) The successful tenderer will have to furnish an agreement on Rs. 100/- non judicial Stamp paper at his own expense. The format of the agreement will be provided by the authority inviting tender.
- (xiii) The period of Comprehensive AMC will be for 1 year from the date of signing the contract agreement and the contract agreement can be extended for further one year by mutual consent of both the parties.
- (xiv) The payment to the contractor under the contract will be on **quarterly** basis i.e. the payment for Comprehensive AMC will be made in four equal installments, each equal to one fourth of the approved amount of Comprehensive AMC. 1<sup>st</sup> installment will be paid after successful completion of 3 months.

- (xv) Tenderer shall specify the list of items which are not covered in Comprehensive AMC. See Annexure 'A'.
- (xvi) Any variation or additional taxes/duties and not statutory levies, if any imposed by the regulatory bodies during the period of this contract/service, will be payable by the maintenance agency over & above the quoted Comprehensive AMC service charges.
- (xvii) The successful tenderer will be entirely responsible for execution of the job in accordance with the terms and condition of this document and the job will not be assigned or subletted to any other firm/agency.
- (xviii) In case of any dispute relating to the execution of the job between the parties, the matter will be referred to the Arbitration Authority i.e. the Surveyor General of India and his decision shall be final and binding on both the parties.
- (xix) Any of the tenderer, who may so desire, may be present at the time of opening of the bids but with authority letter from the firm.
- (xx) The responsive bids will be evaluated for total cost of comprehensive AMC charges per unit.

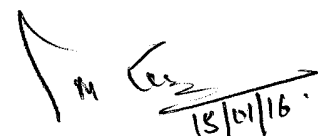
#### 4. SCOPE OF WORK

- a) Upkeep and maintenance of the Plotter & Scanner. **The bidder must ensure the availability of spare parts for CAMC before the bidder quotes the rate for CAMC.**
- b) Attending to complaints raised by the concerned offices, Directorates, NGDC & GDCs of Survey of India, Dehradun on regular basis.
- c) The contract would be on-site comprehensive i.e. including replacement of parts of original equipment manufacturers (OEM). All replaced parts should be of original make and in case of non-availability it should be of appropriate standard as decided by the concerned Director.
- d) Standby arrangement also to be made, in case the Plotters/Scanners is to be taken to workshop for repairs.
- e) Repair to be carried out at the location of the equipment. However, if necessary to carry any damaged items to the workshop for repair purpose, agency will bear transportation and other incidental charges and will take due permission from the O/o concerned Director.
- f) The successful tenderer is liable to handover all the hard-wares under its CAMC to the successor in working condition, failure to which leads to deduction of actual expenditure to repair these hardware.
- g) The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the system. **All damaged /replaced storage will be property of Survey of India.**
- h) A preventive quarterly maintenance report from the firm would be submitted to the Section officer without fail.
- i) Immediately on award of the contract, the contractor would give a report regarding taking over of the Plotters/Scanners. It shall be the responsibility of the firm/company to make the Plotters/Scanners work satisfactorily throughout the contract period and also to hand over the Plotters/Scanners to the department in working condition on expiry of the contract. In case any damage in the Plotters/Scanners is found, the compensation which would be determined by the competent authority will have to be paid by the firm or otherwise its performance security would be retained till clearance of dues or forfeited.
- j) All break-down complaints must be attended **within 24 hours** on receipt of call.

- k) Majority of faults should be rectified in the first response itself. However, maximum period allowed for defect rectification shall be **72 hours**. If it is beyond 72 hours, downtime cost i.e. Rs. 200/- per day for the down period, shall be recovered from the CAMC charges. However this deduction will be on discretion of concerned Director.
- l) In case the contractor fails to rectify the defects within 72 hours, the amount of CAMC for the period, beyond 72 hours will be deducted.
- m) The contractor shall be responsible for any loss or damage caused to the Plotters/Scanners owing to negligence on his part. The contract will be on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.
- n) In the matter of interpreting the terms and conditions of the CAMC as well as dispute, if any, arising due to the CAMC of the Plotters/Scanners, the decision of the Chairman, CPB shall be final and binding on the successful tenderer. No representation against such decision shall be made by the agency.
- o) The service providing company shall have their office or branch in Dehradun or in Uttarakhand with qualified staff for rendering service. If the service providing company does not have office or branch in Dehradun or Uttarakhand for rendering services, their tender will be outrightly rejected.
- p) The Director of concerned Survey of India offices, Dehradun reserves the right to terminate the contract by giving two weeks notice, if the firm is incapable of carrying out the maintenance as per terms and conditions or in the event of unsatisfactory performance by the firm.
- q) The chairman CPB, reserves the right to reject any/all the tenders without assigning any reason.

**5. Service warranty:**

- a) The Tenderer should cover services provided including the quality of workmanship under warranty.
- b) The successful Tenderer will not be allowed to frequently change the hardware engineer.

  
(MILAN KUMAR) S.A.  
Member Secretary  
For Chairman Procurement Board  
Survey of India  
15/01/16

**ANNEXURE 'A'**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PLOTTERS & SCANNER**

Rates towards On-Site Comprehensive Annual Maintenance contract of PLOTTERS & SCANNER is given below:-

Sl. No.	Nomenclature of the Plotter/Scanner	Qty.	Comprehensive AMC charges per unit	Taxes(Sales tax or service tax as applicable)	Any other charges	Total Bid value (4+5+6)
1	2	3	4	5	6	7
1.	Plotter HP Designjet 500 PS	04				
2.	Plotter HP Designjet 550 PS	01				
3.	Plotter HP Designjet 800 PS	03				
4.	Plotter HP Designjet 815 PS	01				
5.	Plotter HP Designjet 4000 PS	03				
6.	Plotter HP Designjet 4520 PS	01				
7.	Plotter HP A"0" Size Sl. No. SG-53H91014	01				
8.	Plotter HP Cum Scanner - 815 MPF	01				
9.	Scanner A0Size LF-CX-40C Colourtrac	02				
10.	Scanner A "0" Size Colour P-42 Make Vidar	02				
11.	Scanner Smart LF GXT-42e	02				
12.	Scanner Context Cougar 36 (Model GB670)	01				
13.	Scanner 42" 800 MPF make HP	01				
14.	Scanner HP 1210 A "0" Size (Colour Scanner)	01				
15.	Colour Track Scanner Sl. No. C-2981019Q	01				

List of items not covered :-

- 1.
- 2.
- 3.

It is certified that all the terms and conditions of the tender document No. S- /15-P (CPB)/2015-16 dated / /2015 have been understood by me/us and I am/we are ready to accept the same without any variation.

Name of Firm \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Mobile No. \_\_\_\_\_ Phone No. \_\_\_\_\_ Fax No. \_\_\_\_\_

Name of Bank \_\_\_\_\_

Bank's Account No. \_\_\_\_\_

IFSC Code \_\_\_\_\_

MICR No. \_\_\_\_\_

Income Tax Registration No. \_\_\_\_\_

Sale Tax/Service Tax/Trade Tax/VAT Registration No. \_\_\_\_\_

Signature of Authorized Signatory  
Stamp of Firms