



# भारतीय प्रबंध संस्थान अमृतसर

## INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

पीआईटी बिल्डिंग, सरकारी पॉलिटेक्निक परिसर, पॉलिटेक्निक रोड, छेहरता, जी.टी. रोड अमृतसर- 143105

वेबसाइट :www.iimamritsar.ac.in, दूरभाष 0183-2820040

PIT Building, Inside Govt. Polytechnic Campus; Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105,  
Website: www.iimamritsar.ac.in, Ph. No. 0183-2820040

Ref. No.: NIQ/IIMASR/273/2022

Date: - 08.06.2022

**Subject: - Call for quotations of AMC/warranty extension of 24 Nos of Multifunction/Single function Printers for IIM Amritsar.**

E-Quotations are invited from interested bidders on the IIM Amritsar e-Tender portal for **AMC/Warranty extension of 24 Nos of LaserJet Multifunction/Single function Printers for IIM Amritsar**. The bid should be uploaded on the IIM Amritsar e-Tender portal by 01:00pm on 21-06-2022. The bid may be opened on the e-Tender portal on the same day, i.e. 21-06-2022 at 01:30pm. Quantity, specification and other related details of the items are mentioned in 'Annexure A'.

### **TERMS & CONDITIONS**

1. The Invitation is open to all registered manufacturers/authorized dealers/suppliers who are having PAN/GST number and Bank A/c number in their firm/Co. name.
2. Bidder will sign on all the pages of this quotation at the designated spaces. The submission of the bid implies that the terms and conditions of this quotation are acceptable to the bidder.
3. The vendor should have three years of experience in similar kind of services that have been provided at the national level organizations and a well trained and certified workforce to handle AMC. **(please attach proof)**.
4. AMC will cover one-year Onsite Service Maintenance for the said printers, including spare parts, quarterly preventive maintenance, corrective maintenance, and repair as per the requirements.
5. The bidder should provide the list of consumable parts and the prices with their proposal.
6. The service provider shall start with first preventive service and then corrective if needed.
7. The vendor should replace the equipment with genuine parts in case this is found non-repairable during the AMC/warranty period. The vendor should be fully responsible for the functioning of the equipment during the AMC/warranty period.
8. The bidder will provide additional documents such as an incorporation/business registration certificate, previous year turnover proof, and MSME/Startup certificate required. These documents shall be used in case of a tie, if any required document is not found, the bidder will not be considered for the quotation.
9. The bidder should provide a declaration related to non-blacklisting in Annexure 'B'.
10. The bidder shall provide the complete correspondence address, contact number and alternate number and email id.
11. If the date of opening of the quotation is declared a holiday, it will be opened on the next working day at the same time.
12. Any other charges, such as packing and forwarding, delivery charges, sales tax, etc. if any shall be included in the quoted price.
13. **Price:** Prices quoted by the supplier and accepted by the Institute will be final and no deviation in price will be accepted during the period of AMC/warranty.
14. **Contract period & Renewal:** The initial contract period will be accepted for one year that could be extended further subject to the approval by the competent authority with the same terms & conditions of this NIQ based on institutional needs, satisfactory performance and/or fulfilment of contractual terms & conditions by the contractor/agency.
15. **Payment:** The vendor will submit the certified maintenance service reports along with the bills after the completion of each quarter. Payment will be released within 15 working days after receiving the invoice on a quarterly basis after duly certification of bills/reports by the authorized official of IIM Amritsar.
16. **Liquidity Damages:** The service provider should attend to and resolve the reported issues/repairs at the earliest or within the prescribed deadline of maximum 24hrs. And, will have to provide alternative arrangements/backup until the problem is fully resolved.
  - a. The vendor should provide the service on the same day latest in 24 hours from the registration of the complaint and the problem should be resolved within 24 hrs., failing which the applicable LD of Rs. 500/- per instance for delay shall be deducted from the bills submitted.
  - b. Failing to provide the resolution of the problem, a repair/service will be availed from the outside and the billed amount of which shall be deducted from the quarterly bill of the service provider along with the service charges of 10% over and above.
  - c. On repeated non-compliance issues, the AMC contract may also be terminated, the vendor may be blacklisted for three (03) years and payment of the AMC/warranty period will not be paid. The institute will not be liable for the same.
17. **Jurisdiction:** For all intents and purposes any contract under the order shall be deemed to have been concluded at Amritsar

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18. **Financial Evaluation:** The financial bid should be submitted strictly in the prescribed format (Annexure A) and should remain valid for a minimum of three months after opening the bid. Financial bids, which are incomplete, unclear, overwritten and are not submitted in the prescribed format, will be summarily rejected.
19. **Tie breaker:** In case of a tie (commercial bids of two or more bidders being equal) at the lowest bid (L1) position, the bidder shall be selected on the basis of more technical competence. For the technical competence, the following sequence of preference shall be adopted to select the bidder,
- Number of such completed orders.
  - Years of experience in the stationery/printing business.
  - Turnover in a previous financial year.
  - In case, one of the bidders is MSE, then an order shall be placed on such bidder.
  - In case, one of the bidders is MSE owned by SC/ST Entrepreneur, then an order shall be placed on such bidder.
  - In case, one of the bidders is MSE owned by Women Entrepreneur, then an order shall be placed on such bidder.
  - In case there is a tie at the lowest bid (L-1) position between only start-up bidders and none of them has past turnover, the order will be placed on the start-up that is registered earlier with the Department of Industrial Promotion and Policy.
  - If the bids or proposals are equal in every respect, the award shall be made by lot, which shall be conducted, with prior notice, in the presence of the Tie Bidders who choose to attend. The result shall be final & binding to all bidders.
20. **IIM Amritsar reserves the right:**
- to accept or reject any or all quotations either in whole or in part or to invite revised price bids or to annul the bidding process or to postpone and/or extend the date of receipt/opening of quotation or to withdraw the same at any time before finalization without incurring any liability to the affected Tenderer / Bidder. The Director, IIM Amritsar does not bind himself to accept the lowest or any quotation and reserves to himself the right of accepting the whole or any part of the quotation. And, the Tenderer/Bidder shall be bound to perform the same at the rates quoted.
  - to postpone and/or extend the date of receipt/opening of quotation or to withdraw the same, without assigning any reason thereof.
  - to obtain feedback from the previous/ present clients of the vendor by contacting them or by visiting their site to get first-hand information regarding the services (being) provided by the vendor.
  - This office reserves the right not to accept the lowest quotation without assigning any reason for the rejection.
21. **Summary of rejection or disqualification of bids**
- Applications received after the stipulated deadline
  - Any bid in which rates have not been quoted in accordance with the specified formats/ details as specified in the bid document.
  - If any bidder has filled more than one bid.
  - If unclear, poorly scanned copies are uploaded and received.
  - Conditional proposal/bid will not be accepted and will be rejected outright.
  - Canvassing in any form will make the quotation liable to rejection.
  - Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document.
  - If any additions/ alternations are made in tender forms.
  - Bids submitted through any other mode other than the E-Tendering portal on IIM Amritsar's website (<https://iimamritsar.ac.in/>).
  - Missing any supporting document(s) with the Bids.
  - False or misleading information is submitted.
  - Unhealthy participation
  - Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.
22. **Queries & Responses:** Queries related to the stated above should be submitted at [purchase@iimamritsar.ac.in](mailto:purchase@iimamritsar.ac.in) only till 16-06-2022, 05:00pm. Queries submitted after the due date and time, and on any other email id will not be entertained. The response to the queries will be given within 1-2 days by email after the last date of submission of queries.

  
(Dr. Simrandeep Singh Thapar)  
Sr.Manager



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### Annexure A

Sr. No	Name & Description of items	A/u	Total quantity	AMC/ warranty	Unit Rate	Total
1	Canon MF4750	Pcs	01			
2	Canon LBP6780X	Pcs	01			
3	Canon 244DW	Pcs	03			
4	Brother 1211	Pcs	15			
5	Brother 5450DN	Pcs	02			
6	Brother 8910DN	Pcs	02			
Total			24			
GST @						
Grand Total						

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this. I/ we accept all terms and conditions as mentioned in it and hereby offer the rates.

Signature of authorized person \_\_\_\_\_

Official seal of BIDDER

Name of the bidder \_\_\_\_\_

Designation \_\_\_\_\_

Contact no \_\_\_\_\_

Email \_\_\_\_\_

Signature of bidder with date



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**Annexure-B**

**CERTIFICATE**

(To be provided on the letterhead of the firm)

I hereby certify that the above firm/agency is 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 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 agency may be summarily terminated and the firm blacklisted.

**Signature of Authorized Signatory**

**Date:**

**Name:**

**Place:**

**Designation:**

**Contact No.:**

**Seal**