To
The Prospective Bidders

Tender Notice

<table>
<thead>
<tr>
<th>Sub:</th>
<th>TSTSL-HWP1 – Supply of Copiers -Reg.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>TSTSL invites bids for Supply of Copiers to Institutions of Tribal Welfare Department</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time Schedule</th>
<th>Last date and time for receipt of Bids   :   07/08/2020  04:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Date and Time for opening of Bids       :    07/08/2020  04:30 PM</td>
</tr>
<tr>
<td></td>
<td>Last date for receipt of clarification requests : 04/08/2020 5.00PM</td>
</tr>
<tr>
<td></td>
<td>Mail Id for communication : <a href="mailto:bvrao-tsts-ts@telangana.gov.in">bvrao-tsts-ts@telangana.gov.in</a>, Mobile: 9963029401</td>
</tr>
</tbody>
</table>

1. **Bids should be submitted on e-procurement website.**
2. Any deviations in format may make the bids liable for rejection.
3. Bids should be valid at least for a period of 180 days from the date of bid opening.
4. Managing Director, TSTSL reserves the right to accept or reject any or all the bids without assigning any reasons thereof and to add, modify or delete any of the terms and conditions without any notice.
5. Conditional bids not acceptable and liable for rejection.
6. Bidder has to quote for all items mentioned in a schedule of the tender document. L-1 will be arrived considering overall total cost of the all the items. The bid will be rejected if the bidder has not quoted for all the items in schedule.
7. No options will be accepted. If the vendor wants to give options, he may submit as separate bids along with Separate EMDs. These will be treated as a separated bids for evaluation.
8. Persistent complaints from the user Department during the warranty period relating to the improper service will be sufficient ground for the TSTSL to blacklist the successful bidder from participating in future tenders.
9. **Tender document Fee : Rs: 5,000/-**. The bidder should pay the tender document fee in the form of Demand Draft from any scheduled Bank on the name of “Managing Director, TSTS”. **The receipt will be obtained at reception, O/o TSTS.**
   **EMD: The vendor should submit EMD for an amount of Rs.80,000/-** in the form of online/Bank DD/Bank Guarantee/copy of existing valid EMD at TSTSL valid up to 30/06/2020 from any scheduled bank in favour of The Managing Director, Telangana State Technology Services Limited. The scanned copy of EMD should be uploaded on e-procurement website in technical bid. The original EMD should be submitted before opening of the Financial bids. EMD will be returned to unsuccessful bidders after issue of Orders to L1 bidder. The EMD of the successful bidder will be returned after supply of the items to the Department.
10. **Eligibility**
   1. The bidder should have cumulative financial turnover for Rs. 2 Core or above during last financial years (2016-17, 2017-18 and 2018-19). The audited balance sheets or CA certificate should be uploaded in technical bid.
   2. The bidder should be a company registered under the Indian Companies Act, 1956 /2013 Copies of Certificate of Incorporation, GST and PAN should be submitted.
3. MAF from OEMs should be submitted for offered Copiers.
4. The Bidder should have sales turnover of 80 Nos. of Copiers during 2016-2020.
5. The Bidder should have minimum Five Service centre as on bid calling date in Telangana. Details of the service center and service engineer details should be submitted in Technical Bid.
6. The bidder should submit declaration stating that they are not debarred/blacklisted in Technical bid.
7. The bidder should submitted valid Statutory documents in technical bid (copy of PAN card and copy of GST registration).

Note: failing of submission of the above mentioned document proofs is liable for rejection of the bid.

11 Delivery & Installation:
1. Successful Bidder shall deliver and install the goods/services within the delivery and installation period. For any delays in delivery and installation beyond delivery & installation period mentioned in the purchase order, the vendor will be liable for penalties as mentioned in Clause 13.
2. PO consisting of 1-5 locations, vendor has to deliver and install the equipment or has to obtain Site Not Ready Certificate (where ever Site is Not Ready) from User Department officials within week days from the due date of Delivery and Installation.

12 Payment Terms: For all the items:
1. 90% payment on delivery & successful installation of items
2. 10% Balance will be paid after AT conducted by TSTS.
3. Incase site not ready: 75% of the contract value for that site/location.
Note: All the Delivery Challans & Installation Reports/Site Not Ready Certificate/report to be Counter signed by the respective Competent Authority.

13 Penalty for late delivery: For any delay in deliver, the bidder will be liable for penalties as follows:
1. 1% of the late delivered goods for One week or part thereof; 1.5%, for Two weeks or part thereof; 2% for Three weeks or part thereof and so on up to a maximum of 10% on the value of late delivered goods.
2. If any delay is for more than 30 days, TSTS will reserve the right to cancel the order without giving any notice and EMD will be liable for forfeiture.

14 After Delivery
The items are to be installed. TSTS will conduct the AT.

15 Up time: The bidder should attend & resolve to the breakdown call within 24 hours. If any spare parts are to be replaced the call shall be completed within 48 Hours including holidays from the date of attending the call. Failing which penalty is applicable as per terms & conditions.

16 If down time is more than the permissible down time following penalties shall apply (for every day beyond permissible window time penalty shall be imposed as mentioned below in the table

<table>
<thead>
<tr>
<th>Item</th>
<th>Penalty beyond permissible down time for every day or part thereof and soon.</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Items</td>
<td>0.5% cost of the items at that site subject to a maximum of total equipment cost at that site.</td>
</tr>
</tbody>
</table>

Note: The penalty amount will be recovered from the amounts payable to the bidder by TSTS. Once this amount is exhausted, the bidder will be debarred from participating in tenders till the time he recoups the penalty amount.
**Bidding Procedure (Schedule-wise):** Bids should be submitted in two parts namely, “Technical bid” and “Financial bid on e-procurement website. The bidder should upload all the required formats and documents as mentioned in the tender document.

**Technical Bid:**
1. Bid Letter Form
2. Tender document fee receipt
3. EMD
4. MAFs from OEM
5. Firm Turnover: Audited balance sheets / CA certificate
6. PO/work order copiers regarding sales turnover of copiers
7. Service Centers details: Form P1
8. Declaration regarding not black listed form P2
9. Form T1 (Undertaking)
10. Form T2 (Technical compliance of offered items)
11. Technical datasheets, certifications, literature etc for the offered items
12. Un-Priced form F1
13. PAN card and GST Tax certificates
14. Any other documents as per tender document, if any

**Financial Bid:** Online –procurement website

| 17 | **Transaction fee:** All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores & GST Applicable as levied by Govt. of India on transaction fee through online in favour of MD, TSTSL. The amount payable to TSTSL is non-refundable. Corpsus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favour of Managing Director, TSTSL, and Hyderabad towards corpus fund at the time of concluding agreement. |
| 18 | **Transaction Fee Payable to The Managing Director, Telangana State Technology Services Ltd, Hyderabad** |
| 19 | Bidders are requested to submit the bids after issue of amendments/clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any, before bid submission time & date. |
| 20 | Bids shall be submitted online on [www.eprocurement.telangana.gov.in](http://www.eprocurement.telangana.gov.in) platform |
| 21 | 1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website [www.eprocurement.telangana.gov.in](http://www.eprocurement.telangana.gov.in).
2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates.
3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.
4. The bidders should scan and upload the respective documents in Technical bid documentation as detailed mentioned in bid document including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.
5. The rates should be quoted in online only |
1. After uploading the documents, the copies of the uploaded statements, certificates, documents, original EMD in respect of Bid Security (except the Price bid/offer/break-up of taxes) are to be submitted by the bidder to the O/o The Managing Director, TSTSL, HACA Bhavan, Opp. to public gardens Hyderabad as and when required.

2. Failure to furnish any of the uploaded documents, certificates, will entitled in rejection of the bid. The TSTSL shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.

3. TSTSL will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.

4. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.

5. Important Notice to Contractors, Suppliers and Department users

6. In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders permitting integration of electronic Payment Gateway of ICICI/Axis Banks with e-Procurement platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.

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23 Note: This tender call is issued on e-procurement market place at www.eprocurement.telangana.gov.in. All the terms and conditions are to be read jointly as mentioned in the e-procurement market website and in this document.

24 TSTSL /User Department reserves their right in not considering the bid of a bidder, if such bidder was a previous supplier and had a past bad track record or their earlier performance was unsatisfactory or the Department noticed regarding unsatisfactory performance of the offered OEM brand items which were procured earlier on any count.

25 Delivery Locations: Designated institutes of TW Department in Telangana.

26.1 **Service Level Agreement** :

**Maintenance Service:**

1. Free maintenance services including spares shall be provided by the supplier during the period of warranty. User, at its discretion may ask the Supplier to provide maintenance services after warranty period, i.e. Annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the Supplier shall provide the same. The cost of annual maintenance and repairs cost (after warranty period), which will include cost of spares replaced, shall be paid in equal quarterly installments at the end of each quarter.

2. The maximum response time for maintenance complaint from any of the destination (i.e. time required for supplier's maintenance engineers to report to the installations after a request call/mail is made or letter is written) shall not exceed 06 hours failing which action will be initiated on the supplier and the supplier will be blacklisted without any further Notice.

3. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware, and firmware execute without defect or interruption for at least required up time.

4. In case up time is less than the stipulated up time, penalty as indicated in the tender document shall be imposed on the supplier.

5. The amount of penalty, if any, will be recovered at source from the performance guarantee during the warranty or from annual maintenance charges payable as the case may be or the penalty amounts will be deducted from the amounts payable to the Supplier by TSTS (Once this amount is exhausted, the bidder will be debarred from participating in tenders till the time he recoups the penalty amount).
## 26.2 Spare Parts:
1. The Supplier may be required to provide any or all of the following materials, notifications and information pertaining to spare parts manufactured or distributed by the Supplier.
2. Such spare parts as the Department may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under the PO.
3. In the event of termination of production of the spare parts, an advance notification to the Department of the pending termination, in sufficient time to permit the Department to procure needed requirements.
4. The Supplier shall ensure availability of spares in stock at his nearest service centre for immediate delivery such spare parts as: (a) are necessary for a minimum of 5 years of operation after installation at the Purchaser’s sites (b) are necessary to comply with specifications.

## 26.3 Warranty:
1. The Supplier warrants that the goods and services supplied under the PO are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the PO. The Supplier further warrants that all goods and services supplied under this PO shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
2. The warranty period shall be as stated in bid document. The Supplier shall, in addition, comply with the performance guarantees, if any, specified under the PO. If, for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall, make such changes, modifications, and/or additions to the goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the PO at its own cost and expenses and to carry out further performance tests.
3. The equipment supplied should achieve required up time.
4. Department shall promptly notify the Supplier in writing of any claims arising under this warranty.
5. Upon receipt of such notice, the Supplier shall, within the period specified and with all reasonable speed, repair or replace the defective goods and services or parts thereof, without costs to the user.
6. If the Supplier, having been notified, fails to remedy the defect(s) within a reasonable period, Department may proceed to take such remedial action as may be procurement of hardware for the Department necessary, at the Supplier’s risk and expense and without prejudice to any other rights which the Department may have against the Supplier under the PO.

## 26.4 Training:
The Supplier may be required to train the designated user Department personnel to enable them to effectively use the items.

## 27 Variation of quantities: 50%.
Bid Formats
Bid Letter Form

From:
(Registered name and address of the bidder.)

To:
Telangana State Technology Services Limited,
HACA Bhavan, 2nd floor,
5-10-103/40/206, Hyderabad, TS. PIN: 500 004, India.

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works including supply, delivery installation of hardware, firm wares and software as the case may be, in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call no TSTS/HWP1/TWD/008/2019 Dt. 28/07/2020 or its part assigned to us in conformity with the said bidding documents for an amount quoted in financial bid accordance with the schedule of prices attached herewith and coverage options made by TSTSL or its user organization.

If our bid is accepted, we undertake to;

a. provide services/execute the work according to the time schedule specified in the bid document,

b. obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and

c. agree to abide by the bid conditions, including corrigendum, if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Date & Place:                                       Signature of Bidder & Stamp
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Form P1 - Details of Service Centers in Telangana State

<table>
<thead>
<tr>
<th>S.N</th>
<th>District</th>
<th>Full Address of service center</th>
<th>Contact person with phone No.</th>
<th>No. of support engineers and their details : Name, Qualification and Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>B</td>
<td>C</td>
<td>C</td>
<td>D</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Date & Place:                                       Signature of Bidder & Stamp
Form P2 - Declaration Regarding Clean Track Record

To,
The Managing Director
HACA Bhavan, 2nd floor,
5-10-103/40/206, Hyderabad,TS. PIN: 500 004, India

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document TSTS/HWP1/TWD/008/2019 Dt. 28/07/2020. I hereby declare that my company/ Consortium Partners has not been debarred/ black listed as on Bid calling date by any Central or State Government / Quasi Government Departments or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Name & Designation
Seal & Date:
Business Address:

Form T1 - Sub: Undertaking of authenticity for Hardware

This has reference to Hardware items being supplied/quoted vide Tender No TSTS/HWP1/TWD/008/2019 Dt. 28/07/2020, We hereby undertake that all the components/ parts/assembly/software used in the Hardware/ Software like Hard disk, Monitors, Memory etc shall be original new components/parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts assembly/software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked by you in the purchase order shall be supplied along with the authorized license certificate (eg Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System)

Should you require, we shall produce certificate from our OEM supplier in support of above undertaking at the time of delivery. It will be our responsibility to produce such letters from our OEM supplier's within a reasonable time.

In case we are found not complying with above at the time of delivery or during installation, for the Hardware / Software already billed, we agree to take back the Hardware/ Software if already supplied and return the money if any paid to us by you in this regard.

Authorized Signatory
Name & Designation.
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specifications</th>
<th>Compliance Y/N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make &amp; Model</td>
<td>&lt;&lt;specify&gt;&gt;</td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td>Laser, A3 size support Print scan and Copy</td>
<td></td>
</tr>
<tr>
<td>Print</td>
<td><strong>25 ppm/cpm(A4) and 11ppm (A3)</strong> or higher speed, 600 X 600 DPI or higher resolution, Duplex</td>
<td></td>
</tr>
<tr>
<td>Print Language</td>
<td>PCL5c/ PCL6, URF/Bidder may offer equivalent print service/application to print from apple products</td>
<td></td>
</tr>
</tbody>
</table>
| Scan                   | Color, ADF and Flatbed, CCD/CIS Technology, 30 objects per minute speed or higher, 600x600DPI resolution of higher and Standard Scan Utility software and Duplex with DADF or RADF,  
                          | Scan to USB, E-mail, FTP and PC, Scan file formats: PDF, Searchable PDF, JPEG, and TIFF                                                                                                                   |                |
| Processor              | Minimum 1GHz or higher                                                                                                                                                                                                                                               |                |
| Copy                   | **25 cpm(A4) and 11cpm (A3) or** higher speed, 600 X 600 DPI or higher resolution, Red./Enlarge:25% to 400% or higher, Max. no. of copies up to 999                                                                 |                |
| Memory                 | 1.5 GB or higher                                                                                                                                                                                                                                                        |                |
| Display Panel          | Yes, 4 inch LCD Touch Color display                                                                                                                                                                            |                |
| Paper Trays and bins   | Input Trays: 1x 250 sheets or equivalent or above, Output trays: 1x 250 sheet or above, Bypass tray : 100 sheets or above.                                                                                       |                |
| Paper sizes            | A3, A4, A5, letter and legal                                                                                                                                                                                  |                |
| Interfaces             | USB 2.0, USB host pot and LAN port OR higher Support for wifi option for future needs                                                                                                                      |                |
| Option                 | Power save option: Yes                                                                                                                                                                                                                                                  |                |
| Security               | AES 256 - bit Encryption, SNMPv3 , IP Filtering and Secure Print                                                                                                                                              |                |
| Operating Sys          | Windows 7,8 and 10 , windows Server 2012 , Mobile Printing with Apple Air Print / through any application S/W , Mopria Print Service Plug ins for Android/ Android print service through any application software. |                |
| Cartridge              | With Full toner Cartridge. Yield of the toner cartridge: Minimum 30,000 Pages. If the copier models comes with lesser cartridge yield, than the bidder should supply multiple no. of toner cartridges along with copier to meet the specifications.  
                          | Part no. of the Cartridge : <<specify>>  
                          | No. of pages yield : << Specify>>  
                          | Quantity of cartridges :offered: << specify>>                                                                                                    |                |
| Accessories            | With required connecting cables and driver media, Power cables , Suitable Power Stabilizer and Stand for mounting the copier should be supplied                                                                 |                |
| Printing Volum         | 50,000 pages or above (monthly)                                                                                                                                                                                |                |
| Service Centers        | The OEM should have at least TEN Service centers in Telangana districts <<Enclose Service centers details signed by OEM>>                                                                                      |                |
| Note:                  | If required, all the PQ qualified bidders should provide a sample offered model copier during Technical Bid evaluation. Any technical deviations observed during the testing of the offered model copier, the bid of that bidder will not be considered for further evaluation. |                |
| Warranty               | 3 Years Comprehensive onsite Warranty                                                                                                                                                                          |                |
### Financial Bid Format - Form F1

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Item details with make and model</th>
<th>Unit Price without taxes (Rs.)</th>
<th>Taxes/ Duties etc on unit price (Rs.)</th>
<th>Unit Price with all taxes (Rs.)</th>
<th>QTY (Nos)</th>
<th>Total price with taxes and duties etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Copiers</td>
<td></td>
<td></td>
<td></td>
<td>41</td>
<td></td>
</tr>
</tbody>
</table>

**Total Price incl. of all taxes (Rs.)**

**Delivery & Installation period:** *3 weeks* from the date of receipt of the Purchase Order.

**Date**

**Signature of Bidder & Stamp**
Anexure I   - Bid Security (EMD) – Format for BG

TSTSL   Ref. No.……
(To be issued by a bank scheduled in India and having at least one branch in Hyderabad)

Whereas……………………… (Here in after called "the Bidder") has submitted its bid Dated ……… (Date)
for the execution of……………… (Here in after called "the Bid")
KNOW ALL MEN by these presents that WE ………………… of ………………… having our registered
office at………………… (hereinafter called the "Bank") are bound unto the Telangana State
Technology Services Limited (hereinafter called "The TSTSL ") in the sum of ………………… for which
payment well and truly to be made to the said TSTSL itself, its successors and assignees by these
presents.

The conditions of this obligation are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the TSTSL during the
   period of bid validity and fails or refuses to execute the Purchase Order.

We undertake to pay the TSTSL up to the above amount upon receipt of its first written demand,
without the TSTSL having to substantiate its demand, provided that in its demand the TSTSL will
note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two
conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to the period mentioned in tender document and any
demand in respect thereof should reach the Bank not later than the above date.

Place:…………………………………………………………………………………………………..
Date:…………………………………………………………………………………………………..
Signature of the Bank and seal.

_________________________________________________________________________________

Annexure II - Manufacturer Authorization

Tender Ref. No: _______________________________________Dt:_________
The authorization should be in the nature of a letter, memorandum or certificate regularly granted
by the manufacturer to its channel partners, authorized solution providers, system integrators,
Distributors, etc. or a specific letter issued for purposes of this bid. Such communication should
include statements / undertakings from the said manufacturer to the following effect:

1. Warranty coverage in respect of the goods and services manufactured by the said
   manufacturer shall be honored by that manufacturer, their channel partners, distributors,
   authorized service centers as the case may be.
2. The manufacturer updates the bidder and their technical personnel with relevant technical
   literature, training and skill transfer workshops etc. on a regular basis.
3. The manufacturer provides back to back technical support to the said bidder on a
   continuing basis.
4. The said bidder is authorized to provide service and solutions using hardware, firmware
   and / or software as the case may be.

Signature with Name,
Designation,
Phone No & e-mail ID.

Note: The letter of authority should be signed by a person competent and having the power of
attorney to bind the manufacturer. The MAF shall be submitted on Letter Head of the
OEM.