

Estimated Tender Cost: Rs. 24,00,000/-
EMD: Rs. 60,000/-

TATA INSTITUTE OF SOCIAL SCIENCES
Deonar, Mumbai 400 088

TWO BID SYSTEM e-Tender
for
Hiring of Centralized Printer in Mumbai Campus

Only Through Online e-Tendering Mode: <https://www.tenderwizard.com/TISS>

eTender Ref No : TISS/CC/2301/01

Website : www.tiss.edu



::: Contact Person :::

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INTRODUCTION

The Tata Institute of Social Sciences, invites online bids in two bid systems (Technical bid and Financial bid separately) from vendors with prescribed qualifications indicated here in for supply, installation, and use of printers of mentioned specifications and locations as listed in the Annexure-III at TISS, Mumbai Campus.

The vendors are expected to apply online separately: technical and financial bid.

NOTICE INVITING e-TENDER

1. eTenders are invited by The Registrar, TISS, Deonar, Mumbai 400088 for “**Hiring of Centralized Printer in TISS Campuses**” for a period of 3 years. TISS has campuses in Mumbai, Tuljapur, Hyderabad and Guwahati. The estimated cost of hiring is Rs. 2,00,000/-per month.
2. The tender shall be in a prescribed form consisting of NIT, bill of quantities, general and special conditions of contract can be downloaded from TISS e-Procurement website at www.tenderwizard.com/TISS from 20/03/2023 to 03.04.2023.
3. Online tenders shall be uploaded on above mentioned website as per the instructions therein from 20/03/2023 to 03.04.2023 at 16.00 hrs.
4. The acceptance of tender shall rest with The Registrar, Tata Institute of Social Sciences, who does not bound to accept the lowest tender and reserves the right to reject any or all of the tenders received without assigning any reason. The Registrar reserves the right of acceptance of whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted. Any attempt of influencing on tender process by the vendors shall not be entertained and his/her tender shall be rejected.
5. Tenderers are advised to make a site visit to understand the location where the printer and number of users accessing the machines. It is preferred the site visit be completed before the pre-bid meeting of the tender.
6. All the tenders wherein the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
7. The condition of prior turnover and prior experience will be relaxed for Startups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications. [GFR – 2017, 173(i)]
8. The tender for the work shall remain valid for acceptance for a period of four months from the date of opening of tender.
9. The MSEs are provided tender documents free of cost and are exempted from payment of earnest money, subject to furnishing of relevant valid certificate for claiming exemption.

10. For further details on e-Tender participation, please contact ITI Help desk on : • Telephone: 080-49352000 (Bangalore) OR Mr. Sanjay KC – Mumbai & Maharashtra (09665721619) E-Mail Id : sanjay.kc@etenderwizard.com

11. Bangalore Off. E-Mail Id: harishkumar.kb@etenderwizard.com, ambasa@etenderwizard.com.

SCHEDULE OF EVENTS

Published Date & Time	20.03.2023	14.00 Hours
Pre-Bid meeting (Online)	27.03.2023	14:00 Hours
Last Date for Online Submission	03.04.2023	11.00 Hours
Date of Opening Technical Bids	03.04.2023	12.00 Hours (Noon)
EMD or Bid Security Declaration Form	Rs. 60,000	As per GFR - 2017
Security Deposit (PBG)	5% of Work Order	As per GFR - 2017

Online link for the pre-bid meeting

Join Zoom Meeting
<https://zoom.us/j/9820400228>

Meeting ID: 982 040 0228

Earnest Money Deposit of **Rs. 60,000/-** in the form of Demand Draft/FDR/Online Payment transfer/Bank Guarantee from any Scheduled Bank in favour of “**The Registrar, Tata Institute of Social Sciences**” payable at Mumbai or Bid Security Declaration form available mention in tender document to be submitted along with Tender. Tenders received without the requisite EMD will be rejected.

As per Rule 170 of General Financial Rules (GFRs) 2017, Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security.

CONTACT PERSON

The bids shall be addressed and submitted online on or before 03rd April 2023, 4.00 pm.

Mr Sudhir Kale
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Tata Institute of Social Sciences
Computer Centre,
Main Campus, Deonar, Mumbai 400 088.
Telephone :91-22-25525299
E-Mail : snkale@tiss.edu
Website : www.tiss.edu

Asst. Registrar (Admn)
Tata Institute of Social Sciences
Admin Block, Main Campus
Deonar, Mumbai 400 088
Telephone :91-22-25525228
Emails : dilip_p@tiss.edu & so.ps@tiss.edu
Website : www.tiss.edu

Bids received after the closing time and date will not be considered valid. Bids not following two bid system are liable to be rejected. The RFP is being issued with no financial commitment and the Institute reserves the right to change or vary any part thereof at any stage. The Institute also reserves the right to withdraw/cancel the RFP should it become necessary at any stage.

GUIDELINES FOR THE BIDDER & GENERAL TERMS AND CONDITIONS

1. The Installation of Printers shall be completed within 30 days from the day of issue of the work order.
2. The entire work shall be carried out by the vendor in accordance with the conditions and specifications stipulated in the schedule of quantity/quotation and the best workmanship manner and as per standard practice for printer installation.
3. The engineer engaged by vendor for the said work should strictly follow the rules, discipline, and decorum of the Institute and vendor will be liable for any loss or damage caused by them to the Institute property.
4. The Institute will not be held responsible for payment of any compensation to the engaged by vendor. The vendor will pay all compensations etc. including accident compensations due to his laborers during the Installation.
5. Standby materials should be maintained by the vendor for wear and tear parts which are required for the printer.
6. Cartridges has to be maintained as the stock item and the register has to be shown to the in-charge of the printing service on a weekly basis.
7. On completion of satisfactory work and on receipt of the invoice by the Institute, the payment will be done within 30 days.
8. The validity of the tender(s) shall be 90 days from the date of opening of tender.

The vendor shall comply with the provisions of all acts, statutes, rules, regulations etc., of the central and state governments the case may be that may apply to his case. And if necessary get himself duly register as require by the said acts, statutes, rules, regulations etc.

SCOPE OF WORK & TECHNICAL SPECIFICATIONS

1. The vendor should provide new machines on hire in all the locations specified. The requirement would be provided in Annexure –III which is the average printing volume.
2. The vendors should propose the printer type and proposed plans which should have cost benefit to the institute according the printing needs.
3. The Institute can shifted the plans from one plan to another based on the volume of the usage which will be indicted to you and the change should be effective from next billing cycle
4. The printer proposed should have Print, Xerox, ADF, scan to mail facilities. The printers should support the automatic duplex printouts.

Read Sr. 15, 16 & 17 carefully for additional points mentioned regarding usage of printout among the printers and across the months.

5. The Institute uses Linux, Windows and Macintosh as operating system wherein the ubuntu is the predominantly used in the institute. The proposed printing solution would be compactable with all the operating system environments.
6. The vendor should provide and maintain the printer server which could collect the information regarding the printer errors, tonner capacity, number of printouts, other essential data to monitor the printing usage and service in the Institute.
7. The scope of work includes implementation and support comprises of configuration, testing, maintenance of the centralized printers with the desktops and laptops available with the Institute faculty, staff and labs in Campuses for a period of 3 years.
8. The printers should be one of the printers which are supported by the papercut software which institute uses for the billing for a particular section of the users (Students & Project Staff). (<https://www.papercut.com/>)
9. The vendor should provide with the resident engineer in Mumbai Campus on all the working days (Monday to Saturdays) with necessary parts for the replacements along with the standby machine. The alternative printers should be provided if the printer could not be repaired within 8

hours. The engineer should provide telephonic support to other campus as well to resolve issues.

10. The vendor should manage the service uptime of 95% of all the printers put together. The downtime would be calculated from the time the call is reported to the time call is resolved. The institute call management system would be used for assigning calls. The agreed service time (AST) would be calculated on monthly basis.
11. The machine should be replaced if the hardware problem is not able to solve and same complaints is repeated for more than 5 times within 2 weeks.
12. The replacement of the printer should be provided if the printing volume crosses the designated life/duty cycle of the printer. The vendor should provide the information about the life/duty cycle of proposed printers at the time of tender submission of proposed printers.
13. It is responsibility of the vendor to maintain the sufficient tonner based on the printing needs of the Institute.
14. The vendor should have the expertise in using the call management software and ticketing. A report is required to be submitted along with the bill for the various calls attended during the period with call categories.
15. In case the particular printer which could not print the required volume of print the printouts taken can be shared with other printers which printed less volume.
16. If, the overall printing for the month is less than minimum committed then it can be carried forward to the next month and vice versa.
17. If any additional usage of printer has incurred that may be cleared at an intervals of six months.
18. In case of the requirement for the UPS to be deployed along with printer to ensure the printer is protected with power related issues, the vendor should provide the UPS for such locations or all locations. The vendor should ensure the necessary checking is done before deploying the printers.

SPECIAL CONDITIONS OF THE CONTRACT

1. No advance or material advance will be paid under this work.
2. The Institute will not be held responsible for payment of any compensation to the engineer engaged by the vendor.
3. The vendor shall submit the running/final bills every month. These bills shall be paid after proper and thorough scrutiny by the Computer Centre within one month of submission of bill. GST will be reimbursed only after submission of GSTR-1.
4. The vendor will not at any time cause or permit any nuisance on the site or adjoining areas or do anything, which shall cause unnecessary disturbances or inconveniences to the owner, residents, guests, students etc.
5. The vendor shall obtain necessary gate pass for the material; engineer pass from the security officer.
6. The vendor shall obtain prior permission for carrying out any printing installation on Sundays & holidays.
7. 25% increase or decrease in the number of printers should be allowed as part of the contract.
8. The Institute will be at liberty to cancel some of the items from the contract within 25% limit. In such cases, the vendor cannot claim any commission or percentage as profit.
9. The vendor shall employ full-time technically qualified staff with adequate experience during the service period of the printer hiring.
10. The quality, time schedule for completion of work and well behavior with Client, and engineers of this project shall be essential & must for this project. A register would be maintained with all call logs. Online system used by the Institute for the ticketing should be adapted by the engineer in attending the calls.
11. This vendor shall be deemed to have been made in Mumbai and only the court of competent jurisdiction in Mumbai shall have jurisdiction to determine any question or dispute arising out of the contract.

12. The Bidders are advised to visit the site and clarify their queries, if any before the submission of bids.
13. On receipt of confirmed works order the vendor shall prepare detailed installation schedule in order to complete the deployment in time and to the satisfaction of users.

TENDER EVALUATION METHOD

The detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that confirms all the eligibility and terms and condition of the tender without any material deviation.

Proposed Solution:

The vendors are requested to submit a solution document which has the details of the printers which are proposed for all five categories of printing needs. The printer's brochure should be submitted with proof that the printer supports network printing, automatic duplex printing, copying, scanning with ADF and scan-to-mail features. The proposed solution document has to be uploaded online as Sr. 8 in the checklist.

Evaluation

The vendors are required to give a presentation to the committee with an understanding of the requirement of the Institute, past experiences in managing similar setups, proposed make and model of the printers, proposed technology to manage the printing systems, proposed team and backend support for successful implementation.

Only the successful bidders who achieved at least a minimum qualifying score of 60 per cent will be treated as qualified, and only their financial proposals will be opened.

Sr. No.	Criteria	Score
1.1	Bidder's profile	10
1.1.1	Legal Structure	5
	Partnership /Proprietary	1
	Private Limited	3
	Limited Company	5
1.1.2	Overall regular staff strength (Project Management / Installation / Service / Quality Assurance /Implementation/ Operations)	5
	>50	1
	>=50 to =100	3
	More than 100	5
1.2	Bidder's Financial Capability	10

Sr. No.	Criteria	Score
1.2.1	Average annual turnover for the period 2018-19, 2019-20, 2020-21	10
	More than 5 Cr and Less than 10 Cr INR	3
	More than 10 Cr and Less than 15 Cr INR	4
	More than 15 Cr and Less than 25 Cr INR	7
	Above 25 Cr INR	10
1.3	Bidder's experience in MPS	10
1.3.1	Implementation of the MPS	10
	20-30 Printers in single vendor	2
	31-50 Printers in single vendor	5
	Above 50 Printers in single vendor	10
1.4	Bidder's Software Support	10
1.4.1	Server Software to manage printing	10
	Server can take the error logs of printers	3
	Server can take the error logs of printers and take print volume of printers.	5
	Server can take the error logs of printers and take print volume of printers and provide options for various printouts	10
1.5	MPS Solution Proposed by the Bidder	60
1.5.1	Understanding of the Printing requirement of the Institute	20
1.5.2	Proposed plan to implement the project	20
1.5.3	Backend support for the project	20

Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that confirms to all the eligibility and terms and condition of the tender without any material deviation.

The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution.

The bidder should give a detailed presentation on how their technology is best suited for TISS. However, the committee shall have sole discretion to call for discussion / presentation.

Only those Bidder have achieved at least minimum **qualifying score** of 60 will be treated as qualified and only their financial proposals will be opened.

Financial Evaluation

The Financial Bid of those Bidders who have been found to be technically eligible and qualified will be opened. The Financial bids of ineligible / non-qualifying bidders will not be opened.

The Financial Bids shall be opened in the presence of representatives of technically eligible & qualified Bidders, who may like to be present. TISS will inform the schedule of opening of the Financial Bid.

Financial bid should be valid for the period of 60 days from the date of opening of the technical tender.

Evaluation and Comparison of Bids

50% weightage will be awarded for Technical Evaluation and 50 % weightage will be awarded for Financial Evaluation.

2. Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided above.
3. The commercial scores would be normalized on a scale of 100, with lowest bid value being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS-based evaluation, explained in section below.
4. The individual Bidder's commercial scores(CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$ (rounded off to 2 decimal places)

Where,

F_n = Normalized commercial score for the Bidder under consideration
 F_b = Absolute financial quote for the Bidder under consideration
 F_{min} = Minimum absolute financial quote

Final Evaluation Criteria - Quality and Cost based selection (QCBS)

Based on the technical score and the normalized commercial score, a composite score will be worked out for each Bidder, as per the formula below:

Composite Score (S) = $T_s * 0.50 + F_n * 0.50$

The Bidder with the highest Composite Score(S) would be awarded the contract.

ANNEXURE – I

TATA INSTITUTE OF SOCIAL SCIENCES

(A Deemed to be University under Section 3 of the UGC Act, 1956)
DEONAR, V.N. PURAV MARG, MUMBAI 400 088

TECHNICAL BID –CUM- VENDOR REGISTRATION

1. Name of the Organization/Company: _____
2. Date of Incorporation / Establishment: - (Please attach Certificate of Incorporation): _____
3. Product Description: _____
4. Registered Office Address: _____
5. Landline No: _____
6. Mobile No: _____
7. Email ID: _____
8. Fax No: _____
9. Type of Organization: Sole Proprietorship/Partnership/ Ownership or any other : _____
10. Name of the Proprietor: _____
11. Name of the Bank: _____
12. Name of the Account Holder: _____
13. Bank Branch: _____
14. Bank A/c. Number: _____
15. NEFT/IFSC Code: _____
16. GST Registration No.: _____
17. Income Tax PAN Card No: _____
18. Product / Service Details: _____
19. Total Turn Over (as on the date of application): _____
20. Strength of the Man-power: _____
21. Address of Workshop or Shop Floors: _____
22. Work done certificate for having successfully executed/completed similar works during the last 3 years ending last day of March of the current year i.e. 2022, should be either of the following. The bidder should furnish the proof of his/her experience of Services in Government departments (State/Central/Autonomous bodies under Ministries) and other Public corporations.
 - (a) Three similar completed Services costing not less than the amount equal to 40% of the estimated cost. (or)
 - (b) Two similar completed Services costing not less than the amount equal to 50% of the estimated cost. (or)

- (c) One similar completed Service costing not less than the amount equal to 80% of the estimated cost.
23. An affidavit duly certified by a Notary that the Partners of the firm or sole proprietor or Company as the case may be, has **never been black listed**. The person deployed for the tendered work should not be involved in any police case or have any case pending against them. Police verification certificate for the persons deployed for work to be submitted on demand.
24. The rate must be quoted for all items 1 to 5 on the basis of grand total work will be awarded.
25. The bid will be not accepted for Specific /Incomplete item list.
26. Copy of the IT return filed for the last three financial years, certified by the Chartered Accountant:
- (a) 2019-2020
 - (b) 2020-2021
 - (c) 2021-2022
27. The bidder must have annual financial turnover of an amount of Rs. 9 lakhs during the last 3 years ending 31st March of the previous year.

Please state whether Vendor Code already exist with TISS with same Vendor Name or with same PAN.

Yes

No

If yes, please state Vendor Code(s). Please state reasons for having more than One Vendor.

Reason: _____

Documents to be submitted (Scanned Copy): Please refer to the next page.

I hereby declare that the information submitted by me/us is true, correct and complete to the best of my knowledge & belief. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold TISS responsible for the same. I will indemnify the Institute in all matters in case, information furnished by me/us is found incorrect in future.

This is also certified that this agency is not blacklisted by any Government/Private/Public Sector nor any criminal case is registered/pending against the agency/firm or its owner/partner anywhere in India. It is certified that I/We have read and understood the terms and conditions of this Tender and will abide by them till the completion of the contract period.

Date:

Name & Signature of the Bidder/authorized person along with
Rubber Stamp/ Seal of organization

DOCUMENTS TO BE SUBMITTED (ONLINE & OFFLINE -SCANNED COPIES)

CHECKLIST:

1. Shop & Establishment / Certificate of Registration
2. Manpower Strength
3. No. of Branches (Different Geographical Areas)
4. GST Registration Certificate
5. SSI/MSME Registration/ Udyog Aadhar Registration Certificate
6. Copy of PAN Card
7. List of Clients (Govt. & Non-Govt)
8. List of Products proposed to deployed
9. Three Consecutive Year's Audited Balance Sheet & Income Tax Return/Annual Turnover
10. Photo-copies of any two recent MOUs or Work Orders with similar organisations
11. Bank Details (Cancelled Cheque)
12. Copies of any two Offer Letters issued by any organisation of similar tenders

ANNEXURE – II

FINANCIAL BID FORM

Centralized Printer for Hire with Toner & Service Engineer (onsite at Mumbai campus and on demand support for Guwahati, Hyderabad and Tuljpur campus)

Centralized Printer for Hire with Toner & Service Engineer (onsite) - Mumbai						
Sr	Device Name	Model and Make	Printer Quantity	Pages Commitment	Monthly Fixed Billing per printer	Total Cost
1	A3 Size Printer, Xerox and Scan		11	10000		
2	A3 (Only Printing)		2	10000		
3	A3 (only Xeroxing)		1	10000		
4	A4 Size Printer, Xerox and Scan		24	3000		
5	A4 (Only Printing)		2	3000		
6	Onsite Engineer	Monthly cost	12 months	-	-	
Total Cost for ` printers and 1 Engineer onsite (6 days a week 9:30 to 6:30 p.m.)						
Taxes						
Grand Total						
7	Cost for Additional usage for A3 printer per page			Per page		-
8	Cost for Additional usage for A4 printer per page			Per page		-

Centralized Printer for Hire with Toner & Service Engineer - Guwahati						
Sr	Device Name	Model and Make	Printer Quantity	Pages Commitment	Monthly Fixed Billing per printer	Total Cost
1	A3 Size Printer, Xerox and Scan		1	5000		
2	A4 Size Printer, Xerox and Scan		4	2000		
Total Cost						
Taxes						
Grand Total						
3	Cost for Additional usage for A3 printer per page			Per page		-

4	Cost for Additional usage for A4 printer per page	Per page		-
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Centralized Printer for Hire with Toner & Service Engineer - Hyderabad						
Sr	Device Name	Model and Make	Printer Quantity	Pages Commitment	Monthly Fixed Billing per printer	Total Cost
1	A3 Size Printer, Xerox and Scan		3	10000		-
2	A4 Size Printer, Xerox and Scan		0	3000		
Total Cost						
Taxes						
Grand Total						
3	Cost for Additional usage for A3 printer per page			Per page		-`
4	Cost for Additional usage for A4 printer per page			Per page		-

Please note: The starting period for the Hyderabad campus may differ from other campuses.

Centralized Printer for Hire with Toner & Service Engineer - Tuljapur						
Sr	Device Name	Model and Make	Printer Quantity	Pages Commitment	Monthly Fixed Billing per printer	Total Cost
1	A3 Size Printer, Xerox and Scan		2	5000		
2	A4 Size Printer, Xerox and Scan		2	3000		
Total Cost						
Taxes						
Grand Total						
3	Cost for Additional usage for A3 printer per page			Per page		-`
4	Cost for Additional usage for A4 printer per page			Per page		-

Please note: The starting period for the Tuljapur campus may differ from other campuses.

ELIGIBILITY CRITERIA

1. Only authorized agencies in the business of providing service with a minimum experience of **3 years** in the services are permitted
2. The agency must have carried out similar work during the last three years and at least two orders of similar work in Government/autonomous organizations or public sector undertakings or reputed companies. A copy of the award letter is required to be furnished for the same.
3. Past Experience of Similar Services are (a) at least one single order of 80 % of the Estimated Bid Value or (b) 2 orders each of 50 % of the Estimated Bid Value or (c) 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company.
4. Copies of contracts/work orders and documentary evidence of successful execution/completion in support of Past Experience of Similar Services along with names, addresses and contact details of clients shall be uploaded with the bid for verification by the Buyer.
5. Average annual turnover from similar works of last years should be greater than or equal to $\frac{1}{2}$ of the tender value i.e. **Rs. 18 Lakhs** from any Contract / Party.
6. Bidders declared by Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices shall not be eligible
7. The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
8. The bidder **should not be blacklisted/terminated** by any Government organization/ agency for unsatisfactory past performance, corruption, fraud any other unlawful or unethical business practices.
9. The Agency shall not sublet, transfer or assign the contract (Fully or partly) to any other party or any kind of substitute companies on the basis of national and International Articles. It must of the single-handed facility of Local, Domestic & International on the name of Agency.
10. The Tenderer shall quote firm offers. Conditional offers shall not be considered

BUYER'S SPECIFIC TERMS AND CONDITIONS

1. The firm shall be responsible for the proper conduct of their employees who would be involved by them on execution of work. In case, it is noticed that any of their staff indulges in bad behaviour or commit theft or tampers with any of the properties of the Institute, the agency shall remove the concerned employee and also make good the loss forthwith on receipt of complaint at no cost to TISS.
2. Agency shall follow all safety rules and security procedure in vogue and as applicable during execution of work

No person engaged or involved in this contract should disclose any matter pertaining to the Institute to any third party in particular any information identified as proprietary in name that be kept strictly confidential and shall not be disclosed to any third party without written consent the original disclosing party

The Agency or the employee engaged by the contractor shall not use TISS name for any publicity purpose through any public media like Press, Radio, Television or Internet, without the prior approval of Institute

The Tata Institute of Social Sciences, reserves the rights to reject or accept any or all bid(s) without assigning any reasons and to restrict the list of pre-qualified agencies to any number deemed suitable by it, if too many bidders are received satisfying the basic pre-requisite criteria

VALIDITY OF BIDS

Bids shall remain valid for 90 days after the date of opening of Technical Bids prescribe by the TISS. A bid valid for a shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation. In exceptional circumstances, the Institute may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by email)

AMENDMENTS OF BID

1. At any time prior to the last date for receipt of Bids, the Institute, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum on Institute Website only. Any such amendment issued along with the original Tender document will constitute Revised Tender
2. The addendum/corrigendum will be uploaded on the TISS website only. The Bidders are requested to visit the website frequently to check for any amendments.
3. The Institute may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby

incurring any liability to the affected Bidder or Bidders.

EVALUATION CRITERIA OF BID

After technical bid evaluation, the technical eligible firm quoting the lowest rates (L1) will be awarded the contract.

TERMINATIONS OF THE CONTRACT

The Institute without prejudice to any other remedy reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist the Agency for a suitable period without giving any notice in case he fails to honour his bid or contract without sufficient grounds or found guilty for breach of condition /s of the tender or contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by agency or by its staff or agent. Institute's decision in such a situation shall be final and shall be accepted by the service provider without any objection or resistance. In such a situation, TISS shall have the right to make alternative arrangements for the completion of the work through some other Agency of its choice at his/ her/ their risk and cost. In that event, the entire cost so incurred by TISS will have to be recovered from the original Contractor and the same will be deducted from the Bill/ Performance Security amount/ EMD.

EMD:

Earnest Money Deposit of **Rs. 60,000/-** in the form of Demand Draft/FDR/Online Payment transfer/Bank Guarantee from any Scheduled Bank in favour of "**The Registrar, Tata Institute of Social Sciences**" payable at Mumbai or Bid Security Declaration form available in this tender document to be submitted along with Tender. Tenders received without the requisite EMD will be rejected.

Contract document, where necessary, should be executed within 10 days of the issue of letter of acceptance. Non-fulfilment of this condition of executing a contract by the Contractor or Supplier would constitute sufficient ground for annulment of the award and forfeiture of Earnest Money Deposit.

PERFORMANCE SECURITY

Performance Security IN TERMS OF RULE 171 OF GENERAL FINANCIAL RULES – 2017 - Circular No. F.18/4/2020-PPD dated the 13th May 2020 - issued by Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division

The contractor selected would be required to furnish a Performance Security equal to 5% of the cost of the work order issued, in the form of Demand Draft/FDR/Online Payment transfer/Bank Guarantee from any Scheduled Bank in favour of "The Registrar, Tata Institute of Social Sciences" payable at Mumbai. In case the Performance Security is submitted in the form of Bank Guarantee, the same should be valid for a period of 2 (two) months beyond the date of expiry of the contract.

PAYMENT TERM:

The selected Bidder will raise bills on completion of the work as per payment terms described by the Institute.

Payment Clause: On completion of satisfactory work and on receipt of the invoice by the Institute within 30 days.

LIQUIDATED DAMAGES & PENALTY

1. The timely and accurate service delivery with utmost promptness is the essence of this tender. Extensions of the time limit of the delivery of the services will not be given except in exceptional circumstances.
2. In case of delay in service delivery beyond the agreed service period, a penalty at the rate of 10% of the monthly bill value for each percentage of Agreed Service time. Quantum of liquidated damages assessed and levied by the Institute shall be final and not challengeable by the Agency.
3. The specific printer which are not serviced beyond 24 hours, the penalty of 5% of the bill value of the specific printer will be deducted. When it is beyond 48 hours a penalty of 20% of the bill will be deducted. And beyond 48 hours 50% of the bill value of printer will be deducted. A penalty of 100% of the bill value will be imposed in the printer is not serviced and no replacement provided beyond 72 hours. The call logs maintained would be the base for the calculation of the service times.
4. In case of breach of any of the terms and conditions, the TISS Competent Authority will have the right to cancel the work order/ job without assigning any reason thereof. Nothing will be payable by TISS in that event and the EMD and Performance security deposit shall also stand forfeited. Besides, the Bidder will also be debarred/ blacklisted from participating in the future tendering process of the Institute. TISS decision that a breach has occurred will be final and shall be accepted without demur by the Contractor.
5. All the material shall be deemed to be in the possession of the Agency and in his care and custody. The Agency shall be responsible for any mishap, accident enroute, the consequences thereof including legal compensations, if any, and payable during the execution of the contract. The Institute shall not be in any way responsible for any accident or damages incurred or claims arising there from during the period of the contract
6. Subject to clause for Force Majeure if the bidder fails to provide the service as agreed, the Institute at its discretion may without prejudice to any other right or remedy available to the Institute in the tender and the Contract, forfeit the entire performance bank guarantee submitted

by the agency, apart from blacklisting of the agency for further participation in any of the tenders of the TISS.

INDEMNITY

The Service Agency hereby covenants and agrees to indemnify and shall at all times keep indemnified the Institute against any loss or damage that the Institute may sustain as a result of the failure or neglect of the Bidders to faithfully carry out its obligations under this agreement or negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Agency or its employees, agents, representatives and further to pay for all losses, damages, costs, charges and expenses which the Institute may reasonably incur or suffer, and to indemnify and keep indemnified the Institute in all respects.

FORCE MAJEURE

If any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, pandemic, quarantine restrictions, strike, lockout or acts of God (herein after referred to "eventuality"), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall be reason of such an "eventuality" be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the contract.

The contract shall be resumed as soon as practicable after such "eventuality" has come to an end or cease to exist. In case of any dispute, the decision of the Director of the Institute shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause the Institute shall be at liberty to take over from the Agency at a price to be fixed by the Institute, which shall be final, all unused, undamaged and acceptable materials, bought out components and other stores in the course of operation which may be in the possession of the agency at the time of such termination, or such portion thereof as the appropriate authority may deem fit except such material, as the agency may, with the concurrence of the Institute, elect to retain.

In the event of any dispute difference, claims and demands arising between TISS and the agency in any matter arising in relation or connection or pursuant or touching to the meaning, operation, effect or interpretation of this tender / agreement directly or indirectly, the matter shall be referred to the Director of the Institute who may himself/herself act as sole arbitrator or may nominate an officer of TISS as sole arbitrator on behalf of institute notwithstanding the fact that such nominated officer has been directly or indirectly associated with this contract. The decision/award of the Arbitrator shall be final and binding on the parties. Cost of Arbitration will be shared equally by the parties.

The place of the arbitration shall be at the Mumbai Jurisdiction only

The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time

The proceedings of arbitration shall be in English language

JURISDICTIONS:

In respect of any dispute arising between TISS and the agency in any matter covered / touched this tender / contract or arising directly or indirectly there from or connected or concerned with the said contract, the courts at Mumbai shall only have the jurisdiction.

BID SECURITY DECLARATION (On Bidders Letter head)

To

The Registrar,
TISS, Mumbai

Dear Sir/Madam,

We, [insert *name of the Bidder*] understand that, according to bid conditions, Bids must be supported by a Bid-Securing Declaration. That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.

We the Bidder hereby declare that, if we are in breach of any of our obligation(s) under the bidding conditions as brought out below, our bids for any package which is originally scheduled date of bid opening/actual date of bid opening (First Envelope or Second Envelope) falls within 1 year reckoned from the date of issuance of communication to this effect by the Employer, shall be considered non-responsive:

- (1) If we withdraw our bid during the period of bid validity specified by us in the Bid Form; or
- (2) In case we do not withdraw the deviations proposed by us, if any, at the cost of withdrawal stated by us in the bid and/or accept the withdrawals/rectifications pursuant to the declaration/confirmation made by us in Attachment — Declaration of the Bid; or
- (3) If we do not accept the corrections to arithmetical errors identified during the preliminary evaluation of our bid; or
- (4) In the event of us being a successful Bidder, if we fail within the specified time limit
 - (i) To sign the Contract Agreement (if applicable),or
 - (ii) To furnish the required performance security, in accordance with the tender.
- (5) In any other case specifically provided for intender.

I/We undertake to accept the above obligations failing which my/our Firm may be blacklisted for participating in any future bid floated by the Institute.

Name of the Bidder* _____

Name of the person duly authorized to sign the Bid on behalf of the Bidder** _____

Signature of the person named above _____

Date signed _____ day of _____, _____

** : Person signing the Bid on behalf of the bidder should have the power of attorney given by the Bidder attached to the Bid

DECLARATION & ACCEPTANCE OF TERMS AND CONDITIONS (On Letterhead)

To,

The Registrar
TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar
Mumbai 400 088.

Subject: TWO BID SYSTEM FOR DEPLOYMENT OF PRINTING SYSTEM ON HIRING
IN MUMBAI CAMPUS, TISS.

Madam/Sir,

This is with reference to your Tender No: _____ due on _____. We are interested in participate in the tender for appointment of aforesaid service agency. We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection and the same are fully acceptable to us.

We have been given all the required information by TISS. We have submitted the required Documents as per the format. We certify that we are eligible as per the said Terms. The duly signed copies of all the tender pages are attached herewith.

Signature of Bidder

Name & Seal of firm

(Name of Proprietor): _____

Landline No: _____

Mobile No: _____

Place :

Date :

**PERFORMANCE GUARANTEE / SECURITY DEPOSIT IN THE FORM OF
BANK GUARANTEE (from Govt. Sector Bank)**

Dated: _____ 2022

Bank Guarantee No:

The Registrar
TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar
Mumbai 400 088.

Dear Madam/Sir,

In consideration of **TATA INSTITUTE OF SOCIAL SCIENCES** (hereinafter called the TISS, which expression shall, wherever the context admits, mean and includes its successors and assignees), having its head office at **V.N. Purav Marg, Deonar Mumbai 400 088** having entered into a contract dated _____ with M/s _____ (hereinafter called the said Agency which expression shall include its successors, representatives, assignees, executors, administrators) to perform IT service on its behalf as custodians of the TISS on the terms and conditions of the agreement. Agency having agreed to provide a Guarantee to the TISS for performance of the contract in the form of Bank Guarantee for Rs _____ /- (Rupees: _____ only). We _____ Bank, having its registered office at _____ and acting through its branch office at _____ (hereinafter referred to as Bank) hereby unconditionally and irrevocably guarantee and undertake to indemnify and keep indemnified the TISS to the extent of Rs. _____ /- (Rupees: _____) against any loss or damage caused to or suffered by the TISS by the Agency or its employees or sub-agents.

We _____ Bank, do hereby undertake and promise to pay the amount due or payable under this guarantee without any demur, reservations, recourse, contest or protest merely on a demand from the TISS, stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the TISS.

We _____ Bank, further agree that the TISS shall be the sole judge of and as to whether the Agency has committed any breach or breaches of any terms and conditions of the contract and the extent of loss, damage, costs and expenses caused to or suffered by the TISS on account thereof and the decision of the TISS that the Agency has committed such breach as to the amount or amount of loss, damages, costs, charges and expenses including due to faulty/ delayed service shall be final and binding on us notwithstanding any difference or any dispute pending before any court, tribunal or any other authority.

We the Bank further agree that no change or addition to or modification of the terms of contract/ tender documents which may be made between TISS and the Agency shall in anyway release the Bank from the liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.

We _____ Bank, further agree that the guarantee herein contained shall be taken for the performance of the said agreement and that it shall continue to be enforceable till all dues of the TISS, under or by virtue of the said agreement have been fully paid and its claim satisfied or discharged or guaranteed unless a demand or claim under this agreement is made on us in writing on or before three months after the date of completion of the contract, we shall be discharged from all liability under this guarantee thereafter.

This guarantee will not be revoked by any change in the constitution of the Bank or of the surety. It is agreed that TISS's claim shall remain valid even if the TISS has not issued a prior notice or has not proceeded against the Agency before making such claim.

We _____ Bank lastly undertake not to revoke this guarantee during this currency except with the previous consent of TISS in writing.

Place:

Name & Signature of the authorized signatory of
the agency

Date:

Official seal/ Address Stamp

INTEGRITY DECLARATION

1. It is hereby specifically agreed that the firm/vendor/contractor will not pay, offer, demand or accept bribes of any sort and that they shall disclose all commissions and similar expenses paid to anybody in connection with the contract.

2. It is understood that violation of the aforesaid clause shall entail sanctions, which could include loss or denial of contract, forfeiture of bid or performance security, liability for damages, debarment for future contracts. Besides action in accordance with law and criminal or disciplinary action against any, employee of the Institute, who seeks, demands accepts bribes of any sort.

3. The vendor/supplier/contractor shall declare that they have not been convicted by any court for and have not been formally investigated of a corruption crime and have not/ will not resort to bribery or any other form of corruption in the context of the contract.

4. Any misinformation or wrong declaration in respect of above clause (3) above shall provide the Institute the right to cancel the contract unconditionally.

Date:
Place:

Name & Signature of the Bidder/authorized person along with
Rubber Stamp/ Seal of organization

ANNEXURE – III

Monthly Average & Grouped usage based on last 9 months data before COVID-19

Location: Mumbai

SR	DEPARTMENT	Printer Type	Average Monthly Requirement (Pages)
1	LIBRARY XEROX ROOM-2	A3 (only Xeroxing)	4000
2	LIBRARY XEROX ROOM-1	A3 (only Xeroxing)	4000
3	CENTRE FOR SOCIAL EXCLUSION AND INCLUSION POLICY (NEW BLDG 3RD FLOOR)	A4	3000
4	MGAHD NAGALAND PROJECT	A4	2000
5	2ND FLOOR(INFIBINET) - LIBRARY	A4	2000
6	SCHOOL OF MANAGMENT STUDIES (ACDMIC-2 5TH FLOOR)	A4	4000
7	SCHOOL OF HABITAT STUDIES (ACADEMIC-2 2ND FLOOR)	A4	2000
8	CSR HUB (NEW BLDG 10TH FLOOR)	A4	4000
9	NUSSD	A4	3000
10	IRO OFFICE	A4	3000
11	MEDIA LAB URBAN ASPIRATION PROJECT (NEW BLDG 9TH FLOOR)	A4	1000
12	XEROX ROOM 2	A4	3000
13	ACCOUNT	A4	4000
14	LIBRARYF 3RD FLOOR PHD SECTION	A4 (Only Printing)	1000
15	JAMSHEDJI CENTRE FOR DISASTER MANAGEMENT (JTCDM)	A4	5000
16	DIRECTOR OFFICE	A4	3000
17	HEALTH CENTER	A4	1000
18	SCHOOL OF EDUCATION (NEW BLDG 4TH FLOOR)	A4	3000
19	SMCS	A4	2000
20	SCHOOL OF MANAGEMENT STUDIES (ACADEMIC-2 3RD FLOOR)	A4	2000
21	2ND FLOOR SOCIAL WORK	A4	1000

SR	DEPARTMENT	Printer Type	Average Monthly Requirement (Pages)
22	G-10 GR FLOOR	A4	1000
23	CILX OFFICE	A4	5000
24	FINANCE	A4	11000
25	CENTRE FOR RESEARCH METHODOLOGY(NEW BLDG 1ST FLOOR)	A4	3000
26	A1 LAB	A4 (Only Printing)	1000
27	PHD BASEMENT	A4	2000
28	PERSONNEL SECTION	A4	9000
29	CENTRE FOR HUMAN ECOLOGY (NEW BLDG 5TH FLOOR)	A4	3000
30	CENTRE FOR LIFELONG LEARNING(NEW BLDG 2ND FLOOR)	A4	5000
31	SCHOOL OF DEVELOPMENT STUDIES (NEW BLDG 7TH FLOOR)	A4	1000
32	REGISTRAR OFFICE	A4	6000
33	PURCHASE AND STORE	A4	6000
34	XEROX ROOM 1	A3	21000
35	SCHOOL OF LAW, RIGHTS AND CONST. GOVERNANCE (NEW BLDG 6TH FLOOR)	A3	5000
36	DSO	A3	6000
37	SCHOOL OF HABITAT STUDIES (ACADEMIC-2 1ST FLOOR)	A3	3000
38	ACADEMIC SECTION	A3	6000
39	1ST FLOOR SCHOOL OF SOCIAL WORK	A3	12000
40	CYBER LIBRARY 2	A3 (Only Printing)	7000
41	SCHOOL OF MANAGEMENT STUDIES (ACADEMIC-2 4TH FLOOR)	A3	11000
42	SCHOOL OF DEVELOPMENT STUDIES (NEW BLDG 8TH FLOOR)	A3	5000
43	PUBLICATION	A3	2000
44	COMPUTER CENTRE	A3	3000
45	CYBER LIBRARY 1	A3 (Only Printing)	37000

SR	DEPARTMENT	Printer Type	Average Monthly Requirement (Pages)
46	SCHOOL OF HEALTH SERVICES STUDIES	A3	10000

Monthly Average & After the covid for a period of 6 months

Location: Hyderabad

SR	DEPARTMENT	Printer Type	Average Monthly Requirement (Pages)
1	LIBRARY	A3	5000
2	ADMINISTRATION	A3	5000
3	FACULTY	A4	1000

Monthly Average & After the covid for a period of 6 months

Location: Tuljapur

SR	DEPARTMENT	Printer Type	Average Monthly Requirement (Pages)
1	ADMINISTRATOION BLOCK	A3	4000
2	LIBRARY	A3	4000
3	COMPUTER CENTRE (STUDENTS)	A4	6000
4	FACULTY	A4	

Monthly Average & After the covid for a period of 6 months

Location: Guwahati

SR	DEPARTMENT	Printer Type	Average Monthly Requirement (Pages)
1	ADMINISTRATION	A3	3000
2	LIBRARY	A4	1000
3	FACULTY FLOOR 1	A4	1000
4	FACULTY FLOOR 2	A4	1000
5	DD OFFICE SECT. (GROUND FLOOR)	A4	1000

***** END OF THE DOCUMENT *****