

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	30-06-2025 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	30-06-2025 11:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Labour And Employment
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	Employees Provident Fund Organisation (epfo)
कार्यालय का नाम/Office Name	Regional Office Kollam
वस्तु श्रेणी /Item Category	Annual Maintenance Service - Photocopier Machine - Photocopier Machines ( Colour , Laser , Separate Drum & Tonner, High range); Sharp; Any Service Provider
अनुबंध अवधि /Contract Period	2 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	2 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Exemption for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No

बिड विवरण/Bid Details	
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	49000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	26

(a). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

#### लाभार्थी /Beneficiary :

ACCOUNTS OFFICER  
Employees Provident Fund Organisation (EPFO), Ministry of Labour and Employment, Ponnammam Chambers - 1,  
Parameswar Nagar, Opposite Archana-Aradhana Theatre, REGIONAL OFFICE KOLLAM - 691005  
(Nisha S)

#### विभाजन/Splitting

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

#### एमआईआई अनुपालन/MII Compliance

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

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
3. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
4. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
5. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
6. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
8. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

## अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

**Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:** AMC contract covers routine preventive maintenance whereby the service engineer will check and service the photocopier machine once every two months. Under the AMC contract, all labour related costs and free

replacement of all spare parts such as Toner/Ink and items such as the Drum, Fixing Assembly, Developer etc., are included. The contract also include spare parts assume fair usage and care of the machine and any parts damaged due to tampering, misuse, negligence, fire etc..

**Other Information:**AMC contract covers routine preventive maintenance whereby the service engineer will check and service the photocopier machine once every two months. Under the AMC contract, all labour related costs and free replacement of all spare parts such as Toner/Ink and items such as the Drum, Fixing Assembly, Developer etc., are included. The contract also include spare parts assume fair usage and care of the machine and any parts damaged due to tampering, misuse, negligence, fire etc..

### **Annual Maintenance Service - Photocopier Machine - Photocopier Machines ( Colour , Laser , Separate Drum & Tonner, High Range); Sharp; Any Service Provider ( 1 )**

#### **तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type Of Asset	Photocopier Machines ( Colour , Laser , Separate Drum & Tonner, High range)
Make/Brand Of Assets	Sharp
Status of Annual Maintenance Service Provider	Any Service Provider
Onsite Service Engineers Requirement	As Indicated in Bid Document
Periodicity of Preventive Maintenance Services	Bi-Monthly
<b>एडऑन /Addon(s)</b>	

#### **अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

#### **परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Nisha S	691001,EMPLOYEES PROVIDENT FUND ORGANISATION REGIONAL OFFICE, KOLLAM PONNAMMA CHAMBERS - 1 PARAMESWAR NAGAR OPPOSITE ARCHANA ARADHANA THEATRE KOLLAM	1	N/A

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

##### **1. Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

## 2. **Generic**

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

EMPLOYEES' PROVIDENT FUND ORGANISATION  
PONNAMMA CHAMBERS - 1  
PARAMESWAR NAGAR, OPPOSITE ARCHANA-ARADHANA THEATRE  
REGIONAL OFFICE  
KOLLAM - 691005  
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## 3. **Generic**

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

## 4. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

## 5. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

## 6. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

## 7. **Service & Support**

The Service Provider is required to have at least 10 % of the required manpower on service provider's payroll for at least one year. Necessary documents relating to such manpower will be uploaded by the bidder for verification of the buyer. Such manpower will be part of total manpower to be provided by the Service Provider in case he gets the contract against this bid.

## 8. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

## 9. **Purchase Preference (State)**

**Bid reserved for MSE from the State of Bid Inviting Authority:** Procurement under this bid is reserved for purchase from Micro and Small Enterprises from the State of Bid Inviting Authority having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal. If the bidder wants to avail themselves of the reservation benefit, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible to participate in this bid. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility based on documentary evidence submitted, while evaluating the bid. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents

submitted.

#### 10. **Past Project Experience**

**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc. **Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc.

#### 11. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

AMC contract covers routine preventive maintenance whereby the service engineer will check and service the photocopier machine once every two months. Under the AMC contract, all labour related costs and free replacement of all spare parts such as Toner/Ink and items such as the Drum, Fixing Assembly, Developer etc., are included. The contract also include spare parts assume fair usage and care of the machine and any parts damaged due to tampering, misuse, negligence, fire etc.. A qualified service engineer will have to attend the office within 4 working hours from the time of receiving the call, for necessary maintenance.

#### 12. **Buyer Added Bid Specific SLA**

Text Clause(s)

AMC contract covers routine preventive maintenance whereby the service engineer will check and service the photocopier machine once every two months. Under the AMC contract, all labour related costs and free replacement of all spare parts such as Toner/Ink and items such as the Drum, Fixing Assembly, Developer etc., are included. The contract also include spare parts assume fair usage and care of the machine and any parts damaged due to tampering, misuse, negligence, fire etc.. A qualified service engineer will have to attend the office within 4 working hours from the time of receiving the call, for necessary maintenance.

#### 13. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

AMC contract covers routine preventive maintenance whereby the service engineer will check and service the photocopier machine once every two months. Under the AMC contract, all labour related costs and free replacement of all spare parts such as Toner/Ink and items such as the Drum, Fixing Assembly, Developer etc., are included. The contract also include spare parts assume fair usage and care of the machine and any parts damaged d

ue to tampering, misuse, negligence, fire etc.. A qualified service engineer will have to attend the office within 4 working hours from the time of receiving the call, for necessary maintenance.

14. **Buyer Added Bid Specific ATC**

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

15. **Generic**

**Shelf Life:** The Product/Spare parts to be supplied as part of the services must have minimum

1

Shelf Life. On the date of supply, minimum

1

usable shelf life should be available / balance.

16. **Purchase Preference (State)**

**Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs from the State of Bid Inviting Authority having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry / State of Bid inviting authority. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 2 % of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 2 percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 OM\_No.1\_4\_2021\_PPD\_dated\_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

17. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

REGIONAL PROVIDENT FUND COMMISSIONER - II  
payable at

STAATE BANK OF INDIA, KOLLAM BRANCH

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

18. **Buyer Added Bid Specific SLA**

File Attachment [Click here to view the file.](#)

19. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

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

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

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

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

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



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

**---धन्यवाद/Thank You---**

എംപ്ലോയീസ് പ്രോവിഡൻ്റ് ഫണ്ട് ഓർഗനൈസേഷൻ  
कर्मचारी भविष्य निधि संगठन  
**EMPLOYEES' PROVIDENT FUND ORGANISATION**  
തൊഴിൽ & എംപ്ലോയ്മെൻ്റ് മന്ത്രാലയം, ഭാരത സർക്കാർ  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
**(Ministry of Labour & Employment, Govt. of India)**  
മേഖലാ കാര്യാലയം, പൊന്നമ്മ ചേംബർസ്-I, പരമേശ്വര നഗർ,  
അർച്ചന-അരാധന തിയേറ്റർന് എതിർവശം, കൊല്ലം-691001  
क्षेत्रीय कार्यालय, पोन्नम्मा चैंबर्स- I, परमेश्वर नगर, अर्चना-आराधना थिएटर के सामने, कोल्लम-691001 (केरल)  
**REGIONAL OFFICE, PONNAMMA CHAMBERS-I, PARAMESWAR NAGAR,  
OPP.ARCHANA-ARADHANA THEATRE, KOLLAM-691001 (KERALA)**  
**PHONE: 0474 -2767645, E mail: ro.kollam@epfindia.gov.in**

सं केआर/कोल्लम/प्रशा-11/ फोटोकॉपियर एएमसी/2025-26

दिनांक-1 7/06/2025

### कोटेशन आमंत्रण सूचना

कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, कोल्लम की मल्टी-फंक्शन फोटोकॉपियर मशीन (SHARP-AR-6020Nv) की दो वर्ष की अवधि के लिए वार्षिक रखरखाव शुल्क के लिए कोटेशन आमंत्रित की जाती है। दिनांक 30/06/2025 को 11:00 बजे (पूर्वाह्न) से पहले कोटेशन अधोहस्ताक्षरी तक पहुंच जाने चाहिए तथा दिनांक 30/06/2025 को 02:00 बजे (अपराह्न) कोटेशन खोली जाएंगी। दिनांक 30/06/2025 को 11:00 बजे (पूर्वाह्न) के बाद प्राप्त कोटेशन पर विचार नहीं किया जाएगा। बोली में उल्लिखित दर, अनुभव तथा अन्य नियमों एवं शर्तों पर किए गए तकनीकी एवं वित्तीय मूल्यांकन के आधार पर अनुबंध प्रदान किए जाएंगे। बोलीदाताओं को उनके द्वारा उद्धृत शुल्क के अलावा उनको कोई अतिरिक्त भुगतान नहीं किया जाएगा। यदि कोटेशन स्वीकार कर लिया जाता है, तो बोलीदाताओं को कुल बोली अनुमानित मूल्य के 5% के लिए वापसी योग्य सुरक्षा जमा (व्याज रहित) के रूप में निष्पादन गारंटी प्रदान करनी होगी, जिसे अनुबंध की समाप्ति पर, उचित सत्यापन के बाद और बोलीदाता द्वारा तैनात कर्मियों की लापरवाही से इस कार्यालय को हुए किसी भी नुकसान की भरपाई के बाद वापस कर दिया जाएगा।

### कार्य का दायरा

#### मशीन का विवरण:

#### डिजिटल मल्टीफंक्शनल फोटोकॉपियर मशीन - शार्प (AR-6020)

#### खरीदी की तिथि: 05/09/2020

1. अनुबंध की तिथि से दो वर्ष की अवधि के लिए अतिरिक्त निबंधन के नवीनीकरण के विकल्प सहित एएमसी प्रदान की जाएगी। इच्छुक बोलीदाताओं को बोली की निर्धारित अंतिम तिथि के भीतर GeM पोर्टल के माध्यम से अपनी बोलियों के समर्थन में सभी प्रासंगिक दस्तावेजों की स्कैन की गई प्रतियों के साथ विधिवत हस्ताक्षरित बोली अपलोड करनी चाहिए। सभी या किसी भी शर्त को पूरा न किए या अधूरे कोटेशनों को सरसरी तौर पर खारिज कर दिया जाएगा। बोलीदाता को दर/कोटेशन, विनिर्देश और अनुबंध की सभी शर्तों का पालन करना होगा। किसी भी परिस्थिति में अनुबंध की शर्तों में कोई विचलन स्वीकार नहीं किया जाएगा। सफल बोलीदाता(ओं) द्वारा किसी भी स्तर पर किसी भी शर्त/अनुबंध का उल्लंघन पाए जाने पर, किसी भी नोटिस दिए बिना ही बोलीदाता से अनुबंध समाप्त कर दिया जाएगा।

2. दो महीने में एक बार और एक वर्ष में 6 बार के दौरान निर्धारित रखरखाव किए जाने चाहिए। बोलीदाता को विनिर्देशों में शामिल सिस्टम और संबंधित बाह्य उपकरणों की मरम्मत और रखरखाव के लिए अच्छी तरह से सुसज्जित होना चाहिए और उनके पास पर्याप्त जनशक्ति और अन्य आवश्यक संसाधन होने चाहिए।

3. मल्टी-फंक्शन फोटोकॉपियर मशीन का पूरा सेवा रखरखाव अनुबंध एएमसी कवर करेगा जिसमें मल्टी-फंक्शन फोटोकॉपियर मशीन के सूचारू संचालन के लिए आवधिक रखरखाव सेवाएं और तत्काल सेवा प्रतिक्रियाएं शामिल हैं। मल्टी-फंक्शन फोटोकॉपियर मशीन खराब होने की रिपोर्ट किए जाने की स्थिति में सेवा प्रदाता द्वारा अपनी लागत पर इसकी मरम्मत की जानी चाहिए। एएमसी व्यापक होगी जिसमें मल्टी-फंक्शन फोटोकॉपियर मशीन का निवारक रखरखाव/मासिक नियमित सेवाएं और/या फोटोकॉपियर मशीन को सक्रिय और किसी भी दोष/गड़बड़ी से मुक्त रखने के लिए किसी भी आइटम/माल के स्पेयर पार्ट्स/मानक गुणवत्ता का प्रतिस्थापन भी शामिल होगा। नियमित अंतराल पर इस वार्षिक रखरखाव अनुबंध के तहत माल का निवारक रखरखाव और उसका रिकॉर्ड सेवा प्रदाता रखेगा जिसकी आवश्यकता द्विमासिक होगी।

4. इस एएमसी शुल्क में जनशक्ति लागत शामिल होनी चाहिए, उदाहरण के लिए; उपकरण में हुए त्रुटि को ठीक करने में इंजीनियरों की यात्रा लागत और अन्य आकस्मिक श्रम शुल्क भी शामिल होनी चाहिए। इसमें फोटोकॉपियर को वर्कशॉप लाने-ले जाने के लिए आवश्यक परिवहन शुल्क, यदि कोई हो, भी शामिल होगा। इसमें किसी अन्य भाग के प्रतिस्थापन की लागत भी शामिल है जब ऐसे भाग का प्रतिस्थापन उपलब्ध नहीं है जिसे किसी अन्य भाग के खराब होने पर बदलने की आवश्यकता हो सकती है।

5. कार्ट्रिज, टोनर जैसे उपभोग्य वस्तुएं एएमसी शुल्क में शामिल होंगी। इसके अलावा, सामान्य तौर पर खराब हुए स्पेयर पार्ट्स जैसे ड्रम, डेवलपर, फिक्सिंग असेंबली, क्लीनिंग ब्लेड आदि को सेवा प्रदाता द्वारा निःशुल्क बदला जाना चाहिए। खराब भागों को स्थायी रूप से या उन भागों के मरम्मत के दौरान अस्थायी रूप में बदलने के लिए केवल

मूल स्पेयर पार्ट्स का उपयोग किया जाना चाहिए।

6. इस अनुबंध के तहत आइटम और फोटोकॉपी मशीन की मरम्मत आमतौर पर कार्यालय परिसर में की जानी चाहिए। ऐसे मामलों में जब इसे कार्यालय परिसर में मरम्मत नहीं किया जा सकता है और इसे वर्कशॉप ले जाना आवश्यक है / सिस्टम के स्थान से दूर, कार्टेज और मशीनों के आने-जाने के लिए किए गए खर्च सेवा प्रदाता द्वारा वहन किया जाएगा।

7. यह कार्यालय अनुबंध की अवधि के दौरान मौजूदा अनुबंध में किसी भी सामान को शामिल करने का अधिकार सुरक्षित रखता है। यह कार्यालय आवश्यकता पड़ने पर सामान को दूसरी जगह स्थानांतरित करने का अधिकार भी सुरक्षित रखता है। इस कार्यालय को बिना कोई कारण बताए किसी भी उपकरण को ऐसे रखरखाव के दायरे से हटाने का भी अधिकार होगा। कार्यालय अपने विवेक से इस अनुबंध के अंतर्गत आने वाले उपकरणों के किसी भी घटक को अपग्रेड/बदलने का अधिकार बनाए रखेगा, जब तक कि यह किसी भी तरह से पूरे उपकरण के कामकाज को नकारात्मक रूप से प्रभावित न करे और इस उद्देश्य के लिए यह कार्यालय सेवा प्रदाता के अलावा किसी तीसरे पक्ष को नियुक्त कर सकता है।

8. कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, कोल्लम से टेलीफोन, ई-मेल या अन्य संचार माध्यमों से भेजी गई खराबी या शिकायत के मामले में सेवा प्रदाता को तुरंत या 4 घंटे के भीतर सेवा प्रदान करनी चाहिए। शिकायत दर्ज होने के 24 घंटे के भीतर शिकायत का समाधान किया जाना चाहिए। यदि शिकायत के समाधान में 24 घंटे से अधिक लेकिन 48 घंटे से अधिक समय नहीं लगता है, तो सेवा प्रदाता पर्याप्त स्टैंडबाय मशीन/प्रणाली उपलब्ध कराएगा तथा संबंधित प्रणाली के चालू होने तक स्टैंडबाय व्यवस्था करनी चाहिए। यदि कंपनी को कार्यालय परिसर से मशीन ले जाने की आवश्यकता होती है, तो स्टैंडबाय के रूप में ऋण मशीन उपलब्ध कराई जानी चाहिए अन्यथा जुर्माना लगाया जाएगा। ऐसी परिस्थिति में इस कार्यालय द्वारा जुर्माना शुल्क निर्धारित किया जाएगा।

9. निविदा जांच के स्पष्टीकरण, कोटेशन प्रस्तुत करने, साइटों के निरीक्षण या इस निविदा की भाषा की व्याख्या सहित किसी भी अन्य समस्या आदि के लिए बोलीदाता इस कार्यालय के कार्य समय के दौरान केयरटेकर, कभिनिस, क्षेत्रीय कार्यालय, कोल्लम से संपर्क कर सकते हैं।

### **निविदाकर्ताओं द्वारा पूर्व निरीक्षण**

निविदाकर्ता कोटेशन प्रस्तुत करने से पहले किसी भी कार्य दिवस पर सुबह 09:00 बजे से शाम 05:00 बजे तक कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, कोल्लम परिसर में सिस्टम/मशीन का निरीक्षण कर सकते हैं। निविदाकर्ता को कोटेशन देने से पहले साइट का निरीक्षण करना चाहिए ताकि एएमसी के दायरे में मशीनों की स्थिति, साइट की पहुंच, जमीन की प्रकृति और विस्तार, साइट की कार्य करने की स्थिति और कार्य अनुबंध के संतोषजनक निष्पादन के लिए आवश्यक स्थान के बारे में पूरी तरह से जानकारी हो सके। निविदाकर्ता को साइट और उपकरणों की मौजूदा स्थितियों से पूरी तरह से तृप्त होने के बाद ही अपनी निविदाएं/बोली प्रस्तुत करेंगे और अनुबंध अवधि के दौरान इस संबंध में किसी प्रकार की लागत में वृद्धि लागू नहीं होगी।

### **भुगतान**

1. किसी भी मामले में अग्रिम भुगतान नहीं किया जाएगा। सेवाओं के संतोषजनक प्रदर्शन और सेवा रिपोर्ट के सत्यापन के बाद तिमाही आधार पर भुगतान किया जाएगा। यदि प्रदर्शन संतोषजनक नहीं पाया जाता है, तो उस तिमाही के लिए भुगतान जस्ट कर लिया जाएगा और यदि असंतोषजनक प्रदर्शन जारी रहता है तो अनुबंध समाप्त किया जा सकता है।

2. एएमसी भुगतान केवल प्रत्येक मशीन के लिए एक महीने में फोटोकॉपी किए गए वास्तविक पृष्ठों के आधार पर किया जाएगा। कोई वैधानिक भुगतान नहीं किया जाएगा (उदाहरण के लिए: यदि कोई मशीन पूरे महीने बेकार पड़ी रहती है, तो उस महीने का बिलिंग साइकिल शून्य होगा)।

[फोटोकॉपी की गई पृष्ठों की संख्या के ख्याल किए बिना फोटोकॉपी मशीन के लिए न्यूनतम एएमसी शुल्क की कोई अवधारणा नहीं मानी जाएगी। बोलीदाता को इस खंड को ध्यान में रखते हुए दरें उद्धृत करनी चाहिए।]

3. नियमानुसार लागू टीडीएस दर, काटा जाएगा। अनुबंध के तहत दिए गए कार्य के निष्पादन के लिए सरकार द्वारा लगाए गए करों का भुगतान सेवा प्रदाता द्वारा किया जाना होगा। यदि सेवा प्रदाता समस्या का समाधान 48 घंटों के भीतर नहीं कर पाए पर स्टैंडबाय उपकरण उपलब्ध नहीं कराता है, तो गैर-कार्यशील समय के लिए ठेकेदार के बिल से भुगतान काट लिया जाएगा।

### **समाप्ति**

1. रखरखाव अनुबंध को किसी भी पक्ष द्वारा लिखित में 30 दिनों के नोटिस के साथ समाप्त किया जा सकता है। अनुबंध की समाप्ति की स्थिति में, ठेकेदार किसी भी बकाया रखरखाव या मरम्मत कार्य को पूरा करने के लिए जिम्मेदार होगा और किसी भी अतिरिक्त भुगतान का हकदार नहीं होगा।

2. इस अनुबंध से या भविष्य में उत्पन्न होने वाले किसी भी विवाद को आपसी समझौते/सुलह का सहारा लिए हल किया जाएगा, अन्यथा विवाद प्रथम श्रेणी न्यायिक मजिस्ट्रेट, कोल्लम के अधिकार क्षेत्र में आएगा।

എംപ്ലോയീസ് പ്രോവിഡൻ്റ് ഫണ്ട് ഓർഗനൈസേഷൻ  
कर्मचारी भविष्य निधि संगठन

**EMPLOYEES' PROVIDENT FUND ORGANISATION**

തൊഴിൽ & എംപ്ലോയ്മെൻ്റ് മന്ത്രാലയം, ഭാരത സർക്കാർ  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

**(Ministry of Labour & Employment, Govt. of India)**

മേഖലാ കാര്യാലയം, പൊന്നമ ചേംബർസ്-I, പരമേശ്വർ നഗർ,  
അർച്ചന-ആരാധനാ തീയേറ്ററിന് എതിർവശം, കൊല്ലം-691001

क्षेत्रीय कार्यालय, पोंनम्मा चेंबर्स- I, परमेश्वर नगर, अर्चना-आराधना थिएटर के सामने, कोल्लम-691001 (केरल)

**REGIONAL OFFICE, PONNAMMA CHAMBERS-I, PARAMESWAR NAGAR,  
OPP.ARCHANA-ARADHANA THEATRE, KOLLAM-691001 (KERALA)**

**PHONE: 0474 -2767645, E mail: ro.kollam@epfindia.gov.in**

No: KR/KLM/ADM-II/AMC of Photocopier/2025 - 2026

Dated: 17/06/2025

### NOTICE INVITING QUOTATION

Quotations inviting for Annual Maintenance Charges of Multi-function Photocopier machine (SHARP-AR-6020Nv) of Employees' Provident Fund Organisation, Regional Office, Kollam for a period of two years. Quotations should reach the undersigned before 11:00 P.M. on 30/06/2025 and will be opened at 02:00 P.M on 30/06/2025. Quotations received after 11:00 A.M on 30/06/2025 will not be considered. Contracts will be awarded based on the technical & financial evaluation made on rate, experience and other terms and conditions mentioned in the bid. No additional payments will be made to the bidders other than the charges quoted by them. If the quotation is accepted, bidders shall provide performance guarantee for 5% of total bid estimated value as refundable security deposit (non-interest bearing) which will be refunded on termination of the contract, after due verification and after recovering any loss caused to this office by the laxity of the personnel deployed by the bidder.

### SCOPE OF WORK

#### Details of the Machine:

Digital multifunctional photocopier machine – SHARP (AR-6020)

Date of purchase: 05/09/2020

1. AMC would be for a period of two years from the date of contract, with the option to renew for additional terms. The interested bidders should upload duly signed Bid along with scanned copies of all the relevant documents in support of their bids through the GeM Portal within the stipulated last date of Bid. Quotation, which do not fulfil all or any of the conditions or are incomplete in any respect, are liable to summarily rejected. The Bidder must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained in any circumstances. In case of successful bidder(s) found in breach of any terms and condition/agreement at any stage, the Bidder would be terminated without any notice.
2. Scheduled Maintenance visits should be done once in two months and 6 times in a year. The bidder should be well equipped for the handling of repair and maintenance of the System and associated peripherals covered in the specifications and should have sufficient manpower & other necessary resources at their disposal.
3. AMC will cover Full Service Maintenance Agreement of the Multi-function photocopier machine including periodic maintenance services and immediate

service responses for smooth functioning of the Multi-function photocopier machine. Any defects reported in the Multi-function photocopier machines must be repaired by the service provider at its own cost. AMC will be comprehensive which shall also include preventive maintenance/monthly regular services of the Multi-function Photocopier Machine and/or replacement of any items/spare parts of goods/standard quality for keeping the Photocopier Machine active and free from any defects/disturbance. The Service Provider shall undertake Preventive Maintenance of the goods under this Annual Maintenance Contract at regular intervals of time and keep a record of the same. The periodicity of such Preventive Maintenance shall be bi-monthly.

4. This AMC Charges should also cover manpower costs, for example; engineers' travel cost and the other incidental labour charges, in rectifying defects developed in a equipment. This shall also include the transport charges, if any, required for shifting of the Photocopier to and from the workshop. It also includes the cost of replacement of any other part which may require to be replaced due to any other part(s) being defective and no replacement of such part is available.
5. The AMC charges shall also include of consumables items i.e. Cartridges, Toners etc. Moreover, in general all the defective spare parts such as Drum, Developer, Fixing Assembly, Cleaning blades, etc... should be replaced by the Service Provider free of cost. Only original spare parts should be used for replacing the defective components whether permanently or as a stop gap measure while the defective component is being repaired.
6. The items and the photocopier machine under this contract are normally required to be repaired in the office premises. In exceptional cases when the same cannot be repaired in the office premises and required to be taken to the workshop/away from the location of the system, no charges would be billed towards cartage and the expenses incurred against to and fro transportation of the machines and will be borne by the service provider.
7. This office reserves the right to include any of the goods in the existing contract during the currency of the contract. This office also reserves the right to relocate the goods as and when necessary. This office shall also have the right to withdraw any equipment from the purview of such maintenance as and when desired without assigning any reasons thereof. The office shall retain the right of upgrading/changing any of the components of the equipments covered under this contract at its own discretion as long as it does not in any way negatively affect the functioning of the equipment as a whole and for this purpose this office may engage any third party other than the Service Provider.
8. The Service Provider should provide service response immediately or within 4 hours in the case of any break down or complaint forwarded from Employees' Provident Fund Organisation, Regional Office, Kollam through telephones, e-mails or other communication modes. The complaint must be resolved within 24 hours from the lodging of the complaint. If the time taken for resolving the complaint is more than 24 hours but not more than 48 hours, the Service Provider will provide adequate standby machines/systems should make standby arrangement till concerned system is made functional. If the company requires to carry out the machine from office premises, a loan machine is to be provided as standby or penalty shall be imposed. The penalty charges will be determined by this office if such circumstances arises.
9. For any problem regarding clarification of the Tender enquiry, submission of the quotation, inspection of sites or any other problems including interpretations of language of this tender, etc... the bidders may contact, Caretaker, EPFO, Regional Office, Kollam within working hours of this office.

### Pre- Inspection by the tenderers

The tenderers may inspect the system/machine at Employees' Provident Fund Organisation, Regional Office, Kollam premises on any working days from 09:00 A.M to 05:00 P.M before submitting the quotation. The tenderers before making quotation, should inspect the site to fully acquaint himself about the condition of the machines within the ambit of AMC, in regard to accessibility of site, nature and extent of ground, working condition of site and locality required for the satisfactory execution of the work contract. On submission of bids, tenderers shall be deemed to have submitted their tenders/ bids only after having fully satisfied themselves of prevailing conditions at site and equipments and shall not be entitled to any escalation in costs on this account during the contract period.

### Payment

1. No payment shall be made in advance in any case. Payment shall be made on quarterly basis subject to satisfactory performance of services and after verification of service report. If performance is not found satisfactory, payment for that quarter will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.
2. AMC Payments will only be made on the basis of actual pages photocopied in a month for each machine. No statutory payments will be made (For example: If a machine sits idle for entire month, the billing cycle for the month will be zero).  
[No concept of a Minimum AMC charges for a photocopy machine irrespective of number of pages photocopied will be entertained. The bidder should quote rates considering this clause.]
3. TDS as applicable shall be deducted as per rules. The Service Provider shall be required to pay taxes, which would be levied by the Govt., for the execution of the work awarded under the Contract. If the Service provider shall not provide standby equipment if the problem could not be rectified within 48 hours, the payment for the non-functioning time shall be deducted from the contractor's bill.

### Termination

1. The maintenance contract may be terminated by either party with 30 days' notice in writing. In the event of termination of the contract, the contractor will be responsible for completing any outstanding maintenance or repair work and will not be entitled to any further payment.
2. Any dispute arising out of this agreement or that which may arise in future shall be resolved by taking recourse to mutual settlement/conciliation, failing which the disputes lie within the jurisdiction of First Class Judicial Magistrate, Kollam.

Digitally Signed by Pranav  
P (PRANAV P)  
Regional Provident Fund Commissioner, W/OIG  
Date: 17-06-2023 16:43:57  
Reason: Approved