



सं. डी-21014/03/2017 -आईएसटीएम

भारत सरकार/GOVERNMENT OF INDIA

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMNET

(आईएसओ 9001:2015 संस्था /AN ISO 9001:2015 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग /Department of Personnel and Training

प्रशासनिक ब्लॉक, ज०ने०वि० (पुराना) परिसर /Administrative Block, JNU (OLD) Campus

ओलोफ पाल्मे मार्ग, नई दिल्ली-110067/Olof Palme Marg, New Delhi - 110 067

दूरभाष / TELEPHONE-011-26185312; टेलीफैक्स/Fax-011-26104183

दिनांक-04.10.2017

### निविदा नोटिस

**विषय:** फोटोकॉपी और बाइंडिंग सेवाएं (स्टेपल/स्पाईरल) प्रदान करना ।

सचिवालय प्रशिक्षण तथा प्रबंध संस्थान कार्मिक एवं प्रशिक्षण विभाग, भारत सरकार के अधीन एक संबद्ध कार्यालय है तथा इसकी अध्यक्ष एक निदेशक हैं, जो भारत सरकार में संयुक्त सचिव स्तर की अधिकारी हैं। यह संस्थान पुराना जेएनयू परिसर, ओलोफ पालमे मार्ग, नई दिल्ली-110067 में स्थित है तथा इसकी कार्यालय अवधि प्रातः 9.00 से सांय 5.30 बजे तक है।

2. यह संस्थान इच्छुक, अनुभवी तथा प्रसिद्ध फर्मों से संविदा देने की तारीख से दो वर्ष की अवधि के लिए इस संस्थान को "फोटोकॉपी और बाइंडिंग सेवाएं (स्टेपल/स्पाईरल)" प्रदान करने के लिए संविदा देने हेतु निविदा आमंत्रित करता है। यह अवधि आगे बढ़ाई जाने के अध्यक्षीन होगी तथा यह कॉन्ट्रैक्टर के संतोषजनक कार्य-निष्पादन पर निर्भर करेगी। एएमसी का विवरण तथा इससे संबंधित अन्य शर्तें तथा निबंधन अनुलग्नक I, II और III पर दिए गए हैं।

3. निविदाएं दो बोली प्रणाली के तहत आमंत्रित की जाती हैं, नामशः, तकनीकी बोली तथा वित्तीय बोली। निविदा देनेवाली एजेंसियां अपनी-अपनी निविदाएं अनुलग्नक II तथा अनुलग्नक III पर दिए गए निर्धारित प्रपत्र में (क्रमशः तकनीकी बोली तथा वित्तीय बोली) सीलबंद लिफाफे में प्रस्तुत करेंगी जो, अधोहस्ताक्षरी को संबोधित होंगी तथा जिसपर "आईएसटीएम में फोटोकॉपी और बाइंडिंग सेवाएं (स्टेपल/स्पाईरल) प्रदान करना ।" लिखा होगा । तकनीकी बोली, वित्तीय बोली तथा ईएमडी का डिमांड ड्राफ्ट तीनों को अलग-अलग सीलबंद लिफाफों में डालकर तथा इन तीनों लिफाफों को अलग से एक बड़े लिफाफे में एक साथ डालकर प्रस्तुत किया जाए। सामान्य शर्तें निविदा नोटिस में दी गई हैं तथा संविदा से संबंधित अन्य शर्तें तथा निबंधन अनुलग्नक I में दिए गए हैं। अनुलग्नक-I में उल्लिखित शर्तों तथा निबंधनों को संविदा के साथ इसके प्रत्येक पृष्ठ पर एजेंसी के हस्ताक्षर तथा सील सहित प्रस्तुत किया जाए, जो यह दर्शाता है कि एएमसी कि सभी शर्तें तथा निबंधन निविदाकार को स्वीकार्य हैं।

4. इस प्रयोजन हेतु ब्योरेवार जानकारी/शर्तें तथा निबंधन आईएसटीएम की वेबसाईट से डाउनलोड की जा सकती हैं अथवा इसे अनुभाग अधिकारी (प्रशासन), प्रशासन अनुभाग, भूमीतल, प्रशासनिक ब्लॉक, पुराना

जेएनयू परिसर, नई दिल्ली से सभी कार्यदिवसों को दिनांक 05.10.2017 से 25.10.2017 तक प्रातः 10.00 बजे से सांय 4.00 तक प्राप्त किया जा सकता है।

5. सीलबंद बोलियों को प्रशासन अनुभाग, भूमीतल, प्रशासनिक ब्लॉक, पुराना जेएनयू परिसर, नई दिल्ली में रखे गए टेंडर बॉक्स में दिनांक 26.10.2017 को सांय 4.00 बजे से पहले डाला जाना आवश्यक है। निविदाकारों की तकनीकी बोलियों को उसी दिन सांय 4.30 बजे निविदाकारों अथवा उनके प्रतिनिधियों, जिनके पास संबंधित निविदाकारों का प्राधिकार पत्र हो, की उपस्थिति में खोला जाएगा। निर्धारित तारीख तथा समय के पश्चात प्राप्त होने वाली निविदाओं पर विचार नहीं किया जाएगा।

6. तकनीकी बोलियों का मूल्यांकन निविदा खोलने वाली/मूल्यांकन समिति द्वारा किया जाएगा तथा केवल उन्हीं निविदाकारों की विस्तीय बोलियों को खोला जाएगा जिनकी तकनीकी बोलियां स्वीकृत हो जाती हैं। विस्तीय बोलियों को खोलने की तारीख तथा समय की सूचना बाद में, तकनीकी बोली निविदा को खोलने तथा मूल्यांकन के पश्चात दी जाएगी। इस संबंध में निविदा खोलने वाली/मूल्यांकन समिति का निर्णय अंतिम होगा तथा निविदाकारों पर बाध्यकारी होगा।

7. निविदा के साथ सहायक निदेशक, आईएसटीएम के पक्ष में आहरित ईएमडी हेतु 30,000/-रु.का डिमांड ड्राफ्ट संलग्न होना चाहिए। बिना ईएमडी अथवा विस्तीय बोली के साथ रखी गई ईएमडी वाली निविदाओं को तुरंत खारिज कर दिया जाएगा। उस मामले में जहां सफल बोलीकर्ता द्वारा इस संस्थान द्वारा दिए गए प्रस्ताव को अस्वीकार कर दिया जाता है तो, ईएमडी ज़ब्त कर ली जाएगी तथा इस संबंध में किसी भी दावे पर विचार नहीं किया जाएगा। असफल निविदाकारों की ईएमडी संविदा को अंतिम रूप देने के पश्चात लौटा दी जाएगी। सफल बोलीकर्ता के मामले में ईएमडी, उसके द्वारा 40,000/-रु. का कार्य निष्पादन सुरक्षा (Performance Security) निर्धारित बैंक से बैंक ड्राफ्ट/एफडीआर के रूप में जमा करने के पश्चात लौटा दी जाएगी। निविदाकारों की ईएमडी/सुरक्षा जमा पर संस्थान द्वारा कोई ब्याज देय नहीं होगा।

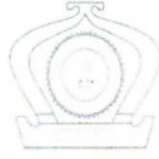
8. अधूरे/अस्पष्ट तथा सशर्त बोलियों को स्वीकार नहीं किया जाएगा तथा ऐसी बोलियां तत्काल ही खारिज कर दिए जाने की दायी होंगी। किसी भी निविदाकार द्वारा किसी भी चरण पर अनुयाचन करने के मामले में, उसकी निविदा खारिज हो जाएगी। इस संस्थान के पास, बिना कोई कारण बताए, किसी भी निविदा को स्वीकार अथवा अस्वीकार करने का अधिकार आरक्षित है। निदेशक, आईएसटीएम का निर्णय अंतिम और बाध्यकारी होगा।

  
(यू.एस.चट्टोपाध्याय)

उप निदेशक(प्रशा.)

दूरभाषः 26102597





सं/ No.: D-21014/03/2017-ISTM

भारतसरकार / GOVERNMENT OF INDIA

सचिवालयप्रशिक्षणतथाप्रबन्धसंस्थान

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT

(आईएसओ9001:2015 संस्था / AN ISO 9001:2015 INSTITUTION)

कार्मिकएवंप्रशिक्षणविभाग/ DEPARTMENT OF PERSONNEL & TRAINING

प्रशासनिकब्लॉक ,ज.ने.वि .परिसर(पुराना) / ADMINISTRATIVE BLOCK, JNU CAMPUS (OLD),

ओलोफपाल्मेमार्ग ,नईदिल्ली - 110067/ OLOF PALME MARG, NEW DELHI – 110067

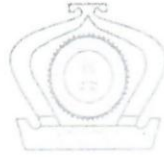
दूरभाष / TELEPHONE – 011-26104038; टेलीफैक्स / FAX – 011-26104183

**NIT No. D-21014/03/2017-ISTM**

## **TENDER DOCUMENT**

**FOR**

**PROVIDING SERVICES OF PHOTOCOPYING AND  
BINDING (STAPLE/ SPIRAL) IN INSTITUTE OF  
SECRETARIAT TRAINING AND MANAGEMENT,  
ADMINISTRATION BLOCK, JNU (OLD) CAMPUS,  
NEW DELHI-110067.**



सं / NO: D-21014/03/2017-ISTM

भारत सरकार / GOVERNMENT OF INDIA

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT

(आईएसओ 9001:2015 संस्था / AN ISO 9001:2015 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING

प्रशासनिक ब्लॉक, ज.ने.वि. परिसर (पुराना) / ADMINISTRATIVE BLOCK, JNU CAMPUS (OLD),

ओलोफ पाल्मे मार्ग, नई दिल्ली - 110067/ OLOF PALME MARG, NEW DELHI - 110067

दूरभाष / TELEPHONE - 011-26104038; टेलीफैक्स / FAX - 011-26104183

Dated 04 October, 2017

### TENDER NOTICE

**Subject: Providing Services of Photocopying and Binding (Staple/ Spiral).**

The Institute of Secretariat Training and Management (ISTM) is an attached Office under the Department of Personnel and Training, Government of India and is headed by a Director, who is an officer of the level of Joint Secretary to the Government of India. The Institute is located at JNU(Old) Campus, Olof Palme Marg, New Delhi-110067 and its office timing are from 9.00 A.M. to 5.30 P.M.

2. The Institute invites tenders from the interested, experienced and reputed firms to award the contract for "Providing Services of Photocopying and Binding (staple/ Spiral)" to this Institute for a period of two years from the date of awarding the contract. This will be subject to further extension, depending upon the satisfactory performance of the Contractor. The details of tender and other terms and conditions relating to tender are given in Annexure I, II & III.

3. **Tenders are invited under two Bid system, namely, Technical Bid and Financial Bid.** The tendering Agencies should submit their Tenders in the prescribed Performa as at Annexure-II and Annexure III (**Technical Bid and Financial Bid respectively**) in a sealed envelope addressed to the undersigned, and superscribed as "**Providing Services of Photocopying and Binding (staple/ Spiral) to ISTM**". Technical Bid, Financial Bid and demand draft of EMD should be submitted in separate sealed covers putting all these three in a separate bigger envelope together. The general conditions are indicated in Tender notice and other terms and conditions related to contract are mentioned in Annexure - I. The terms and conditions mentioned in Annexure I may also be submitted alongwith the tender with signature and seal of the agency on each page in token of acceptance of all terms and conditions of the work.

4. Detailed informations/terms and conditions for the purpose can be downloaded from ISTM's website ([www.istm.gov.in](http://www.istm.gov.in)) or can be obtained from the Section Officer (Administration), Administration Section, Ground Floor, Administrative Block, JNU (Old) Campus, New Delhi on all working days w.e.f. 05.10.2017 to 25.10.2017 from 10.00 A.M to 4.00 P.M.



5. The Sealed covered bids are required to be dropped in the Tender Box available in Administration Section, Ground Floor, Administrative Block of ISTM, New Delhi **before 4.00 PM on 26.10.2017**. The technical bid of the tenders shall be opened **at 4.30 P.M.** on the same day by tender opening committee in the presence of the tenderers or their representatives having authorization letter from the tenderers Agency concerned. The tenders received after scheduled date and time will not be considered.

6. The evaluation of technical bid will be made by tender opening/ evaluation committee and the financial bids of only those tenderers will be opened who qualify in technical bid. The date and time for opening of financial Bid will be intimated later on after opening of tenders and evaluation of technical bids. In this regard the decision of Tender opening/ evaluation committee will be final and binding to the tenderers.

7. The tenders should be accompanied with a Demand Draft of **Rs. 30,000/- (Rupees Thirty Thousand only)** drawn in favour of Assistant Director, ISTM towards Earnest Money Deposit (EMD). The tender without EMD or EMD kept in financial Bid envelope shall be summarily rejected. In the event of successful bidder declining to accept the offer made by this Institute, EMD shall stand forfeited and no claim in this regard shall be entertained. The EMD of unsuccessful tenderers shall be refunded/ returned after finalization of the contract. The EMD in respect of successful bidder will be returned after deposit of Performance Security of Rs. 40,000/- in the form of Bank draft/FDRs of scheduled Banks. No interest shall be payable by Institute on the EMD/ Security Deposit of the tenderer.

8. Incomplete/ ambiguous and conditional bids will not be accepted and such bids are liable to be summarily rejected. In case of canvassing by any tenderers at any stage, their tender shall be stand rejected. The Institute reserves the right to accept or to reject any tender, without assigning any reasons thereto. The decision of the Director, ISTM shall be final and binding.

  
(U. S. Chattopadhyay)  
Deputy Director (Admn)  
Tele: 26102597

## DECLARATION BY THE TENDERER

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

- Encl: 1. DD/Pay Order No.....  
2. Terms & Conditions (Annexure-I)  
3. Technical Bid (Annexure-II).  
4. Financial Bid Part (Annexure-III)

(Signature of Tenderer with seal)

Place:

Name: \_\_\_\_\_

Seal: \_\_\_\_\_

Date:

Office Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone No. \_\_\_\_\_

NOTE: Submission of all the documents mentioned above along with declaration, is mandatory. Non submission of any of the above information may result the cancellation of tenders.





**Main Terms & Conditions of Annual Maintenance Contract**

1. The Agency will be required to install of three good quality Digital Photocopying Machine not more than one year old of which one machine should have minimum speed of 80 (Eighty) copies per minute, and other two of minimum 60 copies per minutes to meet day to day requirement of photocopying. The number of machines may be increased during the tenure of contract, to meet the actual requirement, at the same cost, terms and conditions by the tenderer.
2. The specification of paper to be used for photocopying/ printing shall be of at least 75 GSM of standard brands, e.g. J.K. Paper/ Modi Xerox Brands or as approved by the Competent Authority of ISTM.
3. Photocopying Machine is required to be installed at the cost of service provider. Minimum 3 heavy duty Machines must be installed alongwith one spare machine be kept in reserve. Service Provider is required to submit rates for different services in the financial bid document. The rates will be settled per copy basis. The rates will be inclusive of operator wage (employed by Service Provider) and all the consumables requirement for photocopy.
4. The operating hours shall be from 8:30 am to 6:00 pm on all working days of the week. In case of any additional and emergency work when the machine (s) need to be operated beyond the normal working hours or holidays, the service provider will have to provide such services at no extra cost.
5. Service provider will provide adequate competent full-time personnels who will be responsible on site for all aspects of running and managing the facility.
6. Service provider will provide substitutes fully trained staff whenever the regular operator is on leave or due to absenteeism, or sickness. Any such replacement will be fully conversant with the operation of the photocopy machine/equipment and all relevant procedure. The cost of providing such replacement will be borne by service provider.
7. Service provider will be responsible for arranging all equipments, services and maintenance of the machines.
8. The Service provider is required to maintain the high quality of work of all items during the period of contract. In case of receipts of three complaints of similar nature from same or different end users will implicate the penalty of Rs. 500/- on each occasion which will be recovered from the bill.
9. In case no remedial action is taken inspite of imposition of penalty at three times for similar nature of complaints the Competent Authority may terminate the contract.



10. Service provider will maintain a stock control system and provide all relevant supplies including paper, stapler, pins, toner and all consumables necessary to run the photocopy machine/equipment.
11. All equipment and staff utilized in this service will be totally dedicated for exclusive use of ISTM and no outside work will be undertaken.
12. The firm will provide stand-by Photocopy machine to ensure uninterrupted service. In case of any breakdown, the requisite work on the date shall be got done from the market by the operators of the firm and if the cost is more than the approved rates it will be borne by the firm, failing which a penalty of Rs. 2500/- for the first day and @ Rs. 3000/- for subsequent days will be levied which will be deducted from the bill. In case any manipulation in the bills is noticed, the whole claim will be forfeited.
13. Security of all documents will be maintained and under no circumstances papers given for photocopy or copies thereof shall be taken out of the premises or given to persons not authorized by ISTM.
14. It shall be the sole responsibility and liability of the service provider to carry out the obligations arising out of various labour legislations such as Contract Labour(Regulation and Abolition) Act 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, payment of Bonus Act, Industrial Disputes Act, 1947, Employee Provident Fund and Misc. provision Act 1952, Employees' State Insurance Act 1948, Women's Compensation Act, 1923, Child labour (prohibition and Regulation) Act 1986 and such other relevant enactments that are in force from time to time in respect of staff engaged by the service provider to provide the service.
15. Tenders of only those firms will be entertained which are registered for GST and possess the PAN. The firm should not have been blacklisted by any Government's Ministries/Departments/Organisations. A self certificate duly signed and sealed by authorised person should be attached with technical Bid.
16. (a) Tenders, which do not fulfil any of the conditions or are incomplete in any respect, are liable to be summarily rejected.  
(b) The validity of tender is 90 days, so the rates quoted by the tenderer should remain valid for a period of 90 days, from the date of opening of tender.
17. No cuttings and overwritings shall be allowed in the tender documents. The rates should be quoted in figures as well as in words. In case of mismatch between two, the rates quoted in words will only be considered.
18. The firm should have minimum two years experience doing such work. In the offices of Central Govt. / State Govt. / PSUs/ Local bodies etc. In this regard the tenderer should enclose the performance certificate issued by organisations concerned during last two years i.e. 2015-16 to 2016-17. The performance certificate issued before 2015-16 will not be considered.
19. The successful bidder/firm before award of work shall have to furnish Performance Security of a sum of Rs. 40,000/- (Rupees Forty Thousand Only) in the





form of Fixed Deposit Receipt/ Demand Draft in favour of Assistant Director ISTM from any of the Nationalised Bank. The Performance Security after adjustment of dues, if any shall be refunded to the firm on completion of the contract to the satisfaction of ISTM.

20. If the services of the contractor are not found satisfactory ISTM reserves the right to terminate the Contract at any time during the currency of the contract. In all matters of dispute relating to the Contract, the decision of the Director, ISTM shall be final and binding on the contractor.
21. All matters/disputes pertaining to contract shall be settled by ISTM and the decision of Director, ISTM in this regard shall be final and binding on the contractor.
22. All tools and kits and safety devices will be provided by the contractor to his personnel staff.
23. (a) The rates approved will not be enhanced an any cost during the currency of the contract.  
  
(b) No advance payment will be made in any case.  
  
(c) Tax would be deducted at source as per rule.
24. No extra payment/ compensation, etc. on account of natural calamity/accident or otherwise, will be made to the contractor by ISTM.
25. Before submission of tenders, the tenderer shall inspect the site to become fully acquaint about the condition in regard to accessibility of site, nature and extent of ground working conditions and other conditions affecting the work. No claim whatsoever on such account shall be entertained in future by ISTM in any circumstances.
26. The Contractor shall not sub-contract the work in whole or part to third party for the performance of this Contract.

  
(U. S. Chattopadhyay)  
Deputy Director (Admin)

## INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT

## TECHNICAL BID

## DETAILS OF THE AUTHORISED MANUFACTURER/AGENCY/SUPPLIER

1. Name of the Firm (Tel. / Mob. Nos.)	
2. Office Address (Tel./ Mob. Nos.)	
3. Month and Year of Establishment (The firm must have been registered on or before 2011 in the similar line of business)	
3. Contract Person(s) (Tel./ Mob. Nos.)	
4.Registration Certificate (i) GST Registration  (ii) VAT No. / Service Tax No.  (iii) PAN No. (Income tax return of last three years to be attached 2013-14, 2014-15 and 2015-16)	
5. Past experience in Central Govt./ State Govt./ PSUs/ Local Bodies etc. Copies of performance certificated issued by above organisation of last three years to be attached	
6. List of works in hands of Central Govt./ State Govt. / Undertaking alongwith contract details of the organisaions.	
7. Whether Terms & Conditions issued by ISTM are acceptable in toto by tenderer unconditionally	
8. Bank Account Details (i) Name of Account Holder (ii) Bank Account No. (iii) Name of Bank (iv) Bank Address (v) IFSC Code	

Signature of Tenderer with Seal





## Financial Bid

Sl. No.	Description of work	Rate in figure. (Rs.) All Inclusive (Per copy)	Rate in word (Rupees) All Inclusive (Per copy)
1.	Rate of (A4 size) copy (Single Side)		
2.	Rate of (A4 size) copy (both side)		
3.	Rate of (A3 size) copy (Single side)		
4.	Rate of (A3 size) copy (both side)		
5.	Rate of (Legal size) copy (Single sides)		
6.	Rate of (Legal size) copy (both side)		
7.	Spiral binding (up to 100) pages		
8.	Staple Binding with tape (up to 100) pages		
9.	Spiral binding (101 to 500) pages		
10.	Staple binding with tape (101 to 500)		
11.	Spiral Binding (above 500) pages		
12.	Staple Binding with tape (above 500) pages		

Signature of Tenderer with Seal

