

**TENDER FOR SUPPLY OF PHOTOCOPIER MACHINES****Tender Notice No-NACEN/03/2017**

**NATIONAL ACADEMY OF CUSTOMS, EXCISE AND NARCOTICS, WESTERN REGION, BHANDUP (EAST), MUMBAI-400042 (NACEN)** proposes to procure photocopier machine as per the details/specifications given below:

<b>Sr. No.</b>	<b>Capacity of the Machine (CPM)</b>	<b>Approximate no. required</b>	<b>Remarks</b>
1.	45-50 (B/W)	1	Against buy-back offer of one old photocopier <i>i.e.</i> one Toshiba E-STUDIO 600.

Only Original Equipment Manufacturers (OEM), who along with their products are registered under DGS&D rate contract or their authorized representatives can submit their rate quotations on two-bids basis along with authorization certificate under DGS&D rate contract as per the above requirement indicating technical features, special detailed terms and conditions in Annexure-I and price of the machine (including all taxes). Price of the machine both in words and figures inclusive of all service taxes/VAT and all delivery charges, if any, should be clearly mentioned in the quotation. Warranty period, FSMA rates (Full Service Maintenance Agreement), price of toner bottle during the period of warranty, period upto which repair/maintenance service over and above the prescribed life of the machine would be guaranteed; etc. also to be spelt out clearly and unambiguously in the quotations. The quoted rates including the **FSMA rate shall remain the same till the photocopier machine remains functional**. Provision of accessories like stabilizer etc. alongwith the special discount(s)/offer(s) should also be mentioned as specified in Annexure II enclosed with the tender. However the bids of authorized representatives will not be considered if bid is received from the OEM Company also. **No special offer/discount offered after the submission of quotation will be entertained.**

2. No prices shall be indicated in the Technical Bid otherwise the bid shall be rejected.
3. The decision of NACEN regarding fulfillment of the requirements of the Technical Bid shall be final and binding.
4. The selected company shall be required to depute technically and professionally competent engineer to provide requisite maintenance service and demonstration to the satisfaction of the NACEN.
5. Rectification of complaints will have to be accorded **Top Priority**. A penal provision for delay in providing service/attending of complaints would be incorporated in the FSMA

contract. The complaint resolution time will be 12 working hours for attending of minor complaints and 24 working hours in case of major complaints requiring part change etc.

6. If the photocopier remains non-operational/non-functional due to pending complaint beyond the agreed period as specified in para above, then amount of Rs. 500/- (Rupees five hundred only) per photocopier per working day, from the day the complaint is made, shall be deducted from the monthly bill. The penalty on this account shall however, be limited to a maximum amount of Rs. 5,000/- (Rupees Five Thousand only) per equipment.

8. The NACEN reserves the right to reject any/all the bids without assigning any reason thereof.

9. Incomplete or conditional tenders will not be entertained.

10. The date for organizing a demonstration of photocopiers will be intimated in due course; if required.

11. The quotation in separate envelopes marked in bold as **TECHNICAL BID** and **FINANCIAL BID for tender for photocopier addressed to the Additional Director, NATIONAL ACADEMY OF CUSTOMS, EXCISE AND NARCOTICS, WESTERN REGION: BHANDUP (EAST), MUMBAI-400042** in separate sealed envelopes should either be dropped in the tender box placed at NACEN or may be sent by **SPEED POST** to reach latest by **18.00 hrs of 21.03.2017**. Special offers/discounts, if any, shall be the part of financial bid only. The tenders will be opened in the presence of bidders. The date of opening of Financial Bids of bidders declared successful in Technical Bids is **22.03.2017**.

(B.B.Dabral)  
Assistant Director  
NACEN, WR

**Annexure — I**

**TECHNICAL BID**

45-50 CPM (B/W)

1. Make and model of photocopier machines.
2. Essential features of the machine:-

		YES	NO
(i)	Duplexing		
(ii)	RADF/DADF		
(iii)	Networking-Printing		
(iv)	Scanning (Black & White)		
(v)	RAM (minimum 2GB)/HDD (Minimum 160 GB)		
(vi)	XY Zoom/Resolution		
(vii)	Electronic Sorting		
(viii)	Set making, File Format		
(ix)	Paper capacity (minimum 2 tray of 500 papers each)		

**FINANCIAL BID**

1. Price of the machine both in words and figures inclusive of all service taxes/VAT and all delivery charges, if any, should be clearly mentioned in the quotation.
2. Warranty period, FSMA rates, price of toner bottle during the period of warranty; period upto which repair/maintenance service over and above the prescribed life of the machine would be guaranteed; etc. also to be spelt out clearly and unambiguously in the quotations.
3. The quoted rates including the FSMA rate shall remain the same till the photocopier machine remains functional.
4. Provision of accessories like stabilizer etc. alongwith special discount(s) / offer(s) should also be mentioned.
5. Price of fax enabler (as separate attachment) if provided