

**Registered & Corporate Office**

**Visnagar Road, Mehsana - 384 001**

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**Tender Notice No : UGVCL / IT / 241/ 2021**

**PRNO :-XXX**

**RFQNO:-XXX**

**Annual work for Refilling of cartridges and cartridge spare for various types of Laser jet Printer at UGVCL Registered & Corporate Office, Mehsana**

Additional Chief Engineer (Project & RE) invites tender for the Annual work for Refilling of cartridges for various types of Laser jet Printer. Tender Papers & Specifications may be directly down loaded by interested bidder from [UGVCL web site www.ugvcl.com](http://www.ugvcl.com) (To view & download only). Tender Fee and EMD to paid along with submission of tender, for respective tender. All the relevant documents of tenders to be submitted physically will be received only by **Registered Post A.D. or Speed Post** addressed to Additional Chief Engineer (Project & RE), UTTAR GUJARAT VIJ COMPANY LTD., Corporate Office, Visnagar Road, Mehsana : 384 001 ( NG). **"COURIER SERVICE OR HAND DELIVERY" will be NOT allowed.** This tender is for annual work for Refilling of cartridges for various types of Laser jet Printer at UGVCL Registered and corporate office, Visnagar Road., Mehsana from the Bidder who has executed work of similar nature and magnitude successfully.

1	Tender No.	UGVCL / IT /241/ 2021
2	Description:	Annual work for Refilling of cartridges for various types of Laser jet Printers.
3	Estimated Cost:	Rs. <b>2, 62,620</b> with GST
4	Tender fees:	Rs. 500/- +90 GST=590/-(Non Refundable)
5	EMD:	Rs. 2626/- (1% of contract value)
6	Security Deposit	10% of contract Value
7	Contract Period	One Year
8	Validity of tender :	90 days from the date of opening of Technical Bid
9	Last Date of submission of tender :	On or before 17.09.2021 up to..15.00 hrs. by registered post or speed post only
10	Date of opening of tender & verification of documents :	18.09.2021 ...at...16.00 hrs. (Tentative, if possible)

The Tender should be strictly submitted by RPAD / Speed Post Only. Otherwise, the offer will not be considered and no any further communication in the matter will be entertained. No tender shall be accepted / opened in case of receipt after due date and time of tender, irrespective of delay due to postal services or any other reasons and the UGVCL shall not assume any responsibility for late receipt of tender. The BIDDER should thoroughly read all the clauses, terms and conditions before submitting the tender. The tender copy duly signed, stamped with bidder's seal must be submitted along the bid.

All the relevant documents as per requirement of the tender to be submitted physically along with the Tender Fee, EMD in one envelop with heading of **"Tender No. / IT / 241/ 2021 tender for UGVCL Annual work for Refilling of cartridges"**. This tender shall be opened at date and time mentioned in the tender notice, if possible.

The Earnest Money Deposit and tender fee will be accepted by cash or Demand Draft on any Nationalized Bank payable at "MEHSANA" & drawn in favour of "UTTAR GUJARAT VIJ COMPANY LIMITED". Tender without EMD and tender fee shall be outright rejected. **Two separate demand draft for Tender fee and EMD** should be submitted with your bid. Indian postal orders (IPO's) and Cheques are not acceptable. Tender fees is non-refundable.

The Bidders are requested to submit the bid with heading of **"Tender No. / IT / 241/ 2021 tender for UGVCL Annual work for Refilling of cartridges"**.

Any technical questions, information & clarification that may be required pertaining to this inquiry should be referred to Superintending Engineer (IT & EMC), Uttar Gujarat Vij Company Ltd. Regd. & Corporate Office , Visnagar Road Mehsana -384001. E-Mail id : [seemc@ugvcl.com](mailto:seemc@ugvcl.com).

The UGVCL reserves the rights to reject any or all tenders or accept any tender without assigning any reason thereof.

**Addl. Chief Engineer (Project & RE)**  
**UGVCL, MEHSANA**

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**Scope of the Services :**

1. THE BIDDER shall to provide the services at Uttar Gujarat Vij Company Ltd. Registered & Corporate office, Visnagar Road, Mehsana.
2. The BIDDER shall to provide the service of refilling of cartridges and cartridge spare parts replacement (if required) of printers within 24 hours after registered the call. The Bidder must have to visit and report to IT Department, R&C Office, UGVCL, Mehsana before and after attending the calls on all working days. The Bidder has to look in UGVCL helpdesk call booking system to attend the calls registered by UGVCL user and has to close all the booked calls, which are attended. Login for the same is provided by UGVCL. After attending the calls, if Bidder has not close the calls in UGVCL helpdesk system, as per terms and conditions if penalty will be applicable UGVCL is not responsible for that.
3. The BIDDER shall to provide the permanent landline phone No. or mobile No. and e-mail to call. The work of refilling of cartridge is carried out at the premises of the office at decided place. BIDDER shall to take care for the cleanliness the place where the refilling work is carried out and will take care for the tonner power is not spread at place and in the air.
4. The said personnel shall be well versed in solving problems encountered in the cartridges and problems of printers related to cartridges. The Bidder has to support to point out the printer problem and aware for the same to IT Staff, UGVCL. The Bidder shall all be equipped with maintenance kits and any other tools & tackles required for carrying out such services. The BIDDER shall to prepare cartridges inventory / codification / stickering works in consultation with IT staff of UGVCL.
5. The quality of toner powder must be of finest quality and quantity must of as per standard procedure for cartridges. The output / yield and printing quality of toner cartridges should be equal to that of an Original cartridge Equipment Manufacturer (OEM).
6. The BIDDER shall to completely removing the spent toner powder from the toner cartridge. Filling of toner cartridge to capacity with new toner meeting or exceeding OEM standards. Chemically cleaning or replacing the corona wire assembly (where applicable).
7. THE BIDDER shall maintain at THE OFFICE's site, a written maintenance and repair log and shall record therein each incident, date and time of commencement and successful completion of refilling work and nature of repair work performed on the cartridge with a description of the cause for work with him and parallel these all must be mention in UGVCL helpdesk system at the time of attending the calls.
8. The compliance to the call will be certified by user Department / IT Department on call-to-call basis for which THE BIDDER will have to arrange for triplicate call report

booklet, which will be signed by the user of THE OFFICE. THE BIDDER shall intimate the status of complaints pending / rectified on a daily basis and also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on a monthly basis to THE OFFICE.

9. The Bidder has to mention / fill up the details as per prescribed stamp decided / given by UGVCL on documents for each and every call. The bidder has to prepare / make the proof of calls i.e. before attending the calls, then works carried out for that calls and after that take proof of that works done in fair copy for each and every calls.
10. Any defective parts withdrawn from the EQUIPMENT and replaced by THE BIDDER shall become the property of THE BIDDER; and the parts replacing the withdrawn parts shall become the property of THE OFFICE.
11. To maintain the quality output, The BIDDER shall to provide the service of replacement of the original OEM parts of cartridges if required. Cartridge parts like drum with a new drum, replacement of the primary charge roller (PCR) with a new PCR, replacement of wiper blade meeting OEM specifications, and replacement of any other damaged parts of cartridges as per requirement. The charges of parts replacement of cartridges will paid by UGVCL on quarterly as per rate quoted in tender (Price Bid). The Bidder has to quote the rate of parts related to cartridges in schedule B for all various models of printers with validity for one year and till contract is continuous. Replacement of all other parts of cartridge except schedule-B if required may be replaced free of cost.
12. UGVCL reserve the rights to carried out the parts replacement works from any other vendor. Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause. As the equipments are to be maintain at UGVCL Registered & Corporate office, Mehsana, Mehsana based parties are preferred.

## **General Terms & Conditions**

### **1. Payment Terms :**

**Quarterly**, after rendering services for the Quarter. You have to submit the bills in triplicate along with advance stamped receipt at the end of each quarter addressed to **Dy. C.A.O. (Bills), UGVCL, R&C Office, Visnagar Road, Mehsana** along with certificate of **IT Department of Registered & Corporate Office. Payment will be made within 30days after income tax tds deduction through RTGS/NEFT.**

### **2. Penalty :**

- Every minor complaint should be attended within 24 Hrs. (One working day) and major complaint (jointly decided by IT Staff and service engineer of THE BIDDER) should be

attended within 15 days from the date and time of complaint lodged and for each non-responsive event, failing which penalty shall be imposed as described. IT Staff can give the relaxation for the minor and major complaint, if more complain for a particular day are logged in UGVCL helpdesk support system.

- Penalty shall be @ 0.5% per week or part plus GST thereof on delayed portion subject to maximum 10% of order value (end cost) plus GST in case of supply only, Whereas in case of project the ceiling shall be reference to total contract value of project (Supply + erection + civil) for calculation the delayed portion, date of actual receipt of material at store shall be considered. If the complaint is closed without proper resolution penalty Rs. 50 (Fifty) per call for wrongly closed call will be imposed.
- If any EQUIPMENT under maintenance remains unrepaired as per scope of work, in such case UGVCL will be free to get it repaired from third party (outsider) at THE BIDDER risk and cost. The amount so paid to the third party will be deducted from the amount due to THE BIDDER without any further intimation or correspondence in this matter.
- Delay in excess of 05 weeks will be sufficient to cause for termination of the contract. In that case, the Performance Bank Guarantee of the bidder will be forfeited.

### **3. Nos. of Units :**

- Nos. of units to (printer make & cartridge No.) be attended as mentioned in **Annexure "A"** will vary as per the periods. This is tentative and may have minor modification. Also in case of up-gradation/obsolescence of a equipment or damaged system beyond repair, the maintenance for the same will be terminated. Similarly, any new equipment over and above mentioned in **Annexure-"A"** after warranty, may be added. This order will get modified to that extent automatically on proportionate rate basis.

### **4. Contract period :**

- The term shall be initially for a period of 01 (One) year. After fulfilling the services to UGVCL the period can be extended for a further period of one year as mutually agreed.

Following clause/s of tender commercial terms and conditions may please be Considered (not applicable) as deleted for this tender.

- **Clause No. 1: Vendor Registration**
- **Clause No. 2: New Parties**
- **Clause No. 3 : Tender Specification**
- **Clause No. 11: Railway R.R/Truck receipt**
- **Clause No. 12: Packing & Forwarding charges**
- **Clause No. 13: Transit Insurance**

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- Clause No. 14: Acceptance at Stores
  - Clause No. 16: Un loading
  - Clause No. 18: Payment terms
  - Clause No. 19 :Repeat order
  - Clause No. 20: Delivery schedule
  - Clause No. 21: Delivery period
  - Clause No. 22: Supply material at store
  - Clause No. 23: Penalty for late delivery
  - Clause No. 24: Penalty on rejected material
  - Clause No. 26: Ext.in delivery period
  - Clause No. 27: Replace meant good on damage
  - Clause No. 30: Test certificate
  - Clause No. 31: Type of test
  - Clause No. 36: Advance intimation to consignee
  - Clause No. 37: Upload document for on line
  - Clause No. 40: Declaration in e-tender
  - Clause No. 43: Approval at store
  - Clause No. 44: Manufacturing details
  - Clause No. 47: Inspection
  - Clause No. 48: Audit inspection
  - Clause No. 49: Inspection
  - Clause No. 53: Offer
  - Clause No. 55: Foreign manufacture
  - Clause No. 56: Test certificate
  - Clause No. 59: Quantity tolerance
  - Clause No. 61: GTP ONLINE
  - Clause No. 63: Details of annexure
  - Clause No. 64: Embossing or engraving
  - Clause No. 66: Minimum tender quantity

Additional Chief Engineer (Project & RE)  
**UGVCL, MEHSANA**

**Annexure-"A"**

<b>Printer Make/Model</b>	<b>Cartridge No.</b>
Samsung 4824	MLT – D209 S
Samsung 1610	MTL-D119S / ML 1610D2
Samsung 1520	SCX 4100 D3
canon 4320	FX 9
Brother 5350	TN 3250
Brother 2250	TN 2230 / DR 2255
Brother 7065	TN 2230 / DR 2255
HP 1008	CC3 88A
HP 1015	Q26 12A
HP 1020	Q26 12A
HP 1200	C71 15A
HP 1319	Q26 12A
HP 1320	Q59 49A
HP 2015	Q75 53A
HP 3050	Q26 12A
HP 3052	Q26 12A