

भारतीय बीमा विनियामक और विकास प्राधिकरण
Insurance Regulatory and Development Authority of India



RFP No. - IRDAI/IT/18-19/07

17 August 2018

Tender Document for

**Invitation of RFP for Supply of Black& White Multi-Function Printers (Photo Copier with Print, Scan, Copy and Cartridges)
Through E-Procurement (CPPP) - Open Tender in two bid system**

Issued By

Insurance Regulatory and Development Authority of India

Survey No. 115/1, Financial District,
Nanakramguda, Gachibowli,
Hyderabad – 500032
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Schedule

<u>Time line</u>		
1.	Publish date of tender	17/08/2018 05:00 PM
2.	Document download Date	10.00 AM on 18/08/2018
3.	Clarification start Date and End Date	10.00 AM on 18/08/2018 to 02.00 PM on 23/08/2018
4.	Pre-Bid Meeting	11.00 AM on 24/08/2018
5.	Bid submission Start date and end date by the intending bidders along with scanned copy of Earnest Money Deposit	29/08/2018 at 02.00 PM To 04/09/2018 at 02.00 PM
6.	Last date of submission of Demand Draft in original payable in favour of Insurance Regulatory and Development Authority of India payable at HYDERABAD towards Earnest Money Deposit (EMD)	04/09/2018 at 02.00 PM
7.	Amount of Earnest Money Deposit	₹ 60,000/-
8.	Tenders/ Bids opening and technical bids/cover opening	05/09/2018 by 14.00 AM
9.	Date of download of financial bids	To be notified later to only those bidders who qualify in technical bids.
10.	For any query	Ph: (040) 2020 4219/325 email: it@irda.gov.in ("RFP No – IRDAI/IT/18-19/07" shall be present in subject line)

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY

Sy No. 115/1, Financial District, Nanakramguda, Hyderabad – 500032

Invitation of RFP for Supply of Black& White Multi-Function Printers (Photo Copier with Print, Scan, Copy and Cartridges) through E-Procurement (CPPP) - Open tender in two bid system

On-line bids are invited under two bid system (Technical and Financial) from the reputed Manufacturers / OEM Authorised Registered Agencies / Service providers / Firms / Suppliers for supply and installation of 9 No's Black & White Multi-Function Printers - Photo copier / Xerox Machine (Tower Model) with integrated Trolley to Print, Scan, copy and consumables. The detailed bidding document etc. can be viewed / downloaded from the website: <http://eprocure.gov.in>. Bidders are required to upload and submit their e-bid on Central Public Procurement Portal only. All amendments, time extension, clarifications, etc., will be uploaded on the website only and will not be published in newspapers. Bidders should regularly visit website to keep themselves updated.

1. IRDAI Background

Insurance Regulatory and Development Authority of India (hereinafter 'IRDAI') is a Statutory body established under Section 3(1) of IRDAI Act, 1999 to protect the interests of policyholders of insurance policies and to regulate, promote and ensure orderly growth of the Insurance Industry and for matter connected therewith or incidental thereto. Please visit the website www.irdai.gov.in for information about the IRDAI. IRDAI is having its head office at Hyderabad and regional offices at Mumbai and New Delhi.

2. Scope of work:

- Supply and installation of 9 No's Black & White Multi-Function Printers - Photo copier / Xerox Machine (Tower Model) with integrated Trolley (as per specification given) to Print, Scan, and copy with 5 years onsite warranty.
- Printer Installation, Configuration for the systems, providing necessary training to users, Onsite Support and Services for 5 years.
- Providing Consumables – 36 Nos. Toner Cartridges (4 Toner Cartridges for each printer).

3. Minimum Specification

Minimum Specification	
FUNCTIONS	PRINT,COPY & SCAN
Print / Copy	
COPY/PRINT SPEED (A4 size) Simplex/Normal)	30 PPM
Print technology	Laser
PAPER SIZE (Max)	MAXIMUM SIZE A3 (11 x 17 INCH)
DUPLEX PRINTING	Yes
TRAY NUMBERS & CAPACITY (min)	2 TRAYS X 500 SHEETS
ADDITIONAL TRAY NUMBERS & CAPACITY (min)	2 TRAYS X 500 SHEETS
PRINT RESOLUTION (BEST)	1200 X 1200 DPI
	Or
	1,800 x 600 DPI
Copy Resolution	600 * 600 DPI
Scan	
FLATBED SCANNING FACILITY	Yes
DUPLEX SCANNING	Yes
SCAN SPEED B/W & CLR (A4) SIMPLEX	80 ppm (b&w), 80 ppm (color)
ORIGINAL FEED TYPE	DADF
RESOLUTION	600 x 600 DPI
Scan file format	PDF, JPEG
Local Address Book (to save the mail id)	Yes
Scan to	E-mail, Network Folder, USB/SD
Configuration	
STANDARD INTERFACE/CONNECTIVITY	Hi-Speed USB 2.0 & above ; Gigabit Ethernet 10/100/1000T network or equivalent & above
SUPPORTED OS	Android, Windows 7, 8, 10 all 32- & 64-bit editions, Mac.
NET WORK SECURITY	Yes
CONTROL PANEL WITH MONITOR	Yes
RAM	6 GB RAM
HDD	250 GB
USER SUPPORT WITH USERNAME AND PASSWORD PROTECTION (Min)	50 Users
LIFE CYCLE (Standard Year or Number of Pages whichever is earlier)	20 Lakhs pages to print/copy or 5 Years whichever is earlier
TROLLEY AND WHEELS	Integrated Trolley box with Strong Nylon base wheels fixed
WARRANTY	5 Years onsite
CARTRIDGES	36 No's Cartridges (4 cartridges per printer)
OTHERS	Onsite installation, configuration and demo to the users

4. Pre-Qualification (PQ) / Eligibility Criteria (EC)

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1	Sales Turnover	Annual Turnover during each of the last three financial years , should be a minimum of ₹ 1.5 Cr.	Extracts from the audited Balance sheet and Profit & Loss Account; OR Certificate from the Statutory Auditor
2	Letter of authorization from OEM	The Bidder should have a Letter of Authorization from Original Equipment Manufacturer (OEM).	Letter of authorization; as per template provided (Form 3)
3	Technical Capability	The Bidder successfully undertaken one of the following number of similar nature work / engagement(s) , in last 3 years , of value specified herein : <ul style="list-style-type: none"> - One project not less than the amount ₹ 30 Lakhs - OR - Two projects not less than the amount equal ₹ 15 Lakhs - OR - Three projects not less than the amount equal ₹ 12 Lakhs Definition of “ similar nature ” of work : Supplying of Multifunctional Printer cum scanner cum copier (as specified) with installation & maintenance services (with or without consumables)	Work Order /Purchase Order / Invoice; <ul style="list-style-type: none"> - One project not less than the amount ₹ 30 Lakhs - OR - Two projects not less than the amount equal ₹ 15 Lakhs - OR - Three projects not less than the amount equal ₹ 12 Lakhs
4	Legal Entity	The Bidder should be a registered firm / company must have well established Business Representative Office / Presence in Hyderabad / Secunderabad. Also the company should be registered with the Tax Authorities and operating for the last 5 years.	(i) Certificates of incorporation / Registration Certificates with proof of 5 years completion. (ii) PAN NO , GSTIN (iii) Latest IT returns of the bidder

5	Local Service Centre	<p>(i) The Bidder should have technical manpower with experience to provide service at Hyderabad for support under this contract.</p> <p>(ii) Also OEM should have the service centre in Hyderabad for immediate repair / replacement of spares / software during the warranty period.</p>	<p>Self Certified letter by the authorized signatory for Bidder & OEM respectively, along with Service Centre address, Phone Number, Mail, Escalation Matrix (including contact details) for Bidder and OEM both.</p>
6	EMD Submission	<p>The bidder should submit the Earnest Money Deposit (EMD) by way of Demand Draft in favour of Insurance Regulatory and Development Authority of India payable at HYDERABAD as the non-interest bearing Earnest Money Deposit</p>	<p>EMD amount of ₹ 60,000.00 (Rupees Sixty Thousand only).</p>
7	Debarment	<p>The bidder should not have been blacklisted by any State Government/Central Government and/or any Central PSU</p>	<p>A Self Certified letter from the bidder</p>
8	Technical Specification	<p>The Product should satisfy with the minimum specification mentioned in this RFP.</p> <p><u>(If any Specifications are not mentioned in the data sheet, the same should be submitted on the letter head of OEM duly signed & Stamped by OEM)</u></p>	<p>Technical comparison sheet / Data sheet with the required specification duly signed & stamped by OEM</p> <p>** The specifications asked for, should be highlighted in the Data sheet & Statement.</p>
9	Current Production	<p>The bidder shall quote for the product, after ensuring that the quoted product will not be “End of sale / End of support / End of life” within a period of six months from the last date of submission of bid.</p>	<p>Declaration letter from OEM (on the letter head of OEM duly signed and stamped)</p>

5. INSTRUCTIONS, TERMS & CONDITIONS

- 1) The complete tender in pdf format can be downloaded from the website <http://eprocure.gov.in> or www.irdai.gov.in . The bidders who are desirous of participating in e-procurement shall submit their Technical bids, Commercial bids (BOQ) etc, in the standard formats prescribed in the Tender / Technical documents, displayed at <http://eprocure.gov.in>. The bidders should upload the scanned copies of all relevant certificates; documents etc. in www.eprocure.gov.in , in support of their Technical bids for technical qualification and fill the BOQ document in the website for Finance bid/ Price bid.
- 2) **Bid Security (EMD) Deposit of ₹ 60,000.00 (Rupees Sixty thousand only)** by way of demand draft / pay order of any nationalized banks / scheduled bank in favour of Insurance Regulatory and Development Authority of India payable at HYDERABAD as the non-interest bearing Earnest Money Deposit in Technical cum Commercial Bid. Technical cum Commercial Bid without EMD shall be rejected. Cheques, Bank Guarantees will not be accepted towards EMD. The bid security normally to remain valid for a period of 45 days beyond the final bid validity period.

The original **Demand Draft** towards Earnest Money Deposit and hard copy of the documents mentioned above must be submitted on or before bid submission closing date and time to the under signed. Failure to do so is likely to entail rejection of bids. (The Demand Draft should be in sealed cover by mentioning the RFP Name and Number along with the Bidders Name, Address, Phone and Email Id)

* Exemption allows for MSME & NSIC registered company as per GFR -2017 rules after submission of valid proof.

“Presently EMD/Tender Fee exemptions and price preference are applicable to only Micro and Small Industries . View above, if you are claiming EMD/Tender Fee exemptions , you should meet above criteria for Micro and Small Industries. You have to submit your supporting documents like NSIC registration certificate, MSE registration certificate issued by competent Govt bodies to become eligible for the above exemption. Also your certificate (NSIC) / MSE shall cover the items tendered to get EMD/Tender fee exemptions. NSIC certificate shall be valid as on due date / extended due date of the tender. This is not applicable if you are non NSIC unit.”

The bid / proposal submitted without EMD, mentioned above, will be summarily rejected. The EMD may be forfeited:

- If a Bidder withdraws its bid during the period of bid validity.
 - In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with this RFP.
- 3) **Maintenance / Repair:** Any repair / Maintenance issues should be **attended within 24 hours** and the issue should be resolved **within 3 working days**. In case the issue unresolved beyond 2 working days, the alternate arrangement should be made by the vendor free of cost.
- 4) **Penalty:**
- a) The Bidder shall perform its obligations under the Agreement entered into with the IRDAI, in a professional manner.
 - b) If issues unresolved **beyond 2 working days** and alternate arrangement is not made by the vendor, a penalty of **Rs. 500/- per day** shall be levied **up to 30 calendar days**. Beyond 30 calendar days, the PBG shall be fortified.
- 5) **Validity of tender:** Offer should remain valid for 180 days from the date of opening of tender.
- 6) **Process:** On the day of Tender opening only Technical Bids will be opened and the Price/ Commercial bid will be opened on later date for the technically qualified bidders only.
- 7) A person digitally signing the tender documents forming part of the tender on behalf of another person should have an authority to participate in the bid on behalf of such other person and on enquiry, if appears that the persons so signing had no authority to do so, the IRDAI, without prejudice would have every right to cancel the bids.
- 8) No interest is payable on the Bid Security/EMD. In case of withdrawals or amends or impairs or derogates or non-compliance of bid/Tender condition(s) of the offer in any respect within the validity period of the tender or refusal of furnishing Contract / Job / Work Order, the bid security amount is liable to be forfeited.
- 9) The bid security will be returned to the all unsuccessful bidders after finalization of the tender.

10) IRDAI, Hyderabad reserves the right to accept or reject any tender / bid in part or parts only with such conditions as it may be prescribed. Further IRDAI reserves the right to open or not to open the tenders on the day specified or next working day due to un-avoidable circumstance.

11) PERFORMANCE BANK GUARANTEE (PBG):

- a) The successful bidder, within **15 days** of the date of issue of Letter of Award/ indent of Order, will be required to furnish Performance Bank Guarantee of **10% of Purchase Order value of Printers** in the form of a Bank Guarantee for the due performance of the Warranty/ contract period.
- b) The **PBG** should remain valid for a **period of 60 days beyond** the date of completion of all contractual obligations of the supplier including warranty/contract period.
- c) No interest will be payable on the **PBG AMOUNT**.
- d) The **PBG** amount will be returned to the Supplier after satisfactory completion of the delivered works as per terms and condition of the Purchase/Job Order.
- e) The **PBG** shall contain a **claim period of three months** from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the **PBG** as and when it is due on account of non-completion of the project and Warranty period. In case the selected Bidder fails to submit **PBG** within the time stipulated, IRDAI at its discretion may cancel the order placed on the selected Bidder without giving any notice. IRDAI shall invoke the **PBG** in case the selected Vendor fails to discharge their contractual obligations during the period or IRDAI incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

12) Tender must be complete in all respects. The bid will be summarily rejected without assigning any reasons, if found incomplete.

13) In case, clarifications if any, sought by IRDAI after opening of Tenders, then the reply should be restricted to the clarifications sought.

- 14) The Items may be inspected by representative of the IRDAI before and/or at time of delivery & the cost will be borne by vendor. Any unacceptable item will be subject to removal/replacement at the risk, cost and responsibility of the vendor.
- 15) Failure of the successful Bidder to comply with the terms and conditions of the contract, constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in such event the IRDAI may award the contract to the next lowest evaluated bidder or call for new bids or any action as deemed necessary.
- 16) **Delivery and installation (Printers)** – within 4 weeks after receiving the Purchase Order.
- 17) **Price: Unit Price** in the BOQ shall be **including tax and all other costs**. The bidder should quote the amount as per the format (BOQ) given in price bid and the price should be inclusive of all Taxes, charges, delivery charges, labour cost etc. No additional amount will be payable by IRDAI. Rate of change of tax (if any) shall be borne by the bidder. The L1 will be selected based on the price including tax.
- 18) **Payment:** 100% against delivery, successful installation, completion of training, live running and after submission of PBG & all relevant documents. Replacement without any additional cost, if the materials supplied are found defective.
- 19) **Acceptance Tests:** The selected Bidder in the presence of the IRDAI authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, software, communication equipment etc. No additional charges shall be payable by the IRDAI for carrying out these acceptance tests.
- 20) **Training:** Training for operation of Multi-Function Printers - Photo copier cum Printer machine has to be given to at least three persons of IRDAI- IT/Specified IT Support staff in free of cost. Also operation & maintenance manual and all relevant documents shall be submitted.

21) **General:**

- a) All information supplied by the Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the IRDAI on the basis of this RFP
- b) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the IRDAI. Any notification of preferred Bidder status by IRDAI shall not give rise to any enforceable rights by the Bidder. IRDAI may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the IRDAI.
- c) While effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the support required.
- d) The RFP supersedes and replaces any previous public documentations and communications and Bidders should place no reliance on such communications.
- e) Equipment mentioned in the bid shall be new, current models manufactured with 100% new OEM parts. All products should be offered in **current production** as of the date of the award. **For purpose of this contract “current production” shall mean that the equipment model is being manufactured as new equipment for the Indian market. As on date of submission of Bid, proposed hardware should not have been declared end of sale / end of support / end of life. (Vendor shall submit an undertaking from OEM to this effect)** .The bidder should quote the product, after ensuring that the quoted product will not be “End of Sale” within a period of six months. In case, the quoted product is “End of Sale” due to delay in process, the bidder will have to supply the Roll over model of the quoted model or the higher model without any extra cost to IRDAI. Refurbished equipment is not acceptable.
- f) All equipment ordered as stated in the RFP must be shipped fully configured with the required memory, components, and selected or specified software system
- g) Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid /

proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

h) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

- i) Comply with all requirements as set out within this RFP.
- ii) Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP
- iii) Include all supporting documentations specified in this RFP

i) Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Financial evaluations. The Product/Services offered should meet all the technical and functional specifications given in the section "Scope of Work". Non-compliance to any of the technical and functional specifications will attract rejection of the proposal.

22) Prior to the expiration of the validity period, IRDAI may notify the successful Bidder in writing or by email, that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, IRDAI, may request the Bidders to extend the validity period of the bid. In such case, only the bids of the bidders, who submit written consent for extension of such bid validity, will be considered for evaluation.

23) Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or IRDAI as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The Bidder or IRDAI shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

24)IRDAI reserves the right to cancel any/all the tender(s) without assigning any reason.

25)IRDAI's decision in any of the matter(s) is final and binding on each other.

26)The delivery location is IRDAI, Hyderabad office and if office address has changed within Hyderabad / Secunderabad, tenderer should supply the consumables and toner cartridges without charging any extra cost.

27)Suite or any legal proceedings in regard to this matter arising in any respect under this contract shall be instituted in any court in HYDERABAD only.

Sd|-

A.R.Nithiyantham

Chief General Manager (IT)

ANNEXURE: FORMAT FOR SUBMISSION OF QUOTATION**Form 1: Particulars of the Bidders**

SL No.	Information Sought	Details to be Furnished
A.	Name and address of the bidding Company	
B.	Incorporation status of the firm (public limited / private limited, etc.)	
C.	Year of Establishment	
D.	ROC Reference No., Date & details	
E.	Details of registration with appropriate authorities for tax - GSTIN, PAN NO & others (if any)	
F.	NEFT Details	
G.	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 2: Compliance Sheet for Pre-qualification Proposal

Sl. No.	Basic Requirement	Documents Required	Provided	Details	Page
1)	Sales Turnover	Balance sheet and Profit & Loss Account; OR Certificate from the statutory auditor *last three financial years *min of ₹ 1.5 Cr. per year (SL No 1 of PQ criteria)	Yes / No		
2)	Letter of authorization	Letter of authorization; as per template provided (Form 3) (SL No 2 of PQ criteria)	Yes / No		
3)	Technical Capability	Work Order /Purchase Order / Invoice * One project not less than the amount ₹ 30 Lakhs OR Two projects not less than the amount equal ₹ 15 Lakhs OR Three projects not less than the amount equal ₹ 12 Lakhs * in last 3 years, similar nature project (SL No 3 of PQ criteria)	Yes / No		
4)	Legal Entity	(iv) Certificates of incorporation / Registration Certificates with proof of 5 years completion. (v) PAN NO , GSTIN (vi) Latest IT return of the bidder * Presence in Hyderabad / Secunderabad (SL No 4 of PQ criteria)	Yes / No		
5)	Local Service Centers / Presence	Self Certified letter by an authorized signatory for (i) Bidder & (ii) OEM along with Service Centre address, Phone	Yes / No		

		Number, Escalation (including details) for Bidder and OEM both. (SL No 5 of PQ criteria)	Mail, Matrix contact details)			
6)	Earnest Money Deposit	Demand Draft (SL No 6 of PQ criteria)		Yes / No		
7)	Debarment	A self certified letter (SL No 7 of PQ criteria)		Yes / No		
8)	Technical Spec (Printer)	Technical comparison sheet / Data sheet with the required specification duly signed & stamped by OEM * The specifications asked for, should be highlighted (SL No 8 of PQ criteria)		Yes / No		
9)	Current Production	Declaration letter from OEM (SL No 9 of PQ criteria)		Yes / No		
10)	Particulars of the Bidders	As per Form 1		Yes / No		

- * Please Check “Pre-Qualification (PQ) / Eligibility Criteria” of the RFP and submit all the documents as asked.
- * Bidders can upload scanned documents in 2 PDFs for Technical bid and scanned EMD (in .pdf) and price bid (in .xls) in respective options.

Form 3: Manufacturers'/Producers' Authorization Form

No. Date:

To:

OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (*address of factory / facility*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Bidder:

- c. Such Products as the IRDAI may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- d. in the event of termination of production of such Products:
 - i. advance notification to the IRDAI of the pending termination, in sufficient time to permit the IRDAI to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the IRDAI, the design documents, operations manuals, standards and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and duly authorized to bind the OEM, by way of a board resolution or power of attorney to bind the manufacturer. The Bidder in its Bid should include it.