

RAJASTHAN DRUGS & PHARMACEUTICALS LIMITED

**TENDER DOCUMENT FOR SUPPLYING,  
FOR  
*DIGITAL MULTIFUNCTIONAL DEVICE*  
*(COPIER, PRINTER & SCANNER)***

**RAJASTHAN DRUGS & PHARMACEUTICALS LIMITED  
(RDPL)**

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Road No-12, Vishawa Karma Industrial Area  
City: Jaipur State: Rajasthan  
Country: INDIA Pin Code 302013

**Tender Version: 1.0**

**Subject : - Supplying, installing, training and maintenance (1 year onsite warranty) for Digital multifunctional device (Copier, printer & scanner).**

Rajasthan Drugs & Pharmaceuticals Ltd is profit making Central Public Sector Enterprise. Company has started his commercial production in April 1981. Company has its Manufacturing Unit & registered office in VKI Area, Jaipur (Rajasthan). RDPL is a Government of India enterprise under the administrative control Department of Pharmaceuticals, Ministry of chemicals & fertilizers, Government of India. It is co-promoted by Government of Rajasthan (49%) through Rajasthan Industrial & Investment Corporation (RIICO). Company is schedule 'M' Compliant having manufacturing facility of Tablets, Capsules, Liquids, Powder & Ophalemic. RDPL is a professionally managed, multi-Location manufacturing company with businesses spanning in pharmaceuticals products. Please visit [www.rdpl-india.in](http://www.rdpl-india.in) for more details of RDPL

Rajasthan Drugs & Pharmaceuticals Ltd here after refers as 'RDPL' invites sealed Bids (A) Technical Bid and (B) Financial Bid from reputed firms for "supplying, installing, training and maintenance (1 year onsite warranty) for Digital multifunctional device (Copier, printer & scanner)". The Bidder should a reputed firm and meet the qualification criteria as detailed in tender document.

EMD Amount : Rs 1500/-

Tender Publish Date : 21/01/2014

Tender Download Date : 21/01/2014

Last date of submission of Bids: 30/01/2014 up to 3.30PM.

Date of opening of Technical Bids: 30/01/2014 at 3.30 PM.

Date of opening of Financial Bid –(will be informed later)

Date of opening of Financial Bids: successful firms/Bidders in technical bid will be intimated by post/email/Telephone after evaluating the technical bid offers.

RDPL reserves the right to reject any/all applications without assigning any reason whatsoever.

## **SECTION – I**

### **1. SCOPE OF WORK**

Supplying, installing, training and maintenance (1 year onsite warranty) for Digital multifunctional device (Copier, printer & scanner) at RDPL, Plant located at Jaipur. The the machine/device has to be installed in RDPL Head Office. Scope of work is indicative only not exhaustive. All activities/work must be carried out by the bidder in order to complete the work of Supplying, installing, , training and maintenance (1 year onsite warranty) for Digital multifunctional device (Copier, printer & scanner) at RDPL, Plant located at Jaipur. Onsite warranty on all device equipments/accessories will be one years from the date of installation of equipment at RDPL premises.

#### **1.1. INSTALLATION**

1. Installation of Digital multifunctional device (Copier, printer & scanner) by supplier.
2. Proper cabling & good connectivity shall be ensured by supplier.
3. LAN configuration will be done by supplier.
4. Device/Machine will be connected to PC (Using LAN) by installing software/drivers by supplier.
5. Supplier will integrate print/scan through PC using LAN (Not USB).
6. Supplier will scan multiple documents using LAN Based PC and convert all documents in single PDF file.
7. Supplier will scan multiple document using LAN Based PC and convert all documents in JPEG or other format mentioned in tender documents.
8. Creation of users on machine for security purpose.
9. Drum, Cartridge & Developer should be supplied to RDPL in seal packed form. (Seal opened/refilled Drum, Cartridge & Developer are not allowed/acceptable). Seal of Drum, Cartridge & Developer will open by only RDPL Official.
10. Make of Drum, Cartridge & Developer should be OEM company.

#### **1.2. TRAINING**

The successful bidder will provide training for installation and maintenance to RDPL officials (At least 4 Four officials). The Bidder shall provide all training materials (Working manual/SOP to trainees) in hardcopy.

1. Training on machine configuration software for creating users and taking various repots and logs.
2. Training on machine keypad for explaining all functions on keypad.
3. Cartridge installation training.

4. Paper JAM Clearance training.
5. Paper loading/unloading in tray.
6. DADF handling training.
7. Paper setup as per scanning requirement size (A3/A4/Legal/Letter Pad) training.

Above list is indicative not exhaustive all activities functions must be explained to RDPL officials for smooth functioning of machine. All queries must be clarified raised by RDPL officials.

### **1.2.1. MAINTENANCE (DURING WARRANTY PERIOD )**

The supplier is expected to maintain the Digital multifunctional device (Copier, printer & scanner) including all accessories/components and software supplied for One year from date of installation.

The Digital multifunctional device (Copier, printer & scanner) including all accessories/components and full onsite warranty except consumables on rate contract mentioned financial bid document.

No additional Software license cost will be paid for up gradation if new version of software release by OEM Company.

During the warranty period the supplier is expected to visit RDPL on following basis.

- A.** Quarterly visit for preventive maintenance where in the supplier is expected to check the complete working of the system. If any problem is found in such visits it should be resolved first hand.
- B.** Drum, Cartridge & Developer should be supplied to RDPL in seal packed form. (Seal opened/refilled Drum, Cartridge & Developer are not allowed/acceptable). Seal of Drum, Cartridge & Developer will open by only RDPL Official.
- C.** Make of Drum, Cartridge & Developer should be OEM company.
- D.** Apart from Quarterly visit RDPL may call the supplier if any problem persists.
- E.** Service Level agreement: - Machine fault maintenance will be given through email/Phone/In person. Machine should be making good in running condition.
  - A: - Response Time – 1 hr.
  - B: - Normal rectify Time – 8 hr.
  - C: - Maximum Time – 24 hr.

## **SECTION – II**

### **2. TERMS & CONDITIONS**

- 2.1.** Installation of Digital multifunctional device (Copier, printer & scanner) should be completed within 15 working from date of shipment.
- 2.2.** PO will be treated as canceled if PO acceptance letter will not be received by RDPL from the respective successful bidder within 5 days from PO Date.
- 2.3.** Any delay in completion of the work over the stipulated period will attract penalty of 0.5% (half Percent) cost per week subject to maximum of 5% of system cost. RDPL reserves its right to recover these amounts by any mode, which includes adjusting from any payment to be made by the RDPL to the supplier.

### **3. EARENEST MONEY DEPOSIT**

Earnest Money Deposit will be : **Rs 1500/-** in the form of a demand draft issued by a scheduled commercial bank favour of **RAJASTHAN DRUGS & PHARMACEUTICALS LTD**, payable at **Jaipur** must be submitted along with the Offer. Offers not accompanied with Earnest Money Deposit of the said amount will not be accepted. This amount will be forfeited, if (being selected by RDPL as L1 Bidder) the Bidder refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein. Bank Guarantee in lieu of Earnest Money Deposit will not be accepted. No interest will be payable on the Earnest Money Deposit. The Earnest Money Deposit will be refunded to the unsuccessful Bidder. The Earnest Money will be converted to security deposit in case of successful bidder and will remain deposited with Rajasthan Drugs & Pharmaceuticals Ltd till the end of one year warranty in an interest free form.

### **4. SECURITY DEPOSIT**

The successful bidder to whom the tender is awarded shall deposit an Initial Security Deposit performance guarantee by Bank Demand Draft/Bank Guarantee a sum to make up 10% (Total value of Purchase Order of multifunctional device) drawn in favor of RDPL payable at Jaipur for a warranty period from date of purchase order after the appropriation of the Earnest warranty period Money Deposited by him. No interest shall be paid on this Security Deposit. The Security Deposit, either in whole or in part thereof, shall be forfeited in the event of the Vendor's failure to observe any terms of this tender / or non-compliance with the conditions of the tender.

**Drum, Cartridge & Developer will be provided by OEM company (Make should be OEM company) .**

## **5. TECHNICAL BID**

The Technical Bid should be complete in all respect and contain all information asked for in this document. ***It should not contain any price information.*** However *Technical Bid should confirm that all required rates have been quoted in Financial Bid*, without showing the actual amounts in the Technical Bid. It should clearly state the **Make and Model** of the products offered for which rates have been quoted by the bidder in the Financial Bid.

It is mandatory to submit the technical bid in sealed envelope in the prescribed pro-forma [**Annexure 'B'**] to be printed each page on bidder's letter head duly filled in, duly signed & Seal.

**Technical Bid parameters are given in Annexure "A"**

Technical Bid envelope must be super scribed as "supplying, installing, training and maintenance (1 year onsite warranty) for Digital multifunctional device (Copier, printer & scanner)".

Technical Bid must be addressed to "Manager (Materials), Rajasthan Drugs & Pharmaceuticals Ltd, Road No. 12, VKI Area, Jaipur.

Technical Bid Offer envelope will contain:-

1. Technical Bid Document Annexure "B".
2. EMD of Rs 1500/-

<p>Technical Bid for supplying, Installing, Training &amp; Maintenance for Digital multifunctional device (Copier, printer &amp; scanner)</p> <p style="text-align: right;"><b>SEALED TECHNICAL BID OFFER</b> Please Tick (✓) here</p> <p style="text-align: right;">1. Technical Bid Document [    ] 2. EMD [    ]</p> <p>To,</p> <p>MANAGER (MATERIALS) RAJASTHAN DRUGS &amp; PHARMACEUTICALS LTD ROAD No. 12, VKI AREA JAIPUR - 302013 (RAJASTHAN)</p> <p>FROM :- &lt;Name of Firm&gt; &lt;Address&gt; &lt;City&gt;</p>	
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In case of non-submission or partial submission of technical details & EMD, RDPL may not evaluate the offer. The Technical Bid must be submitted in an organized and structured manner. Brochures / leaflets etc. should be properly attached.

**5.1 The Technical BID should comprise of following:**

1. Earnest Money Deposit of Rs 1500/- in the form of a demand draft issued by a scheduled commercial bank in favour of **Rajasthan Drugs & Pharmaceuticals Ltd**, payable at **Jaipur**.
2. Technical Specifications complete with all rows / columns filled in [**Annexure 'B'**]

**6. FINANCIAL BID**

The Financial Bid should contain relevant price information and the rates should be quoted in Indian Rupees only. The Financial Bid should not contradict the Technical Bid in any manner.

The offer from the supplier should be for a specific model. RDPL reserves the right to reject any offer with multiple options.

It is mandatory to submit the financial bid in sealed envelope in the prescribed pro-forma [**Annexure 'C'**] to be printed each page on Bidder's letter head duly filled in, duly signed & Seal. The price quoted should be only in Indian rupees and inclusive of following.

Financial Bid envelope must be super scribed as “Financial Bid for supplying, installing, training and maintenance for Digital multifunctional device (Copier, printer & scanner)”

<p>Financial Bid for supplying, Installing, Training and Maintenance for Digital multifunctional device (Copier, printer &amp; scanner)</p> <p style="text-align: right;"><u>SEALD FINANCIAL BID OFFER</u></p> <p>To,</p> <p>MANAGER (MATERIALS) RAJASTHAN DRUGS &amp; PHARMACEUTICALS LTD ROAD No. 12, VKI AREA JAIPUR - 302013 (RAJASTHAN)</p> <p>FROM :-</p> <p>&lt;Name of Firm&gt; &lt;Address&gt; &lt;City&gt;</p>	
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Financial Bid must be addressed to “Manager (Materials), Rajasthan Drugs & Pharmaceuticals Ltd, Road No. 12, VKI Area, Jaipur. *Financial Bid offer envelope must be properly sealed. financial bid offers will be rejected.*

In case of *Open/not properly sealed/non-submission* or partial submission of financial details, RDPL may not evaluate the offer.

Financial Bid offer envelope and Technical Bid offer envelope both envelop must be inserted in a big envelope and sealed properly. Big envelope also addressed to “Manager (Materials), Rajasthan Drugs & Pharmaceuticals Ltd, Road No. 12, VKI Area, Jaipur. Big envelope must be super scribed as “supplying, installing, training and maintenance (1 year onsite warranty) for Digital multifunctional device (Copier, printer & scanner)”.

Big envelope will contain

1. Technical Bid Offer
2. Financial Bid Offer Document.



**Tender for supplying, Installing, Training and Maintenance for Digital multifunctional device  
(Copier, printer & scanner)**

**SEALED BIG ENVELOPE CONTAINS**

**Please tick (✓) Here**

- 1. Technical Bid Offer** [  ]  
**2. Financial Bid Offer Document** [  ]

To,

MANAGER (MATERIALS)  
RAJASTHAN DRUGS & PHARMACEUTICALS LTD  
ROAD No. 12, VKI AREA  
JAIPUR - 302013 (RAJASTHAN)

FROM :-

<Name of Firm>  
<Address>  
<City>

*Note: Financial bids shall be opened for only those bidders who qualified in technical bids*

## **7. ARBITRATION**

All disputes arising out of this order shall be referred to an arbitrator to be nominated by the Managing Director (RDPL), Jaipur. The award of arbitrator shall be final and binding to both the parties.

## **8. RISK PURCHASE**

Non supply or failure to supply the material with the agreed delivery period shall cause risk purchase at the cost of supplier. In such cases the purchaser has the right to recover the cost and damage incurred from the defaulter bidder. However no financial advantage shall be passed on to the supplier if goods are purchased at the lower rates.

## **9. INVOICE /BILL**

1. Invoice /Bill should be duly signed, duly marked and properly made with regard to description, specification.
2. Excise Duty whether inclusive or exclusive in the price should be payable only on receipt of duly authenticated copy of central excise gate pass-invoice.
3. Sales tax Reg. No or TIN no. must be printed on the invoice / bill, failing which no sales tax will be paid.
4. Invoice /Bill must indicate the number and date of consignment note or challan including name of carrier.
5. Purchase Order No. and date should invariably be quoted by the supplier in all

correspondence relating to supplies.

**10. NO ERASURES OR ALTERATIONS**

Technical / Financial details must be completely filled up. Corrections / alterations / overwriting will not be allowed.

**11. VALIDITY OF BID OFFER**

The bid offer should be valid for period of 30 days from the last date for submission of the BID.

**12. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER**

RDPL shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

**13. ORDER CANCELLATION**

If the vendor fails to deliver or install the equipment within 30 days from date of P.O. or the extended date communicated by RDPL, it will be breach of contract. RDPL reserves the right to cancel the order in the event of delay in delivery /installation of equipment and forfeit the Earnest Money Deposit.

**14. PAYMENT TERMS**

After successful installation Digital multifunctional device (Copier, printer & scanner) and satisfaction report from technical committee.