

SMC/ISD (ICCC)/OD/No.: 473

Date: 13/09/2023

To

«COMPANY\_NAME»,

«ADDRESS1»

«ADDRESS2»

«ADDRESS3»

«CITY» -«PINCODE»

**Sub.:** Refilling/Repairing of toner cartridges & Supply of necessary spare parts of toner cartridges

Dear Sir(s),

Surat Municipal Corporation invites sealed quotations for fixing the rates of Refilling/Repairing of Empty Toner Cartridge of HP Make printers and also to fix the rates for spare parts required for the Toner Cartridge for the period of one year from the date of award of contract.

The terms and conditions for bidding shall be as detailed below:

1. Prices to be quoted should be inclusive of all Central/State taxes, levies, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the agency.

**2. TAX LIABILITY**

GST (Goods & Service Tax) has come in existence from 1<sup>st</sup> July, 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of Contract agreed upon during the course of execution of this Contract. During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc.

(excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by SMC.

3. The bidder shall have the **minimum 3 years of experience** of the work of same nature. The documents/certifications reinforcing the same shall be furnished with the bid.
4. The prices/charges quoted should also include:
  - i. Delivery at SMC's main office or at any other office to be decided by the SMC, within Municipal limit. [Delivery of the Goods Shall Be Taken Only During The Office Hours On Working Days.]
  - ii. Transit Insurance, Freight and loading, unloading charges up to SMC's site.
5. The offer should be valid for acceptance for a **minimum period of 120 days from the date of opening of the quotations**. If desired by SMC, it will have to be extended for a further period also.
6. The right to reject/accept any/all quotations(s) without assigning any reason thereof is reserved.
7. The successful agency will be required to place **Security Deposit @ 5%** of the consideration of the Contract by Cash/Cheque/Demand Draft/Banker's Cheque Payable at Surat in favour of Surat Municipal Corporation of any scheduled/nationalised bank within 10 calendar days from the date of notice of award of contract, failing which a **penalty @ 0.065%** of the amount of security deposit will be imposed for delay of each day.
8. **Agreement, Undertaking & Surety**  
The Awardee i.e. the selected agency will have to enter into an agreement and submit undertaking and Surety with SMC for supply of goods and its/their installation, Commissioning etc. on a Rs. 300/- stamp paper of Government of Gujarat at the agency's own cost within 10 (ten) calendar days period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.
9. In case, the awardee i.e. the selected agency fails to supply specified quantity and quality of goods in time or the performance of such supply/supplies is/are not found up to the mark or found of an inferior quality vis-à-vis specifications, the security deposit will be forfeited at once.
10. It should be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting quotation for any of the goods but emphasis will be given to the quality of the products and even the readiness to offer innovative technology thereof.
11. Any offer/quotation not meeting the terms and conditions mentioned here in above will be liable for rejection without assigning any reason thereof.
12. The successful agency shall deliver the goods as detailed in Price Quotation [Part – B] within 15 days from the date of the Work/Purchase order. A **penalty of 0.2%** of the

consideration of contract for a particular item will be charged for delayed supply and installation for delay of each day thereafter.

### 13. Scope of Work:

- i. All materials, machinery, manpower and consumables etc. required for the Annual Rate Contract (ARC) job for refilling shall be arranged by the successful bidder. Other spares like Drum, Doctor Blade, Magnet Roller, PCR Roller for reconditioning/ repairing shall be supplied by department.
- ii. The total duration of contract will be one year from the date of commencement of contract. SMC may extend this ARC for subsequent second year, with the same rate and terms & conditions.
- iii. **The refilling/ repairing work shall be done at SMC premises with the help of Toner Cleaning / Work Station Machine** on all working days during the contract period. The successful bidder is required to arrange Toner Cleaning/ Work Station Machine and manpower at SMC premises. The required space for machine shall be allotted at SMC premises. However, SMC reserves the right to ask the agency to carry out refilling/ repairing work at agency's workshop/ premises.
- iv. Toner powder used for refilling shall be of good quality.
- v. **The output/ yield of refilled toner cartridges shall be 90% of that of mentioned in table below with 5% coverage** of print area of A4 size paper as per industry standard ISO/ IEC practice.

Quantity of toner powder must be as mentioned in table below +/- 5% in each refilled/ repaired toner cartridge.

Sr. No.	Cartridge Model/ No.	Quantity of Toner in grams	Page yield
1	HP- Q2612A	120	2000
2	HP- CE505A	80	1500
3	HP- CC388A	80	1500
4	HP- CE278A	80	1500
5	HP- CF230A	60	600
6	HP- CE277A	100	2500
7	HP- W1520A	100	2500

- vi. After refilling/ repair, the toner cartridge shall be returned to ISD, SMC within two working days. A sticker label indicating the date and type of service (whether refilled/ repair) shall be put on toner cartridge. If any part is replaced during refilling, like drum, blade etc, it shall be returned along with reconditioned toner cartridge.
- vii. **If refilled toner cartridge shall not be returned within two working days, a penalty of 2.0% per day of the refilling cost of the cartridge shall be imposed**

**from third working day and it will be deducted from the amount payable and/or security deposit.**

- viii. In case of any problem found/reported for the repaired/refilled toner; it shall be the responsibility of agency to check the toner and rectify the problem free of cost within two working days. **Each such incident will attract a penalty of Rs. 50.** If problem remains unresolved within two working days, penalty as per clause – vii will also be levied for each day of delay.
- ix. In case the bidder fails to deliver service as depicted in the scope of work, penalty will be imposed generally upto 10% of the consideration of contract depending upon the nature of failure or the short-fall.
- x. Collection of used toners from and returning the refilled toner to the ISD within two working days shall be done by agency with no extra cost to SMC. No transportation facility shall be provided by SMC.
- xi. The disposal of used toner powder and other material generated as waste shall be the responsibility of the agency.
- xii. Refilling of toner cartridge:
- a) Toner cartridge shall be fully emptied and thoroughly cleaned with Toner Cleaning/ Work Station Machine by total dismantling it before refilling.
  - b) Good quality of toner powder shall be refilled to full capacity of cartridge to acquire page yield as per **Item - v above.**
  - c) If required, **resetting/ replacement of chip** shall also be done to make refilled cartridge fully functional without any extra cost.
  - d) The successful bidder has to assess the condition of toner cartridge and accordingly replace all such defective parts which require to be replaced to make the toner fully functional and have print quality and page yield similar to a new toner. The repair may involve replacement of one or multiple defective parts depending on toner cartridge condition.
  - e) The scope of refilling shall also cover replacement of defective parts of the toner cartridge like drum, blade, PCR Roller, Magnet Roller, etc. without any extra cost. The parts shall be provided by ISD, SMC free of cost.
  - f) Defective/ faulty parts replaced shall be handed over to ISD with the toner cartridges.
  - g) Agency **shall ensure that there is no leakage of toner powder** from the refilled toner.
- xiii. Only refilling charges of the respective model shall be payable. No additional charge shall be paid for replacement of defective parts like drum, blade etc, and the parts shall be issued to bidder free of cost by ISD. In some model, chip is also required to be reset/ replace; in such case if chip is reset/ replaced in toner during refilling, it shall be considered as a part of refilling work and **no additional charge shall be payable for such chip reset/ replacement.**

14. There are two parts of Price Quotation (Refilling including toner powder and chip re-setting and Supply of spares of toner cartridge). The bidder can quote for any/all part(s). The SMC may allot full/partial quotation to one/more bidder(s) and may split/defer/stagger the quotation. The rates quoted by the bidder will be applicable on partial bid also. For any/all parts the charges have to be quoted on annual basis. Price once fixed will remain valid for the period of contract.
15. Quotation once filled in, submitted shall not be allowed to be withdrawn till the validity of quotation remains in force.
16. The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the period of supply, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SMC by the Awardee agency upon a communication made therefore.
17. The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.
18. Payment shall be made only to the successful agency. Third party billing or payment shall not be allowed.
19. Any other information can be obtained from Information Systems Department of SMC.
20. **Bidder is required to send duly filled, signed and stamped quotation paper.**
21. Quotation envelope containing quotation along with EMD, Performa of Compliance Letter as per Annexure – 1 and other supporting documents should be properly sealed and superscribed as **“Quotations for Refilling/Repairing of toner cartridges & Supply of necessary spare parts of toner cartridges”**.
22. The sealed quotation must reach on or before September 19, 2023 upto 18.00 Hrs. at the below office by R.P.A.D. or Postal Speed Post only:  
**The Chief Accountant,**  
Surat Municipal Corporation,  
Muglisara,  
Surat 395 003
23. Quotation must have Earnest Money Deposit of Rs. 2,000/- by Banker's Cheque or Demand Draft, payable at Surat in favour of Surat Municipal Corporation. Quotation without Earnest Money Deposit will not be considered.

SD/-  
Deputy Commissioner (D)  
Surat Municipal Corporation

## Price Quotation Format [Part – A]

Refilling including chip re-setting if required

Item No.	Printer (Cartridge) Model	Qty (Nos)	Unit rate excl. of GST	GST (%)	Unit rate incl. of GST	Amount incl. of GST
A	B	C	D	E	F=D+(D*(E/100))	G=(F*C)
1.	HP LJ-1022/3055 (Q2612A)	250				
2.	HP LJ- 2035 (CE505A)	10				
3.	HP LJ-1108 (CC388A)	150				
4.	HP LJ- 1606dn (CE278A)	100				
5.	HP LaserJet Pro M203 Printers, HP LaserJet Pro MFP M227 (CF230A)	80				
6.	HP LaserJet Pro M304-M305 series (CF277A)	75				
7.	HP LaserJet Pro MFP 4104fdn Printer(W1520A)	40				

## [PART – B]

Spares- Only Supply

Item No.	Printer (Cartridge) Model	Qty (Nos)	Unit rate excl. of GST	GST (%)	Unit rate incl. of GST	Amount incl. of GST
A	B	C	D	E	F=D+(D*(E/100))	G=(F*C)
1.	Drum for toner HP Q2612A	100				
2.	Drum for toner HP CF277A	30				
3.	Drum for toner HP W1520A	10				
4.	Doctor Blade for toner HP Q2612A	80				
5.	Wiper Blade for toner HP Q2612A	80				

Item No.	Printer (Cartridge) Model	Qty (Nos)	Unit rate excl. of GST	GST (%)	Unit rate incl. of GST	Amount incl. of GST
A	B	C	D	E	$F=D+(D*(E/100))$	$G=(F*C)$
6.	Magnet for toner HP Q2612A	35				
7.	PCR for toner HP Q2612A	35				
8.	Drum for toner HP CC388A	70				
9.	Doctor Blade for toner HP CC388A	70				
10.	Wiper Blade for toner HP CE388A	70				
11.	Magnet for HP 88/78 A Toner	20				
12.	PCR for HP 88/78 A Toner	20				
13.	Drum for toner HP CE278A	20				
14.	Doctor Blade for toner HP CE278A	15				
15.	Wiper Blade for toner HP CE278A	15				



**Annexure – 1 (Performa of Compliance letter)****(To be submitted on Bidder's letterhead duly signed by Authorized signatory)**

To,  
The Deputy Commissioner (D),  
Surat Municipal Corporation,  
Muglisara, Surat- 395 003

**Sub:** Compliance with the quotation terms, conditions and specifications

**Ref:** Quotation for Refilling/Repairing of toner cartridges & Supply of necessary spare parts of toner cartridges

With reference to above referred quotation, I, undersigned << **Name of Signatory** >>, in the capacity of << **Designation of Signatory** >>, is authorized to give the undertaking on behalf of <<**Name of the bidder**>>.

I/We the undersigned, hereby submit our proposal along with the necessary documents (if any). The information/documents furnished along with the above application are true and authentic to the best of my/our knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my quotation at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the quotation including the technical specification, terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

Further, I/we agree to abide by all the terms and conditions as mentioned in the quotation document without any condition(s). We have also noted that SMC reserves the right to consider/ reject any or all bids without assigning any reason thereof.

In case of breach of any quotation terms and conditions or deviation from quotation specification other than already specified as mentioned above, the decision of SMC for disqualification will be accepted by us.

Thanking you,

For

<<Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>

