

NATIONAL PRODUCTIVITY COUNCIL

(Autonomous body under DPIIT, Ministry of Commerce & Industry,
Government of India)

Utpadakta Bhavan, 5-6, Institutional Area, Lodi Road, New Delhi –
110003

TENDER DOCUMENT

Comprehensive Annual Maintenance Contract (AMC) for Printers & Scanners, and Annual Rate Contract for Refilling / Reconditioning / Refurbishing of Toner Cartridges, at NPC HQ

Tender Reference No.: [Admin-16/106/2022-ADMN_HQ_NPC] | **Date:** [20.07.2026]

Mode: [GeM Custom Bid for Services / CPPP e-publishing] | **Bid system:** Two-Bid (Technical + Financial)

Contract period: One (01) year, extendable up to 1+1 year | **Estimated value:** Rs. 2 Lakhs per annum

This is a complete, self-contained tender document comprising: **Section A** Notice Inviting Tender • **Section B** Instructions to Bidders • **Section C** Eligibility • **Section D** Scope of Work & Specifications • **Section E** General Conditions of Contract • **Section F** Special Conditions of Contract (SLA, penalties, payment) • **Section G** Evaluation • **Section H** Price Schedule • **Annexures 1–9**. Each page must be signed and stamped by the bidder as a token of unconditional acceptance.

SECTION A — NOTICE INVITING TENDER (NIT)

National Productivity Council (NPC) invites offline tenders, under a two-bid system, from financially sound and experienced agencies for a **Comprehensive AMC of printers & scanners (including genuine spares)** and an **Annual Rate Contract for toner-cartridge refilling/reconditioning** at NPC HQ, New Delhi, for **one (01) year**, extendable per Clause E-2.

Critical Date Sheet

Tender published / download start	[20.07.2026] 16:00 hrs
Last date for bidder queries	[24.07.2026]
Pre-bid clarifications / corrigendum (if any)	NIL
Last date & time for bid submission	[31.07.2026] 17:30 hrs
Technical bid opening	[03.08.2026] 15:00 hrs
Financial bid opening (qualified bidders)	To be notified

Tender published on: GeM/CPPP portal and NPC website (<https://www.npcindia.gov.in>).

Bid submission: Offline on the [GeM/CPPP- E Publishing] portal only.

Addressee / Tender Inviting Authority: The Group Head (Administration), NPC, Utpadakta Bhavan, 5-6 Institutional Area, Lodi Road, New Delhi-110003.

SECTION B — INSTRUCTIONS TO BIDDERS (ITB)

B-1 Governing rules. This procurement is governed by **GFR 2017 (as amended)**, the **GeM GTC** (where on GeM), **CVC guidelines**, the **Public Procurement (Preference to Make in India) Order 2017**, the **Public Procurement Policy for MSEs Order 2012**, and applicable tax/labour law.

B-2 Tender documents. Downloadable free from the portal/website. No tender-document fee.

B-3 Clarifications & amendments. Bidders may seek clarifications by the date above. NPC may issue **corrigenda** before the deadline and, if required, extend it; corrigenda are published on the same portal and form part of this tender.

B-4 Two-bid submission. Bids are submitted Offline in two parts:

- **Technical Bid (Cover-A):** all eligibility/compliance documents and Annexures — **no prices**. Quoting any price in the Technical Bid is liable to render the bid rejected.
- **Financial Bid (Cover-B):** the Price Schedule (Section H) only.

B-5 Bid validity. **120 days** from the date of bid opening. NPC may seek an extension of validity without change of price.

B-6 Bid prices. Quoted in INR, firm and fixed for the contract period (subject only to the statutory/price-revision clause F-4). Taxes shown separately. All costs (transport, cartage, handling, tools) deemed included; no such extras are payable.

B-7 Bid Security Declaration (in lieu of EMD). Per GFR 2017 (as amended), the bidder submits a signed **Bid Security Declaration (Annexure-3)**. A bidder who withdraws/modifies its

bid during validity, or fails to execute the contract, is liable to be **debarred for up to two (02) years**. (No EMD is levied for this tender.)

B-8 Opening & evaluation. Technical bids open on the date above; financial bids of technically-qualified bidders open later with notice. NPC may seek clarifications and verify/inspect documents and facilities.

B-9 Bidder conduct. Canvassing disqualifies a bid. Any corrupt, fraudulent, collusive or coercive practice leads to rejection/termination and debarment (CVC). Where the estimated value exceeds the CVC/NPC-prescribed threshold, an **Integrity Pact (Annexure-7)** is executed.

B-10 NPC's rights. NPC may accept or reject any or all bids, split the award (per G-4), or cancel the tender at any stage, **without assigning reasons and without liability**, recording reasons on file.

SECTION C — ELIGIBILITY CRITERIA

A bidder must satisfy ALL of the following and furnish documentary proof in the Technical Bid:

#	Criterion	Proof required
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C-1	Legally constituted entity with PAN and GST registration , in the business of printer/scanner maintenance and cartridge reconditioning	Registration certificate, PAN, GSTIN
C-2	≥ 03 years' experience in printer/scanner repair, maintenance & cartridge refilling, preferably for Govt./PSU/reputed organisations	Work orders + performance certificates
C-3	Average annual turnover ≥ ₹[= estimated annual value] over FY 2022-23, 23-24, 24-25, from IT-hardware/printer maintenance	CA certificate / audited accounts
C-4	Service capability in Delhi-NCR — a functional workshop for cartridge reconditioning and hardware repair (owned or leased)	Address proof (electricity bill / rent deed / GST)
C-5	Not blacklisted / debarred by any Central/State Govt., PSU, autonomous body or GeM, in the last 5 years	Declaration — Annexure-1
C-6	Positive net worth in the latest audited year	Audited balance sheet

MSE/Startup/Make-in-India bidders get relaxations in turnover/experience per the orders at B-1, on submission of proof.

SECTION D — SCOPE OF WORK & TECHNICAL SPECIFICATIONS

Note on the two distinct items in this Section: Part A covers the **printer/scanner machine** (its repair and machine spare parts are fully included — see D-1). Part B covers the **toner cartridge**, which is a consumable that is periodically refilled/reconditioned; the cartridge's own components are charged per the locked Part B rates (see D-2). A "machine spare part" (fuser, roller, gear, PCB) is therefore entirely different from a "cartridge component" (drum, blade, roller inside the cartridge) — D-1 and D-2 do not overlap.

D-1 Comprehensive AMC of the printer/scanner MACHINE (inventory at Section H, Parts A-1/A-2):

- Preventive maintenance plus on-call breakdown repair, on-site at NPC HQ.
- **Mandatory replacement of any faulty/worn _machine_ spare part — e.g. fuser assembly, pick-up/feed roller, gears, formatter/PCB, power supply, sensors — with brand-new genuine OEM spares at NO extra cost.** Refurbished spares are not permitted.
- The bidder shall service **all model variants** deployed (LaserJet/Inkjet/MFP/high-speed scanners).

D-2 Refilling / reconditioning of the TONER CARTRIDGE (a consumable — rate contract, as-required, Section H Part B):

- Toner of verified premium grade (ITDL / Odyssey / equivalent OEM-standard), filled to the **OEM page-yield grammage**.
- The toner cartridge is a separate consumable, not a machine part. When a cartridge is refilled/reconditioned, only the **cartridge's own worn components** — wiper & doctor blade, OPC drum, magnetic roller, PCR roller — are replaced, and these are **charged at the locked per-unit Part B rates** (per Clause D-5), **only when actually replaced and after approval**. (So machine repairs are free under D-1; cartridge reconditioning is a paid consumable service under D-2 — the two never overlap.)
- The bidder **collects, services, returns and installs** the cartridge in the printer and **confirms a successful test print**.

D-3 Coverage & availability. The bidder provides a **single contact point** and remains reachable on call during office hours, and maintains a digital service log per call.

D-4 Exclusions. Breakable parts (e.g. glass/plastic housings) and damage by fire/flood are excluded from the AMC.

D-5 Charging for parts — to prevent arbitrary billing.

- Printer/Scanner AMC (Part A) is comprehensive: **All printer/scanner spare parts are included; the vendor shall NOT charge separately for any spare during repair.**

- Cartridge reconditioning (Part B) is a consumable service: the listed cartridge components (toner refill, wiper & doctor blade, OPC drum, magnetic roller, PCR roller) are charged **only when that component is actually replaced during reconditioning, strictly at the locked Part B rates**, and **only after the User/Officer-in-Charge approves** the reconditioning. No component may be billed at a rate higher than the Part B rate, and none without prior approval. This is precisely why Part B rates are quoted upfront — to fix the ceiling and remove any discretion to over-charge.

SECTION E — GENERAL CONDITIONS OF CONTRACT (GCC)

E-1 Contract documents & precedence. In order of precedence (high to low): signed Agreement → Work Order/LoA → Special Conditions (Section F) → these General Conditions (Section E) → Scope/Specifications (Section D) → the bidder's accepted offer.

E-2 Period, extension & renewal. Firm period **01 year** from the Work Order date. NPC may, at its discretion and on satisfactory performance, **extend by up to 1+1 further year** on the same or indexed rates (per F-4), by written order **issued before expiry**. **There is no automatic or implied renewal**. For continuity, NPC may permit the outgoing agency to continue on existing rates for up to **03 months** pending a fresh tender. NPC initiates the renewal/fresh-tender process **not less than 120 days before expiry**.

E-3 Performance Security. The successful bidder furnishes **Performance Security = 3% of the annual contract value** (GFR Rule 171) within **14 days** of the Work Order, valid for the **contract period + 60 days**, by ePBG / Bank Guarantee / FDR of a scheduled commercial bank (format Annexure-5). It is **extended on contract extension**, **forfeitable** on default/unremedied breach, and **released 60 days** after satisfactory closure subject to no dues.

E-4 Statutory & tax compliance, indemnity. The bidder complies with all applicable laws and is the sole employer of its personnel (no employer-employee relationship with NPC). The bidder **indemnifies NPC** against all claims/penalties arising from its acts/omissions; recoverable from bills/Performance Security. The bidder carries necessary insurance for its personnel and operations.

E-5 Confidentiality & data protection. The bidder and its personnel maintain strict confidentiality and comply with the **Digital Personal Data Protection Act 2023** (and CERT-In directions where data/IT is involved). NPC data is not retained or moved outside India without authority.

E-6 Termination. For default: NPC may terminate on **15 days'** cure-notice for material default (unremedied SLA breach, supply of non-genuine spares/toner, abandonment, fraud, insolvency), **forfeit the Performance Security**, and proceed under E-7.

- For convenience: NPC may terminate on **30 days'** notice without cause; the bidder is paid for satisfactory work to that date — no other compensation.
- Exit: the bidder provides orderly handover and reasonable transition support for up to **30 days**.

E-7 Risk purchase. On termination for default, NPC may get the work done from another agency **at the defaulting bidder's risk and cost**, recovering the extra cost from its dues/Performance Security.

E-8 Performance review & vendor rating. NPC records a periodic performance rating (timeliness, quality, compliance) and files it on **GeM CPV** and the NPC vendor register; a **poor rating may bar future eligibility**. The bidder is heard before an adverse rating.

E-9 Force majeure. Neither party is liable for failure due to force majeure (act of God, war, riot, government action, epidemic, etc.) notified within **7 days**; obligations resume on cessation; if it lasts beyond **30 days**, either party may terminate without penalty.

E-10 Dispute resolution & jurisdiction. Disputes are first settled amicably; failing which, by **arbitration** of a sole arbitrator appointed by the Director General, NPC, under the **Arbitration & Conciliation Act 1996**, seat/venue **New Delhi**, language English. Subject to arbitration, **courts at New Delhi** have exclusive jurisdiction. Governing law: India.

E-11 Miscellaneous. No sub-letting/assignment without NPC's prior written consent. **Fall clause:** if the bidder offers the same service to any other client at lower rates during the contract, NPC gets the benefit. Amendments are valid only in writing signed by both parties. NPC's failure to enforce any term is not a waiver.

SECTION F — SPECIAL CONDITIONS OF CONTRACT (SCC)

F-1 Service Level Agreement (SLA).

#	Parameter	Standard
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1	Response to a logged complaint	Same working day (≤ 4 working hours)
2	On-site cartridge refill / minor troubleshooting	Same day
3	Off-site cartridge reconditioning	Returned & installed within 24 hours
4	Printer/scanner breakdown repair	Within 2 working days , else a standby unit until repaired
5	Spares & toner	Brand-new genuine OEM spares; premium-grade toner at OEM grammage
6	Service record	Digital ticket/log per call, jointly verified each month

F-2 Penalty / Liquidated Damages.

Cartridge not returned/installed within 24 hrs	₹100 per cartridge per day
Printer/scanner not repaired in 2 days & no standby	₹150 per unit per day
Non-genuine spare / sub-standard toner detected	₹2,000 per instance + free rectification
Cap & default	LD capped at 10% of the month's bill ; cap reached for 2 consecutive months = material default → termination (E-6) + risk purchase (E-7)

LD is recovered from the running bill or Performance Security and is without prejudice to NPC's other rights.

F-3 Payment terms. Payment is **monthly in arrears** against a **user-certified satisfactory service report**: AMC billed pro-rata monthly; refilling billed per actual work done. **No advance.** NPC pays an undisputed bill within **30 days** of complete documents. **GST is released only after the invoice is reflected in the agency's GSTR-2B / verified on the GST portal**; an agency repeatedly GST-non-compliant may have its GST component withheld pro tanto. **TDS** (income-tax and, where applicable, GST-TDS) is deducted at source. No charge for transport/cartage/handling.

F-4 Price firmness & revision. Rates are firm for the contract period. At extension, only indexation expressly agreed in writing applies; **no other escalation** is admissible.

F-5 Warranty unit. The unit under OEM warranty is **excluded** from AMC and added only on warranty expiry (see Section H note).

F-6 Quantity variation. NPC may add/withdraw equipment from the AMC at the same per-unit rate, pro-rata, on 15 days' notice.

SECTION G — BID EVALUATION METHODOLOGY

G-1 Stage 1 — Technical. Pass/fail against Section C eligibility and document checklist (Section B-4 / Annexure-4). Only qualified bidders proceed.

G-2 Stage 2 — Financial: Total Evaluated Cost (TEC). Because NPC does not maintain historical cartridge-refill volumes, L1 is decided on a **simple, transparent total of all quoted rates** — no estimated quantities are assumed:

TEC = Sub-total Part A-1 (AMC, printers) + Sub-total Part A-2 (AMC, scanners) + Total of ALL Part B unit rates (sum of the per-model "Total unit rate" column)

Every bidder is evaluated on the same arithmetic — the sum of (a) the annual AMC for all printers and scanners and (b) the sum of every cartridge-reconditioning unit rate. **The bidder**

with the lowest TEC is L1.(Part B rates remain the locked per-event ceiling rates for actual reconditioning under D-5; they are summed here only to rank bids on a like-for-like basis.)

G-3 Abnormally Low Bid. If a price appears abnormally low, NPC seeks written justification/cost break-up (CVC/DoE); if not satisfactorily justified, the bid may be rejected or accepted only against enhanced Performance Security. Reasons recorded on file.

G-4 Splitting (optional). NPC may, only if recorded as justified before opening, split AMC and refilling, or award L1 & L2 in a **70:30 ratio (L2 matching L1 rates)** for service redundancy. The default is a single-L1 award.

G-5 Ties / MSE preference. Resolved per CVC guidance and MSE/Startup procurement preference; reasons recorded.

SECTION H — PRICE SCHEDULE (Financial Bid — Cover-B)

PART A-1 — Comprehensive AMC of Printers (genuine spares included)

Sr	Equipment Model	Qty	AMC per unit/yr (excl. GST) ₹	GST %	Total annual (incl. GST) ₹
---	---	---	---	---	---
1	Canon imageCLASS MF244dw	5			
2	Canon imageRUNNER 2224N	1			
3	Canon imageCLASS MF4412	1			
4	HP Color LaserJet MFP 178nw	1			
5	HP Color LaserJet Pro M252dw	1			
6	HP Color LaserJet Pro M452dn	1			
7	HP LaserJet Pro M1005 MFP	8			
8	HP LaserJet Pro M403d	22			
9	HP LaserJet Pro M305d	2			
10	HP LaserJet 1008	7			
11	HP LaserJet Pro MFP M128fn	21			
12	HP LaserJet 1020 Plus	5			
13	HP LaserJet 1022	2			
14	HP LaserJet MFP M227dw	2			
15	HP LaserJet Pro M202n	1			

16	HP LaserJet MFP M226dw	1			
	Sub-total Part A-1 (81 units)	81			

Excluded: HP LaserJet Pro 4004dw ×1 — under OEM warranty; to be added on warranty expiry.

PART A-2 — Comprehensive AMC of Scanners

Sr	Equipment Model	Qty	AMC per unit/yr (excl. GST) ₹	GST %	Total annual (incl. GST) ₹
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1	HP ScanJet Pro 3000 s3	4			
2	HP ScanJet Pro 2000 s2	1			
3	HP ScanJet Pro 3000 s4	1			
	Sub-total Part A-2 (6 units)	6			

PART B — Locked Unit-Rate Matrix for Cartridge Refilling / Reconditioning

(Per cartridge; for colour models, per individual colour cartridge. These are ceiling rates, charged per actual reconditioning under Clause D-5; summed for bid evaluation under G-2 — no quantities assumed.)

Sr	Printer Model	Refilling ₹	Wiper & Doctor Blade ₹	OPC Drum ₹	Magnetic Roller ₹	PCR Roller ₹	GST %	Total unit rate (incl. GST) ₹
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1	Canon imageCLASS MF244dw							
2	Canon imageRUNNER 2224N							
3	Canon imageCLASS MF4412							
4	HP Color LaserJet MFP 178nw (per colour)							
5	HP Color LaserJet Pro M252dw (per colour)							
6	HP Color LaserJet Pro M452dn (per colour)							
7	HP LaserJet Pro M1005 MFP							
8	HP LaserJet Pro M403d							
9	HP LaserJet Pro M305d							
10	HP LaserJet 1008							
11	HP LaserJet Pro MFP M128fn							
12	HP LaserJet 1020 Plus							
13	HP LaserJet 1022							

14	HP LaserJet MFP M227dw							
15	HP LaserJet Pro M202n							
16	HP LaserJet MFP M226dw							
	Total of ALL Part B unit rates (sum of the last column)							

TOTAL EVALUATED COST (TEC) = Sub-total A-1 + Sub-total A-2 + Total of all Part B unit rates = ₹_____ (L1 = lowest TEC)

Notes: (1) Breakable parts and fire/flood damage are excluded. (2) Payment monthly against user-certified service report. (3) Bidder to keep a valid contact number on call. (4) Term 01 year incl. supply/replacement of all spares at no extra cost; extension per E-2.

Bidder's authorised signatory, seal & date: _____

ANNEXURES

Annexure-1 — Undertaking regarding Non-Blacklisting

To: The Group Head (Admin), NPC, Utpadakta Bhavan, 5-6 Institutional Area, Lodi Road, New Delhi-110003.

We declare that M/s _____ has not been blacklisted, de-registered or debarred by any Central/State Government, PSU, autonomous body or corporate entity, **nor debarred on GeM**, during the last five (05) years. The information is true; if found false at any stage, NPC may terminate the contract and **invoke the Performance Security** without notice.

For M/s _____ • Authorized signatory (name/designation/seal) • Date/Place.

Annexure-2 — Technical Bid Profile Sheet (Cover-A)

Sr	Particulars	Details
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1	Name of bidding agency	
2	Registered office address (Delhi-NCR)	
3	Firm registration type & number	
4	PAN	(attach copy)
5	GSTIN	(attach copy)
6	Contact person, designation	
7	Mobile & e-mail	
8	Average annual turnover — FY 22-23 / 23-24 / 24-25	₹_____ / ₹_____ / ₹_____
9	Delhi-NCR workshop address (owned/leased)	

Annexure-3 — Bid Security Declaration

"We accept that if we withdraw or modify our bid during its validity, or fail to execute the contract on award, we shall be **suspended/debarred for two (02) years** from being eligible to bid for NPC contracts." (Signed, on letterhead.)

Annexure-4 — Technical Bid Document Checklist (Cover-A)

1. Tender document signed & stamped on every page (acceptance). 2. Non-blacklisting undertaking (Annexure-1). 3. Bid Security Declaration (Annexure-3). 4. Profile Sheet (Annexure-2) with PAN/GSTIN/registration. 5. Turnover proof (CA cert/audited accounts, 3 years). ~~2~~3 years' experience — work orders + performance certificates. 7. Delhi-NCR workshop address proof.

Annexure-5 — Performance Security (PBG) format

Standard bank-guarantee format for 3% of annual value, valid contract + 60 days, from a scheduled commercial bank (to be attached at award).

Annexure-6 — Financial Bid format

As per Section H (Parts A-1, A-2, B) — to be uploaded in Cover-B / sealed Envelope-B only.

Annexure-7 — Declaration of acceptance

"We have read and unconditionally accept all terms of this tender (Sections A–H and Annexure)." (Signed.)