



**STATE CONSUMER DISPUTES REDRESSAL  
COMMISSION, MAHARASHTRA MUMBAI.**  
( Established as per Consumer Protection Act 1986)

**PROCUREMENT OF PHOTOCOPIER OR MULTIFUNCTIONAL  
MACHINES THROUGH GEM PORTAL**

(Procurement Cell)

Room No. 1, 2, 5, & 6, Old Administrative Staff College Building,  
Hazarimal Somani Marg, Opp. C.S.T. Mumbai -400001.

Email Id [mah-sforum@nic.in](mailto:mah-sforum@nic.in)

Phone no. 022-22072097 / 22057409 Fax 022-22018539

Website:- [www.grahak.maharashtra.gov.in](http://www.grahak.maharashtra.gov.in)

**GEM BID REFERENCE NO. GEM/2018/B/40144**

**Not Transferable**

Tender reference No: SCDRC/GEM/BID-2/Xerox mc./2018

**Instructions and Terms & Conditions for Multifunctional Machines**  
**(Photocopier Machines )**

The STATE CONSUMER DISPUTES REDRESSAL COMMISSION MAHARASHTRA MUMBAI (Purchaser / Buyer ) now invites Bids through GeM e-procurement system from eligible bidders, for the supply of the equipment listed below:

**MULTIFUNCTIONAL (PHOTOCOPIER) MACHINES:- 44 Nos**

1. This document is for the purpose of giving further information about terms and conditions of bidding, consignee details, consignee wise break up of quantity to be supplied, essential requirements to be fulfilled by Bidder and documents to be submitted physically in the office of purchaser. However, bid offers are to be submitted online through the GeM e-procurement portal <https://gem.gov.in> only. Bids submitted in any other manner will not be accepted
2. Completed Offers shall be uploaded on the GeM platform by the Bidders using their user ID in the manner prescribed for Sellers on GeM portal and related documents to be submitted physically in sealed envelope to this office on or before product demonstration.
3. Bidders are advised to note the eligible criteria as given on GeM portal and this document.
4. In the event of the specified date of opening of bids being declared a holiday for the Purchaser, the bids shall be opened on the next working day at the same time and venue.
5. Bids along with necessary enclosures must be uploaded to the website <https://gem.gov.in> Further, the documents should also be submitted physically to this office on or before the last date of submission of online bids.
6. Other details can be seen in the bid document.
7. Bidder should quote for **Brand New Machine with current manufacturing not refurbished**. The Supplier also warrants that the Machines supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's or Subsystem's ability to fulfil the Technical Requirements.
8. Bidder should quote price including all Taxes, Delivery Charges, Installation and Demonstration or Training to officials.
9. Bidder should upload Broucher of Machine showing detailed specification.
10. The OEM and bidder should be a company registered as proprietary concern or a partnership firm or a Pvt Ltd/Public limited company under the Companies Act 1956 and should be in operation for at least 5 years as on date of submission of bid.

11. Bidder/OEM should have executed at least one order of quantity proposed in this enquiry or two orders of combined quantity equal to quantity proposed, from Government / Semi Government / PSU organization in any of the last five years. Supporting documents be uploaded and to be submitted physically at the time of product demonstration.
12. The OEM and/or bidder should be a positive net worth firm for each of the last two years
13. The OEM(s) whose mentioned devices are being bid for in this tender should have authorized service centres in each of the six divisions of Maharashtra. Or undertaking may be given stating that after sales services will be provided in all districts or parts of Maharashtra.
14. In case of OEM not participating directly as a bidder, it should provide Manufacturing Authorization Certificate (MAF). In that case, Ink signed original authorization from Manufacturer on OEM's letterhead should be produced for verification purpose at the time of product demonstration. Scanned copy also to be uploaded.
15. The bidder should not have been blacklisted by the Central Government, State Governments or Government Corporations in India. Affidavit of undertaking to this effect is to be submitted on the letter head.
16. **Demonstration of Product:-**  
**Demonstration of product is compulsory before financial bid opening. Date and time will be communicated by email or phone. During Evaluation Stage, the Purchaser through his team shall inspect the sample provided by the bidder. If the bidder fails to submit the sample on specified date and time the bid shall be treated as non-responsive. This demonstration of Product (Multifunctional Machine or Photocopier) will be arranged prior to finalisation of technical bid at any place of the user or at this office. Demonstration charges if any are to be borne by the bidder. The bidder / OEM shall arrange all the materials/facilities required for the demonstration. This inspection of the goods shall be carried out to check whether the goods are in conformity with the technical specifications and quality parameters attached.**
17. Each Item (Multifunctional Machine) should be offered with **2 years warranty**.
18. Delivery period: The timelines for delivery and installation of equipment for all the locations would be within 15 days of placing orders.
19. After Sales Service: Manufacturer / OEM / Bidder should have their after sales service set-up in the state of Maharashtra operational since last 3 years. Manufacturer / OEM should also give a confirmation that after sales & service
20. e support and availability of spares will be available for at least 2 years after the initial warranty period is over (On Chargeable Basis).
21. The Purchaser reserves the right to buy additional quantity ( max 50%) if approved by appropriate authority.
22. The Purchaser reserves the right to increase or decrease the quantity to be

purchased and also reserves the right to cancel or revise or any of the all the tenders or part of tenders without giving any reasons thereto with no cost to the Purchaser.

23. Warranty of 2 years is MUST.
24. Consignee details like address, contact person details etc will be provided by this office after award of contract.
25. Payment term:- Payment will be done by the purchaser after successful delivery and installation of the product at all locations. Payment is subject to availability of funds from Government. Further if any delay occurs for payment, then bidder or supplier will not ask for any interest for late payment.

### **SPECIFICATION:-**

General Specification of the required product are given on GEM Portal. The Multifunctional machine should have following features.

1. **Print, Copy, Scan (concurrent print and scan),**
2. **Size A3**
3. **Network facility**
4. **Document Feeder RADF or DADF and not ADF**
5. **Connectivity with USB 2.0**
6. **Standard Duplex facility Mandatory**
7. **Separate drum and toner**

### **NOTE:**

The above qualification requirements are to be met by the bidder (in case of manufacturer bidders) and the manufacturer respectively (in case of non manufacturer bidders) and qualification of group/sister/parent companies will not be considered for meeting the above requirement.

### **Documents to be upload on GEM portal and to be submitted physically on the date of product demonstration.**

1. Product broucher showing detailed specification.
2. Bidder Information showing Name, Year of Registration, Legal Address, Contact no. email ID. etc.
3. BIS Registration Certificate
4. Manufacturing Authorization Certificate from OEM. (refer Point 14)
5. Proof that The OEM and/or bidder should be a positive net worth firm for each of the last two years

6. Proof that The OEM(s) whose mentioned devices are being bid for in this bid enquiry has authorized service centres in each of the six divisions of Maharashtra or Undertaking from OEM as per Point 10.
7. Undertaking that The bidder/OEM has not been blacklisted by the Central Government, State Governments or Government Corporations in India.
8. Purchase order proof as per instruction 11 mentioned above

**Sd/-**  
**(S. D. Pawar)**  
**Registrar Administration,**  
**SCDRC Mumbai.**

## **A) CONSIGNEE LIST or DELIVERY LOCATIONS.**

<b>Sr. No.</b>	<b>District Consumer Forum Names &amp; Address With Pin Code</b>	<b>Quantity to be Delivered</b>
1.	STATE CONSUMER DISPUTES REDRESSAL COMMISSION, MAHARASHTRA MUMBAI.	1
2.	STATE CONSUMER DISPUTES REDRESSAL COMMISSION, MAHARASHTRA, CIRCUIT BENCH NAGPUR.	1
3.	STATE CONSUMER DISPUTES REDRESSAL COMMISSION, MAHARASHTRA, CIRCUIT BENCH AURANGABAD.	1
4.	SOUTH MUMBAI DISTRICT CONSUMER DISPUTES REDRESSAL FORUM	1
5.	CENTRAL MUMBAI DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
6.	MUMBAI SUBURBAN DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
7.	ADDITIONAL MUMBAI SUBURBAN DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
8.	THANE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
9.	THANE ADDITIONAL DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
10.	RAIGAD DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
11.	RATNAGIRI DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
12.	SINDHUDURGA DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
13.	PUNE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
14.	ADDITIONAL PUNE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
15.	SATARA DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
16.	SANGLI DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
17.	KOLHAPUR DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
18.	SOLAPUR DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
19.	NASHIK DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
20.	DHULE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
21.	NANDURBAR DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
22.	JALGAON DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	2
23.	AHMEDNAGAR DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
24.	AURANGABAD DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
25.	BEED DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
26.	PARBHANI DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
27.	HINGOLI DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
28.	NANDED DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
29.	LATUR DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
30.	OSMANABAD DISTRICT CONSUMER DISPUTES REDRESSAL	1

	FORUM,	
31.	JALNA DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
32.	AMRAVATI DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
33.	AKOLA DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
34.	WASHIM DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
35.	BULDANA DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
36.	YAVATMAL DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
37.	NAGPUR DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
38.	ADDITIONAL NAGPUR DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
39.	WARDHA DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
40.	BHANDARA DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
41.	GONDIA DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
42.	CHANDRAPUR DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
43.	GADCHIROLI DISTRICT CONSUMER DISPUTES REDRESSAL FORUM,	1
	<b>TOTAL</b>	<b>44</b>

**Sd/-**  
**(S. D. Pawar)**  
**Registrar Administration,**  
**SCDRC Mumbai.**