

भारत सरकार / GOVERNMENT OF INDIA  
अंतरिक्ष विभाग / DEPARTMENT OF SPACE  
विक्रम साराभाई अंतरिक्ष केंद्र / VIKRAM SARABHAI SPACE CENTRE  
तिरुवनंतपुरम / THIRUVANANTHAPURAM – 695 022

**विज्ञा. सं. वीएसएससी/पी/विज्ञा./381/2024 दि. 14.11.2024**  
**ADVT. NO. VSSC/P/ADVT/381/2024 DT. 14.11.2024**

भारत के राष्ट्रपति के लिए तथा उनकी ओर से वरिष्ठ प्रधान, क्रय एवं भंडार, विक्रम साराभाई अंतरिक्ष केंद्र (वीएसएससी), तिरुवनंतपुरम, निम्नलिखित के लिए मोहरबंद निविदाएं (क्रम सं. 1 के लिए) तथा, ई-प्रापण के ज़रिए निविदा (क्रम सं. 2 & 3 के लिए) आमंत्रित करता है।

For & on behalf of the President of India, the Sr. Head Purchase & Stores, Vikram Sarabhai Space Centre (VSSC), Thiruvananthapuram invites Sealed Tender (for Sl. No. 01) & Tender through e-procurement (for Sl. No. 02 & 03) for the following :-

क्रम सं. Sl. No	निविदा सं. Tender No.	वर्णन / Description	मात्रा Qty.	निविदा शुल्क Tender Fee
01.	8052-2024-2967 [एकल भाग / SINGLE PART]	ज़ेरोक्स मशीनों के गैर व्यापक एएमसी के लिए दर निविदा Rate Contract for Non-Comprehensive AMC of Xerox machines	2 वर्ष / years	रु. 560/-
नोट:- विनिर्देशन तथा विस्तृत निबंधन एवं शर्तें निविदा दस्तावेज़ के अनुसार Note :- Specification and detailed terms & conditions as per Tender document				
02.	VSSC/PURCHASE UNIT I (MAIN PURCHASE)/ VS202400585601 [दो भाग / TWO PART]	एंटरप्राइस भंडार प्रणाली की आपूर्ति एवं संस्थापना Supply and installation of Enterprise Storage System	1 सं./ No.	लागू नहीं/ NA
03.	VSSC/PURCHASE UNIT I (MAIN PURCHASE)/ VS202400492201 [दो भाग / TWO PART]	वीएसएससी के विविध सुविधाओं में संस्थापित अग्नि संसूचक प्रणाली के अनुरक्षण एवं परीक्षण के लिए गैर व्यापक एएमसी Non- Comprehensive AMC for maintenance and testing of fire detection system installed in various facilities of VSSC	2 वर्ष / years	

निविदा प्राप्त करने की अंतिम तिथि / Due Date for Receipt of Tender (क्रम सं. / Sl. No. 1)	05/12/2024 up to 16:00 Hrs.
निविदा खोलने की तिथि / Tender Opening Date (क्रम सं. / Sl. No. 1)	06/12/2024 at 10:00 Hrs.

क्रम सं./ Sl. No.	बोली प्रस्तुत करने की समय-सीमा Time limit for submission of Bid	बोली खोलने की तिथि Bid Opening date
02.	Upto 28.11.2024 [14:00 Hrs.]	28.11.2024 [14:00 Hrs.]
03.	Upto 09.12.2024 [14:00 Hrs.]	09.12.2024 [14:30 Hrs.]

**विशेष टिप्पणी/Special Note :-**

विदेशी विक्रेताओं को निविदा प्रस्तुत करने की अनुमति नहीं है। मेक इन इंडिया नीति के अनुसार केवल श्रेणी- I और श्रेणी- II के स्थानीय आपूर्तिकार इस बोली में भाग लेने हेतु पात्र हैं। विदेशी ओईएम से सीधे प्राप्त उद्धरणों/या विदेशी ओईएमओं की ओर से उद्धरण प्रस्तुत कर रहे एजेंटों को इस निविदा में भाग लेने की अनुमति नहीं है।

Foreign vendors are not permitted to quote. Only Class-I and Class-II Local suppliers as per Make in India Policy are eligible to participate in the bid. Quotations directly from foreign OEM/ or from agents quoting on behalf of foreign OEMs are not allowed to participate in this tender.

क्रम सं. 1 की निविदा के लिए ईएमडी लागू है / EMD applicable for tender at Sl. No. 1.

क्रम सं. 2 और 3 के लिए विवरण ई-प्रापण पोर्टल <https://eproc.vssc.gov.in> पर उपलब्ध है।

For Sl. No. 2 & 3, details are available on ISRO e-procurement portal <https://eproc.vssc.gov.in>

शुद्धिपत्र, यदि कोई हो तो, हमारे वेबसाइट [www.vssc.gov.in](http://www.vssc.gov.in) / [www.isro.gov.in](http://www.isro.gov.in) में मात्र प्रकाशित किया जाएगा।

Corrigendum, if any will be published in our websites : [www.vssc.gov.in](http://www.vssc.gov.in) / [www.isro.gov.in](http://www.isro.gov.in) only.

हस्ताक्षरित/Sd/-

वरि. प्रधान, क्रय एवं भंडार / Sr. Head, Purchase & Stores

भारत सरकार  
अंतरिक्ष विभाग (अं.वि.)  
विक्रम साराभाई अंतरिक्ष केंद्र  
तिरुवनंतपुरम 695022  
क्रय यूनिट-I, आरएफएफ क्षेत्र  
फोन नं Ph No. 0471-2563139,3676,3522,3523 / Fax. 0471-2705092 / 2562065 / ईमेल e-mail: spso\_psd@vssc.gov.in

GOVERNMENT OF INDIA  
DEPARTMENT OF SPACE (DOS)  
VIKRAM SARABHAI SPACE CENTRE  
THIRUVANANTHAPURAM 695022  
PURCHASE UNIT-I,MAIN PURCHASE,RFF AREA

निविदा आमंत्रण  
INVITATION TO TENDER

मैसर्स  
M/s

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हमारी संदर्भ सं  
Our Ref. No.

8052 2024-002967-01

निविदा अंतिम तिथि  
Tender Due at

महोदय

Dear Sirs,

कृपया निम्नलिखित मदों की आपूर्ति के लिए अनुलग्नक (फार्म सं. संलग्न ) में उल्लिखित निबंधन एवं शर्तों के अनुसार संलग्न निविदा प्रपत्र में वर्णनात्मक सूचीपत्र/पैम्फलेट/साहित्य सहित हमारी संदर्भ सं. एवं अंतिम तिथि (मोटे अक्षरों में) ऊपर लिखते हुए अपनी मुहरबंद निविदा प्रस्तुत करें।

Please submit your sealed quotation , in the Tender Form enclosed here along with the descriptive catalogues /pamphlets /literature ,superscribed with Our Ref.No. and Due Date for the supply of the following items as per the terms & conditions mentioned in Annexure(Form No. AS PER ANNEXURE A )

क्र.सं. Sl. No.	विनिर्देशों सहित मद का विवरण Description of items with Specifications	इकाई Unit	मात्रा Quantity
1	Rate Contract for Non- Comprehensive AMC of Xerox WC 5022, WC 5024, WC 5325, WC 5330, WC 5335, DCSC2020D, VLNKB7025, VLNKB7030, VLNKB7035,B7125 for a period of 2 years.	Years	2

सुपुर्दगी स्थल

Delivery At VSSC, TRIVANDRUM

प्रेषण की विधि

Mode of Despatch ON SITE

शुल्क छूट

Duty Exemptions NA

विशेष अनुदेश

Special Instructions NIL

विशेष निबंधन

Specific Terms AS PER ANNEXURE A

निविदाकारों को अनुदेश

Instructions to Tenderers

(1) All Terms & Conditions as per Annexure A. Bidders shall fill the attached Annexure A and the same shall be attached along with the quotation.

(2) OEM AUTHORISATION CERTIFICATE SHALL BE PROVIDED ALONG WITH THE QUOTATION.

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भारत के राष्ट्रपति के लिए एवं ओर से  
For and on behalf of the President of India  
क्रेता / The Purchaser

**Annexure 'A' to Tender Enquiry No. 8052-2024-2967**

Sub: RC for Non- Comprehensive AMC of Xerox WC 5022/WC 5024, WC5325/WC5330, WC5335, DCSC2020D, VLNKB7025, VLNKB7030, VLNKB7035, B7125 for a period of 2 years

Sl. No.	Terms & Conditions	Comply (Yes/No)						
1.0	<b>PERIOD OF CONTRACT:</b> - The contract shall be valid for a period of <b>Two years from the date of issue of order.</b> However, VSSC reserve the right to extend the same for further periods at the same rate, terms & conditions on mutual agreement. We also reserve the right to short close the same by giving one-month prior notice in writing without any financial obligations on our side. Individual Work Orders will be released based on this Rate Contract.							
2.0	<p><b>Details of Machines:</b></p> <table border="1"> <thead> <tr> <th align="center">Item Description</th> <th align="center">Make / Manufacturer</th> <th align="center">Model No</th> </tr> </thead> <tbody> <tr> <td align="center">Copier Machines</td> <td align="center">Xerox India Limited</td> <td>                     WC 5022/WC 5024                      WC 5325/WC 5330                      WC 5335                      DCSC2020D                      VLNKB7025                      VLNKB7030                      VLNKB7035                      B7125                 </td> </tr> </tbody> </table>	Item Description	Make / Manufacturer	Model No	Copier Machines	Xerox India Limited	WC 5022/WC 5024 WC 5325/WC 5330 WC 5335 DCSC2020D VLNKB7025 VLNKB7030 VLNKB7035 B7125	
Item Description	Make / Manufacturer	Model No						
Copier Machines	Xerox India Limited	WC 5022/WC 5024 WC 5325/WC 5330 WC 5335 DCSC2020D VLNKB7025 VLNKB7030 VLNKB7035 B7125						
3.0	<b>SCOPE OF WORK:</b>							
3.1	Preventive & corrective maintenance service twice in a quarter (with a gap of minimum 40 days) to keep the machine in good working condition.							
3.2	Periodical maintenance servicing, fault fixing, repair, replacement of spares and consumables.							
3.3	Repair and free replacement of spares or parts and attending to all repairs as may be required.							
3.4	To attend all breakdown calls if any required, free of cost. The breakdown calls shall be attended to within 24 hours of intimation by the respective Division.							
4.0	<b>CHARGES: -</b>							
	Please quote your lowest AMC charges for the above system for Two years. Percentage of taxes, if any payable shall be shown separately. The rates shall remain firm and fixed till the completion of the contract period.							
5.0	<b>SPARES: -</b>							
5.1	The spare parts, if any required for the maintenance, shall be provided by VSSC. However, if the spares are not readily available with VSSC, but are available with the Contractor, the same shall be supplied with prior approval from the contact person duly certified by the concerned Approving Authority for which payment will be made extra against production of documentary evidence. Replacement of spare parts may be routed through stores only and removed parts may be handed over to stores.							
5.2	<b>An approved price list of essential spare parts and consumables separately shall be submitted along with your quotation without fail.</b>							
6.0	<b>PAYMENT: -</b> Payment shall be made on quarterly Pro-rata basis after satisfactory completion of each maintenance/visit. Your bills for the service charges along with Service Call Report duly signed by the Contact Person and countersigned by the Head							

	of the division shall be sent to the concerned Accounts Officer for arranging payments. No other mode of payment shall be entertained.	
<b>7.0</b>	<b>SECURITY DEPOSIT:</b> - In case of an order, you have to submit an interest free security deposit equivalent to 3% of the Annual contract value in the form of Fixed Deposit Receipt (FDR) or Bank Guarantee which will be refunded after due performance of this Contract or shall be adjusted/forfeited against any dues.	
<b>8.0</b>	<b>DOWN-TIME COMPENSATION:</b> - In case the break-down calls are not attended within <b>48 hours</b> from the date of intimation, down time compensation at the rate of 0.5% (of annual maintenance charges) per day subject to a maximum of 5% shall be recovered from you.	
<b>9.0</b>	<b>FORCE MAJEURE:</b> - In case the completion of job is delayed by any circumstances such as acts of God, sabotages, civil commotion, riots, insurrections, revolution, blockades, earthquakes, fire, floods, lightening, storms, or other natural events over which we do not have control, the contractor shall give notice within 15 days to the Purchaser in writing of his claim for an extension of time. The purchaser on receipt of such notice after verification if necessary may agree to extend the contract delivery date as may be reasonable but without prejudice to other terms and conditions of the contract.	
<b>10.0</b>	<b>ADDITIONS &amp; DELETIONS:</b> - VSSC reserves the right to add/delete any number of same type of system during the currency of the contract.	
<b>11.0</b>	<b>Sublet of Contract:</b> - The Contractor shall not sublet, transfer or assign the contract or any part thereof without VSSC's prior written approval.	
<b>12.0</b>	<b>Fall Clause:</b> - The maintenance charges quoted by the Contractor shall in no event exceed the lowest charges at which the Contractor maintain system(s) of identical description to any other party(ies) during the period of this contract. If at any time, during the said period, the Contractor reduce the maintenance charges of such machine to any other customer, it shall forthwith be notified to VSSC and the charges payable under the contract for the servicing done after the date of coming into force of such reduction of maintenance charges shall stand correspondingly reduced.	
<b>13.0</b>	<b>Arbitration:-</b> In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act (Amendment) Act 2015 as amended from time to time. The arbitration shall be conducted in Bengaluru in the Arbitration and Conciliation Centre – Bengaluru (Domestic and International) as per its rules and regulations. The expenses for the Arbitration shall be shared equally or as may be determined by the Arbitrator. The considered and written decision of the Arbitrator shall be final and binding between the Parties. The applicable language for Arbitration shall be “English” only. Work under the Contract shall be continued by the CONTRACTOR during the pendency of arbitration proceedings, without prejudice to	

	<p>a final adjustment in accordance with the decision of the Arbitrator unless otherwise directed in writing by the DEPARTMENT or unless the matter is such that the works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained.</p>	
<p><b>14.0</b> <b>14.1</b> <b>14.2</b> <b>14.3</b> <b>14.4</b> <b>14.5</b> <b>14.6</b> <b>14.7</b></p>	<p><b>General:-</b></p> <p>In the event of damages to VSSC's property or injury to VSSC/Contractor's personnel due to the negligence of the Contractor/ Contractor's employees, the responsibility shall solely rest with the Contractor. VSSC shall not be responsible for loss of life of the Contractor /Contractor's workers due to accidents/natural calamities etc.</p> <p>In case after award of this contract, the Contractor fail to execute the same, VSSC shall get the works done through other agencies at your risk and cost.</p> <p>The Contractor shall make their own arrangements for Transport, Canteen, Safety, Medical and other amenities for their personnel deputed to VSSC.</p> <p>The work shall be done at VSSC's site during normal working hours between 0900 hrs &amp; 1700 hrs (Monday to Friday).</p> <p>The Contractor shall depute only qualified and trained Engineers/Technicians for attending the maintenance work and they shall be Indian Nationals.</p> <p>All necessary tools and tackles for the work shall be brought by the Contractor.</p> <p>Any loss incurred by VSSC shall be recovered from the Contractor</p>	

## COMMERCIAL CONDITIONS

1. Tender Documents can be downloaded from our websites: [www.vssc.gov.in](http://www.vssc.gov.in) / [www.isro.gov.in](http://www.isro.gov.in). Tender Fee (Rs. 560/-) shall be paid through Non-tax & Revenue Receipts Portal (NTRP)(URL: <https://bharatkosh.gov.in>). Payment receipt shall be submitted along with the quotation. Other mode of payment is not acceptable. [The tender fee is NON-REFUNDABLE].

Government Departments, PSUs (both Central and State), Small Scale Industries units borne in the list of NSIC, MSME and foreign sources are exempted from submission of tender fee. Those who are coming under the above category should submit documentary evidence for the same.

2. **PAYMENT:** As per clause No. 6 of Annexure-A.
3. Please keep and confirm the offer validity minimum 180 days from the date of opening of tender
4. **Please send the quotations ONLY in 'SEALED COVER' super scribing our Tender Enquiry No. and Due Date by speed post so as to reach us on or before the due date and time. The cover thus prepared should be sent to the following address so as to reach us on or before the due date and time specified in the tender form:**

Sr. Purchase & Stores Officer,  
Purchase Unit-I, Main Purchase,  
RFF Area, Vikram Sarabhai Space Centre,  
ISRO-PO, Trivandrum-695 022

**VSSC will not be responsible for any postal delays. Email/fax quotations 'WILL NOT BE ACCEPTED'.**

5. Basic rate and GST rate with applicable HSN Code shall be shown separately.
6. In order to avail of the benefits extended by Government of India to the Micro and Small sectors, please submit attested copy of the valid Entrepreneur Memorandum Part-II signed by the General Manager, District Industries Centre or NSIC or MSME Registration Certificate along with your offer. [**Note: MSME/NSIC vendors are not exempted from submission of SD**].
7. VSSC has a right to cancel the tender without assigning any reason etc.
8. **EMD:** The vendors who are not registered with VSSC, shall submit an EMD (Earnest Money Deposit) or Bid Security through NTRP for **Rs. 40,000/-**. The EMD of the unsuccessful vendor will be returned without any interest within 30 days from the date of finalization. Foreign vendors, registered vendors or vendors who have already applied for renewal of registration, Central PSUs/PSEs/Autonomous Bodies/MSMEs etc., shall be exempted from payment of EMD. Vendors seeking exemption from payment of EMD shall submit necessary proof like registration number (vendor code), etc. The quotation submitted by unregistered vendor without EMD will not be considered. The EMD submitted by unregistered vendors will be forfeited in the case of withdrawal of quotation or amendments in quotation or any such deviation in a later period.
9. **SECURITY DEPOSIT (mandatory compliance required):** In the event of placement of order, you should submit Security Deposit @ 3% of the order value of the PO. The Security Deposit shall be valid for a period of 60 days beyond the date of completion and acceptance of the PO/Contract. The Security Deposit will be discharged without any interest after completion and acceptance of the Contractual Obligations. In case if the contractor fails to execute the order after submission of SD, then SD shall be forfeited.
10. VSSC reserves the right of acceptance of the whole or any part of the tender or portions of the quantity offered and the tenderers shall supply the same at the rates quoted.

## PRICE SCHEDULE

Description	Models	Rate/Machine per/year (Rs)
Non-Comprehensive AMC	WC 5022	
	WC 5024	
	WC 5325	
	WC 5330	
	WC 5335	
	DCSC 2020D	
	VLNKB7025	
	VLNKB7030	
	VLNKB7035	
B7125		

2. E-Tenders are invited for **Supply and installation of Enterprise Storage System**. The Bids are to be prepared and submitted in specified Templates online, by logging into the portal <https://eproc.vssc.gov.in>. The Vendors are advised to submit the Bids much before the Closing Time to avoid last minute problems.

E-Procurement No. VSSC/PURCHASE UNIT I (MAINPURCHASE)/VS202400585601 Dt. 01.11.2024 and Print Media Advertisement ref. No. VSSC/P/ADVT/381/2024 Dt. 14.11.2024. E-Tenders are invited for **Supply and installation of Enterprise Storage System** through our E-procurement site <https://eproc.vssc.gov.in>. Bids can be submitted **upto 28.11.2024 [14:00 Hrs.], Bid Opening date : 28.11.2024 [14:00 Hrs.]**.

Only online tenders will be accepted. No manual / Postal / e-mail / fax offers will be entertained. No manual tender document will be issued. Parties interested to participate in this e-Tender are required to register themselves as vendors, if not already registered, in our e-procurement portal <https://eproc.vssc.gov.in> by downloading plugins and help demos listed on the home page of the e-procurement link mentioned above to complete the vendor registration process. They can seek help from help desk 0471 2565454 / 4102 / 4163 also as provided in the home page of e-procurement portal in case of any problem for registration and subsequent process. Vendors may please note that without registering in our e-procurement portal, they will not be able to quote for this e-tender. New vendors who are submitting their registration requests shall select 'Vikram Sarabhai Space Centre' as the Centre for profile approval and Contact - 0471 2562527 for approving their profiles.

Important Notice : Tender shall be opened on the first day of the schedule [ie. **28.11.2024 [14:00 Hrs.]**]. If the tender could not be opened on the first day due to any technical snag, it will be opened on the subsequent day as per the schedule. Bidders who are desirous of attending the tender opening may make arrangements for attending the tender opening at their cost.

This is a two-part tender, Technical & Commercial part (Part I) and Price Part (Part II) shall be uploaded separately. The tenderers should not attach any documents containing Price information along with Technical & Commercial Bid (Part I). However, a copy of your PRICE BID, AMC quote, etc. **WITHOUT PRICE** SHALL BE UPLOADED in the Documents Solicited from the Vendor Field [available in Bid forms] TO KNOW THE PATTERN OF QUOTE. [ENSURE **NOT TO MENTION ANY PRICE**, OTHERWISE THE QUOTE WILL BE INVALID]. We do not open PART II (Price Bid), if PART-I (Technical & Commercial offer) does not meet with our technical specification requirements.

**THE TECHNICAL DOCUMENTS NEED TO BE ATTACHED ONLINE AS A SINGLE PDF FILE WITHOUT ANY PRICE INFORMATION, TECHNICAL BID CONTAINING PRICE DETAILS WILL BE TREATED AS REJECTED.**

3. E-Tenders are invited for **Non-Comprehensive AMC for maintenance and testing of fire detection system installed in various facilities of VSSC.** The Bids are to be prepared and submitted in specified Templates online, by logging into the portal <https://eproc.vssc.gov.in>. The Vendors are advised to submit the Bids much before the Closing Time to avoid last minute problems.

E-Procurement No. VSSC/PURCHASE UNIT I (MAINPURCHASE)/VS202400492201 Dt. 07.11.2024 and Print Media Advertisement ref. No. VSSC/P/ADVT/381/2024 Dt. 14.11.2024. E-Tenders are invited for **Non- Comprehensive AMC for maintenance and testing of fire detection system installed in various facilities of VSSC** through our E-procurement site <https://eproc.vssc.gov.in>. Bids can be submitted **upto 09.12.2024 [14:00 Hrs.], Bid Opening date : 09.12.2024 [14:30 Hrs.]**.

Only online tenders will be accepted. No manual / Postal / e-mail / fax offers will be entertained. No manual tender document will be issued. Parties interested to participate in this e-Tender are required to register themselves as vendors, if not already registered, in our e-procurement portal <https://eproc.vssc.gov.in> by downloading plugins and help demos listed on the home page of the e-procurement link mentioned above to complete the vendor registration process. They can seek help from help desk 0471 2565454 / 4102 / 4163 also as provided in the home page of e-procurement portal in case of any problem for registration and subsequent process. Vendors may please note that without registering in our e-procurement portal, they will not be able to quote for this e-tender. New vendors who are submitting their registration requests shall select 'Vikram Sarabhai Space Centre' as the Centre for profile approval and Contact - 0471 2562527 for approving their profiles.

Important Notice : Tender shall be opened on the first day of the schedule [ie. **09.12.2024 [14:30 Hrs.]**]. If the tender could not be opened on the first day due to any technical snag, it will be opened on the subsequent day as per the schedule. Bidders who are desirous of attending the tender opening may make arrangements for attending the tender opening at their cost.

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