



## Surat Municipal Corporation (SMC)

**Bid for**  
**ARC of Refilling / Repairing of LaserJet Printer Toner Cartridges**  
**[DC-ISD-Refilling-01-2025]**

**Online Bid Start Date**

February 14, 2025

**Online Bid End Date**

**(Last Date of Online Submission of Bids)**

February 24, 2025

**Last Date of Physical Submission of Bid Fee & EMD**  
**in Hard Copy**

March 03, 2025

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**Information Systems Department (ISD)**  
**Surat Municipal Corporation**  
**Muglisara, Surat-395003**





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## 1. Notice Inviting Bid

	<p align="center"><b>Surat Municipal Corporation (SMC)</b> Muglisara, Surat – 395003, Gujarat. <a href="http://www.suratmunicipal.gov.in">www.suratmunicipal.gov.in</a> <b>Notice Inviting Bid DC-ISD-Refilling-01-2025</b></p>	
<p><b>Bid for ARC of Refilling / Repairing of LaserJet Printer Toner Cartridges</b> for Surat Municipal Corporation (SMC) is invited online on <a href="https://smctender.nprocure.com">https://smctender.nprocure.com</a> from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>		
<b>Bid Fee</b> (Non-refundable)	• Rs. 708/- (Rs. 600/- + 18% GST) (by DD or Banker's Cheque only)	
<b>EMD</b>	• Rs. 5,000/- (by DD or Banker's Cheque only)	
<b>Online Bid Start Date</b>	• 14/02/2025	
<b>Online Bid End Date</b> (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	• 24/02/2025 up to 18:00 hrs.	
<b>Submission (in Hard Copy) of Bid Fee and EMD</b>	• In sealed envelope strictly by RPAD/Postal Speed Post on or before 03/03/2025 up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	
• Bidders have to submit Price bid and Technical Bid online along with all necessary documents as per tender document requirement in electronic format only on <a href="https://smctender.nprocure.com">https://smctender.nprocure.com</a> website till the Last Date & time for Online Submission.		
The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.		
<p align="right">SD/- Deputy Commissioner Surat Municipal Corporation</p>		



## 2. Key Events & Dates

Event	Target Date
Notice Inviting Tender	DC-ISD-Refilling-01-2025
Bid Availability	Start from 14/02/2025 up to 24/02/2025 up to 18:00 hrs.
Bid Fee	Bid Fee of Rs. 708/- (Rs. 600/- + 18% GST) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	Rs. 5,000/- (Five Thousand Only) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	On or before 24/02/2025 up to 18:00 hrs.
Submission (in Hard Copy) of Bid Fee and EMD	In sealed envelope strictly by RPAD/Postal Speed Post on or before 03/03/2025 upto 18:00 hrs. To the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.
Opening of Technical Bids	Tentatively on 04/03/2025
Opening of Price Bids	To be decided and communicated later

## 3. Instructions for the Bidder

### 3.1. Availing Bid Documents

Blank bid documents can be downloaded from the web site <https://smctender.nprocure.com> up to the date and time mentioned in the Online Bid Invitation Notice DC-ISD-Refilling-01-2025.

### 3.2. Addenda & Corrigenda

If required the Addenda and Corrigenda will be issued and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

### 3.3. Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Bid Fee of Rs. 708/- (Rs. 600/- + 18% GST)** and **EMD of Rs. 5,000/-** (Rupees Five Thousand Only) by separate Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
- Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.



- 3.4. The bids should be filled in legibly, clearly indicating the figures and its value in words too.
- 3.5. **Online Submission of the Technical Bid:**  
The bidder will be required to upload the **duly signed, stamped and notarized color scanned copy** of below mentioned documents in the same order of sequence online on smctender.nprocure.com during e-tendering process.
1. Scan copy of Tender (Bid) Fee
  2. Scan copy of EMD
  3. Scan copy of Solvency certificate
  4. Scan copy of work order / Completion certificate / Contract clearly indicating years in operation as well as quantity (in support of Basic Eligibility Criteria No. 4.1)
  5. Scan copy of Proof of address for Refilling Center / local office in Surat
  6. Scanned copy of Bid Format given in Section – 6, Annexure to Technical Bid
    - A. Bidder's Details (signed and stamped page no. 19, 20 and 21)
    - C. Information of Authorized Signatory / Contact Person (signed and stamped page no. 23)
    - D. Performa of Compliance letter (on Bidder's letterhead, Page No 24 and 25)
  7. Scan copy of PAN card
  8. Scan copy of company registration with local body and state government/central government (**should be valid as on bid start date**)
  9. Scan copy of GST Registration Certificate
  10. Scan copy of duly signed addendum and Corrigendum, if any.
  11. Scan copy of any other document not mentioned above but required to be attached as per the tender requirement (Optional).
  12. Authorization Letter as per Clause-3.24 (mandatory in case tender signatory is other than Owner/Partner/MD/Director/Company Secretary) (Optional)
- 3.6. ***Demand Draft for E.M.D. & Tender (Bid) fee shall be submitted in electronic format through online mode (by scanning) while uploading the bid. This submission shall mean that E.M.D. & tender fee are received for purpose of opening of the bid. Accordingly offer of those shall be opened whose E.M.D. & tender (bid) fee is received electronically. However, for the purpose of realization of D.D. bidder shall send the D.D. in original through RPAD / Speed post as per Clause-3.10 below so as to reach to Chief Accountant, SMC within 7 days from the last date of online submission of the bid as per tender notice. Penaltative action for not submitting D.D. in original to shall be initiated and action shall be taken for abeyance of registration and cancellation of E-tendering code for one year. Any documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.***
- 3.7. ***All documents must be coloured scanned to be seen as original. Scanning in black and white or gray shall not be acceptable.***



3.8. **All documents must be notarized with clearly-displaying stamp, number and name of the notary.**

3.9. The bidder will be bound by the details furnished to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

3.10. **Sealing, marking and submission of the Bid Fee and EMD:**

Following documents shall only be submitted in Hard Copy to Surat Municipal Corporation by the bidder:

- Earnest Money Deposit (EMD)
- Tender Fee

The "Bid Fee and EMD" shall be put in an envelope containing Bid Fee and Earnest Money Deposit (EMD) and shall be super scribed as "**Bid Fee and EMD**"

The envelope must be sealed and super scribed and must be sent as under:

Details to be mentioned exactly on sealed envelop	
<b>TENDER DETAILS</b> <ul style="list-style-type: none"><li>• Notice No.: DC-ISD-Refilling-01-2025</li><li>• Bid for ARC of Refilling/Repairing of LaserJet Printer Toner Cartridge</li><li>• Last Submission Date: 03/03/2025 up to 18:00 hrs.</li></ul>	To, <b>The Chief Accountant,</b> <b>Surat Municipal Corporation,</b> Mahanagar Seva Sadan, Gordhandas Chokhawala Marg, Muglisara, Surat - 395 003, Gujarat, INDIA.

The envelope containing EMD and Bid Fee must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **03/03/2025 up to 18:00 hrs.** **Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SMC won't be responsible for postal delays.**

**TECHNICAL BID & PRICE BID**

The technical bid and price bid must be submitted online on <https://smctender.nprocure.com>. It should not to be sent physically, if submitted physically the bid shall be rejected.

3.11. **Late Bids:** Bids not reaching on or before the specified time limit will not be accepted.

3.12. **Conditional Bids:** All the terms and conditions mentioned herein must be strictly adhered to by all the bidder. Conditional tenders shall not be accepted on any ground and shall be subject to rejection without assigning any reason.

3.13. **Withdrawal of Bids**

Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.



### 3.14. **Period of Validity**

The offer should be valid for acceptance for a minimum period of **120 days** from the date of opening of the Price Bid. If required, SMC may request the bidder to have it extended for a further period.

### 3.15. **Language of Bids**

The bids prepared by the bidder shall be in the English language. The supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder), for purposes of interpretation of the bid, the English translation shall govern.

### 3.16. **Right To Accept or Reject Any Bid or All Bids**

SMC reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SMC's action.

### 3.17. **Firm Prices & Bid Currency**

Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.

### 3.18. **Costs to be Borne by Bidder**

All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the bid, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SMC, will be borne entirely and exclusively by the bidder.

### 3.19. **Acceptance of Terms & Conditions**

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

3.20. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the Technical Bid Application must be attested by the person authorized to sign the bids.

3.21. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.

3.22. The agency will be bound by the details furnished by him/her to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.



3.23. The participation in the online tendering process implies that the bidder have thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.

3.24. **Authorized Signatory**

For the purpose of submission of the bid, the bidder may be represented by either the Principal Officer (Owner/MD/Director/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority along with the technical bid. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the principal officer.

3.25. **Arithmetical errors will be rectified on the following basis. If there is a discrepancy** between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

3.26. **Disqualifications:** A bid shall be disqualified and will not be considered if :-

- a) Hardcopy envelop does not show on it the reference of bid number and description as denoted and thus gets opened before due date(s) of opening specified in Notice Inviting Bids.
- b) The Price Bid and Technical Bid is submitted physically which leads to revelation of prices before the due date of opening of the Price Bid.
- c) The Earnest Money Deposit (EMD) & Bid fee is not deposited in the manner specified above.
- d) The Bid documents are not in a language as per Clause.
- e) The Bid documents are not signed affixing stamp by the authorized signatory.
- f) The Bid documents submitted are incomplete and/or ambiguous in any respect.
- g) Non-compliance of provisions and requirements of the Bid documents.
- h) Any or all correction(s) or pasted slip(s) is/are not initialed, authenticated by the Bidder.
- i) The Bid documents are not submitted in the manner specified in the bid document.
- j) Eligibility criteria are not met with.
- k) Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will result in a disqualification.





**Surat Municipal Corporation (SMC)**

**TECHNICAL BID**

**Bid for  
ARC of Refilling / Repairing of LaserJet Printer  
Toner Cartridges  
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**Information Systems Department (ISD)**

**Surat Municipal Corporation**

**Muglisara, Surat-395003**

Technical  
Bid



## TECHNICAL BID

### 4. Terms and Conditions

#### 4.1. Basic Eligibility Criteria

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.

4.2. The offer should be valid for acceptance for a minimum period of 120 days from the date of opening of the bids. If desired by SMC, it will be extended for a further period also.

4.3. The right to reject accepts any/all bid(s) without assigning any reason thereof is reserved.

4.4. There are two parts of Price bid (Refilling including toner powder and chip re-setting and Supply of spares of toner cartridge). The bidder can bid for any/all part(s). The SMC may allot full/partial bid to one/more bidder(s) and may split/defer/stagger the bid order(s)/deliveries. 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. The quantity is estimated; the actual quantity of refilling/ repairing may not necessarily match the estimated quantity and may be more or less than the estimated quantity. Also, there is no minimum number of toner refilling/ repairing guaranteed.

4.5. The successful bidder 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 favor of Surat Municipal Corporation of any scheduled/nationalized bank within 10 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. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.

4.6. No interest shall be paid on Earnest Money Deposit (EMD) and/ or Security Deposit (SD) placed.

#### 4.7. Agreement, Undertaking and Surety



The Awardees i.e. the selected bidder will have to enter into an agreement with SMC and submit an undertaking and surety on a stamp paper of Rs. 300/- of Government of Gujarat at the bidder's own cost within 10 (ten) days period from the date of Notice of Award.

- 4.8. Corrections, erasures made in the bid format(s) and other paper(s) including pasted slip(s) if any, should be invariably initialed.
- 4.9. Any offer/bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.
- 4.10. Detail of Owner(s) / Proprietor(s) / Partners / Coparceners / Directors etc. must be filled in Personal Information, while submitting this bid document to SMC. Furnish photographs of all the partners, karta and coparceners etc. in case of partnership firm or HUF as the case may be giving signature of all them for day-to-day dealing with the SMC as well as for obtaining payment for obligation created under this bid, in such number of sets as required by the SMC.
- 4.11. The bidder will have to provide on a separate letter-head details as to names and residential addresses including phone nos. of all the partners, Karta and coparceners/beneficiaries in case of HUF along with the bid (but not by the bidder being legal person/entity). The EMD/SD shall be forfeited in case the above information is not furnished during the period of process of bid as well as throughout the period of contractual obligation. Even non-observance of this stipulation will lead to the termination of Contract and no payment will be made nor shall any damages be considered.
- 4.12. Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.
- 4.13. **Solvency Certificate**  
Along with the technical bid documents, the bidder should submit Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank. **The Solvency Certificate should valid and should not be older than one year from the bid start date.**
- 4.14. 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.

**4.15.** The contract shall be governed by the Laws in India and shall be subject to the **jurisdiction of Surat.**

**4.16.** 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 bidder.

### **Notes**

- a) Surat Municipal Corporation does not hold "C" or "D" certificate under the Sale-tax laws.
- b) Surat Municipal Corporation is a "local self-Government" and the procurement of products, materials, goods, articles is going to be solely used, utilized for public amenities and purposes and also for relief to the poor through its various departments including public hospitals, health centers, dispensaries, maternity homes, pathological laboratory, filarial/malaria, chemical and bacteriological laboratories, Medical college and secondary and primary education schools. Hence, benefit of exemption, concession etc., if any, in Central/State taxes, levies etc. shall be passed on to the SMC.

### **4.17. TAX LIABILITY**

GST (Goods & Service Tax) has come in existence from 1st 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.

**4.18.** The prices/charges quoted should also include:

- a) 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.]
- b) Transit Insurance, Freight and loading, unloading charges up to SMC's site.

**4.19.** In case, the awardee i.e. the selected bidder fails to supply specified quantity and quality of goods in time or the performance of such services are not found up to the mark or found of inferior quality vis-à-vis specifications, the earnest money deposit and/or security deposit will be forfeited at once.

**4.20.** It should be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting bid 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.

**4.21.** The successful agency shall deliver the goods as detailed in Price Bid [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.



**4.22.** The bidder shall extend all the benefits to the SMC such as free samples of products, materials, goods, articles including any kind of discount, rebate, commission, incentives normally offered to any other buyer in the form of gift or otherwise as part of the sales promotion scheme(s). If any such sales promotion scheme(s) is /are already launched for the product and is/are in force while the bid process is on, mention of details of such scheme(s) must be made at **Item No.-8, Part-A, Section-6.** (If no such sales promotion scheme exists then mention NIL against it.) If any sales promotion scheme(s) is/are launched after submission of bid or after the bidder is awarded with the contract by the SMC, all such benefits of the said sales promotion scheme(s) during the continuance of said scheme(s) shall have to be made available during the period of contract.



## 5. Scope of Work

- 5.1. 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, Wiper blade, Magnet, PCR for reconditioning/repairing shall be supplied by department.
- 5.2. The bids are invited for two years. The work will be awarded initially for one year to the selected/successful bidder. Based on the performance of the agency during the first year, SMC may extend this ARC for subsequent second year, with the same rate and terms & conditions. If required, SMC may extend this ARC for additional duration as per the approved rate and terms & conditions with mutual consent from the selected bidder after completion of second year.
- 5.3. **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.
- 5.4. Toner powder used for refilling shall be of good quality.
- 5.5. **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 powder 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- CF277A	100	2500
7	HP- W1520A	100	2500
8	HP- W1370A	100	1100



- 5.6. 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.
- 5.7. **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.**
- 5.8. 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 – 5.7, Section-5 will also be levied for each day of delay.
- 5.9. In case the bidder fails to deliver service as depicted in the scope of work, penalty will be imposed generally up to 10% of the consideration of contract depending upon the nature of failure or the short-fall.
- 5.10. 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.
- 5.11. The disposal of used toner powder and other material generated as waste shall be the responsibility of the agency.
- 5.12. Refilling of toner cartridge:
- Toner cartridge shall be fully emptied and thoroughly cleaned with Toner Cleaning/ Work Station Machine by total dismantling it before refilling.
  - Good quality of toner powder shall be refilled to full capacity of cartridge to acquire page yield as per Item: 5.5 above.
  - If required, **resetting/ replacement of chip** shall also be done to make refilled cartridge fully functional without any extra cost.
  - 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, 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.

**5.13.** 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.**

I / We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us except those mentioned at Item No. – 9, Part-AinSection-6.

**Place:**

**Signature of Authorized Person**

**Date:**

**Designation:**

**Company stamp:**

**Name:**



## Surat Municipal Corporation (SMC)

### Annexure to Technical BID

**Bid for**  
**ARC of Refilling / Repairing of LaserJet Printer**  
**Toner Cartridges**  
**[DC-ISD-Refilling-01-2025]**

**Online Bid Start Date**

February 14, 2025

**Online Bid End Date**

**(Last Date of Online Submission of Bids)**

February 24, 2025

**Last Date of Physical Submission of Bid Fee & EMD**  
**in Hard Copy**

March 03, 2025

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Information Systems Department (ISD)  
Surat Municipal Corporation  
Muglisara, Surat-395003

Annexure  
to  
Technical  
Bid



## 6. ANNEXURES TO TECHNICAL BID

All the documents listed below shall be annexed to the bid in the prescribed formats along with the necessary supporting documents to ascertain the claims made by the bidder.

### Bid Format

1.
  - a) **Name of the Bidder/Supplier** :
  - b) **Are you a Manufacturer / Authorized dealer / Sub dealer / Any other (please specify)** :
  - c) **Income Tax Number [PAN]** : **Date :**
  - d) **Goods & Service Tax (GST) Number** : **Date :**
  
2. **Address with Name of contact person** :
  - a) **Head office** :
  - b) **Main office in Gujarat.** :
  - c) **Office at Surat** :
  - d) **Name of Contact Person** :
    - Phone Numbers**
    - Fax Numbers**
    - Emails**



- |  | <b>Yes/No</b> | <b>Registration</b>                             | <b>Details</b> | <b>Validity Date</b> |
|--|---------------|---|----------------|----------------------|
| <b>3. What Is the Forum of Business You Submit This Bid As?</b>  | <i>(tick)</i> | <i>(submit attested copies of certificates)</i> |                |                      |
| • <b>Sole Proprietor? (Registration Number under Shops and Establishment Act.)</b>   | :             |   |                |                      |
| • <b>Hindu Undivided Family? (See Item 4.10, Section-4)</b>  | :             |   |                |                      |
| • <b>Partnership Firm? (See Item 4.10, Section-4)</b>  | :             |   |                |                      |
| • <b>Public Limited Company under The Companies Act?</b>   | :             |   |                |                      |
| • <b>Private Limited Company under The Companies Act?</b>  | :             |   |                |                      |
| • <b>State Govt. owned Undertaking/ Corporation / Enterprise?</b>  | :             |   |                |                      |
| • <b>Central Govt. owned Undertaking/ Corporation / Enterprise?</b>  | :             |   |                |                      |
| • <b>Co-operative Society?</b>   | :             |   |                |                      |
| • <b>Unit known as "Khadi and Village Industries" as per Khadi and Village Industries Act-1956?</b>  | :             |   |                |                      |
| • <b>Association of Persons?</b>   | :             |   |                |                      |
| • <b>Any Other? Please Specify.</b>  | :             |   |                |                      |
| <b>4. Give details about your mode of giving supply/services to SMC</b>  | :             |   |                |                      |
| <b>5. If you are a dealer, kindly state the name of your principals for each item quoted. (Submit a copy authenticated by the principal)</b> | :             |   |                |                      |



- 6. If you are a manufacturer, kindly :  
provide the details of manufacturing facilities and quality control set-up that you have. (The details may be given as an annexure.)
- 7. Is there any sales promotion scheme :  
going on for any of the products? If yes then give details of the same.
- 8. **EMD Details** :  
Bank Name  
Instrument No. & Date  
Amount

**Place:**

**Signature of Authorized Person**

**Date:**

**Name:**

**Company stamp:**

**Designation:**



## A. Item details

### PART - A

Refilling including chip re-setting if required

Item No.	Printer Model	Toner Model	Estimated Qty of Refilling (Nos.)
A	B	C	D
1.	HP LJ-1022/ 3055	Q2612A	300
2.	HP LJ-1108	CC388A	300
3.	HP LJ- 1606dn	CE278A	150
4.	HP LaserJet Pro M203 Printers, HP LaserJet Pro MFP M227	CF230A	70
5.	HP LaserJet Pro M304-M305 series	CF277A	50
6.	HP LaserJet Pro MFP 4104fdn Printer	W1520A	40
7.	HP LaserJet M208dw & MFP M233dw Printer	W1370A	1,000

### PART - B

Spares- Only Supply

Item No.	Printer (Cartridge) Model	Estimated Quantity (Nos.)				
		Drum	Doctor Blade	Wiper Blade	Magnet	PCR
A	B	C	D	E	F	G
1.	HP LJ-1022/ 3055 (Q2612A)	100	100	100	50	50
2.	HP LJ-1108 (CC388A)	150	100	100	50	50
3.	HP LJ- 1606dn (CE278A)	50	50	50	10	10
4.	HP LaserJet Pro M304-M305 series (CF277A)	20	10	10	10	10
5.	HP LaserJet Pro MFP 4104fdn Printer (W1520A)	25	10	10	10	10
6.	HP LaserJet M208dw & MFP M233dw Printer (W1370A)	250	100	100	100	100



## B. Information of Authorized Signatory / Contact Person

Name	:		Recent Passport Size Photograph
Address	:		
	:		
Phone No.	:		
Fax No.	:		Signature
Mobile No.	:		
Email Address	:		
Website Address	:		Capacity / Designation

Name	:		Recent Passport Size Photograph
Address	:		
	:		
Phone No.	:		
Fax No.	:		Signature
Mobile No.	:		
Email Address	:		
Website Address	:		Capacity / Designation



## C. Self-Declaration

### Performa of Compliance letter

**(To be submitted on Bidder's letterhead duly signed by Authorized signatory)**

To,  
Deputy Commissioner  
Surat Municipal Corporation,  
Muglisara, Surat- 395 003

Date:

**Sub:** Compliance with the bid terms and conditions, specifications and Eligibility Criteria

**Ref:** Bid for ARC of Refilling / Repairing of LaserJet Printer Toner Cartridges [DC-ISD-Refilling-01-2025]

Dear Sir,

With reference to above referred bid, 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. 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 tender at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the Bid documents and Addenda and Corrigenda (if any) including the terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document, moreover the items bided are not end of life items.

I/We also state that our company is not black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender

Further, I/we agree to abide by all the terms and conditions as mentioned in the bid 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 tender terms and conditions or deviation from bid 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>>



## Surat Municipal Corporation (SMC)

### Price BID

#### Bid for

### ARC of Refilling / Repairing of LaserJet Printer Toner Cartridges [DC-ISD-Refilling-01-2025]

#### Online Bid Start Date

February 14, 2025

#### Online Bid End Date

#### (Last Date of Online Submission of Bids)

February 24, 2025

#### Last Date of Physical Submission of Bid Fee & EMD in Hard Copy

March 03, 2025

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Information Systems Department (ISD)

Surat Municipal Corporation

Muglisara, Surat-395003

Price Bid



## PRICE BID [PART – A]

Refilling including chip re-setting if required

**[Note: Must be submitted online on [smctender.nprocure.com](http://smctender.nprocure.com), not to be sent physically]**

Item No.	Printer (Cartridge) Model	Qty (Nos)	Unit rate excl. of GST	GST (%)	Unit rate incl. of GST	Amount incl. of GST (In Number)	Amount incl. of GST (In Word)
A	B	C	D	E	$F=D+(D*(E/100))$	$G=(F*C)$	H
1.	HP LJ-1022/ 3055 (Q2612A)	300					
2.	HP LJ-1108 (CC388A)	300					
3.	HP LJ- 1606dn (CE278A)	150					
4.	HP LaserJet Pro M203 Printers, HP LaserJet Pro MFP M227 (CF230A)	70					
5.	HP LaserJet Pro M304-M305 series (CF277A)	50					
6.	HP LaserJet Pro MFP 4104fdn Printer(W1520A)	40					
7.	HP LaserJet M208dw & MFP M233dw Printer (W1370A)	1000					



## PART - B

Spares- Only Supply

**[Note: Must be submitted online on [smctender.nprocure.com](http://smctender.nprocure.com), not to be sent physically]**

Item No.	Printer (Cartridge) Model	Qty (Nos)	Unit rate excl. of GST	GST (%)	Unit rate incl. of GST	Amount incl. of GST (In Number)	Amount incl. of GST (In Word)
A	B	C	D	E	$F=D+(D*(E/100))$	$G=(F*C)$	H
1.	Drum for toner HP Q2612A	100					
2.	Doctor Blade for toner HP Q2612A	100					
3.	Wiper Blade for toner HP Q2612A	100					
4.	Magnet for toner HP Q2612A	50					
5.	PCR for toner HP Q2612A	50					
6.	Drum for toner HP CC388A	150					
7.	Doctor Blade for toner HP CC388A	100					
8.	Wiper Blade for toner HP CE388A	100					
9.	Magnet for toner HP CE388A	50					
10.	PCR for toner HP CE388A	50					
11.	Drum for toner HP CE278A	50					
12.	Doctor Blade for toner HP CE278A	50					



Item No.	Printer (Cartridge) Model	Qty (Nos)	Unit rate excl. of GST	GST (%)	Unit rate incl. of GST	Amount incl. of GST (In Number)	Amount incl. of GST (In Word)
A	B	C	D	E	$F=D+(D*(E/100))$	$G=(F*C)$	H
13.	Wiper Blade for toner HP CE278A	50					
14.	Magnet for toner HP CE278A	10					
15.	PCR for toner HP CE278A	10					
16.	Drum for toner HP CF277A	20					
17.	Doctor Blade for toner HP CF277A	10					
18.	Wiper Blade for toner HP CF277A	10					
19.	Magnet for toner HP CF277A	10					
20.	PCR for toner HP CF277A	10					
21.	Drum for toner HP W1520A	25					
22.	Doctor Blade for toner HP W1520A	10					
23.	Wiper Blade for toner HP W1520A	10					
24.	Magnet for toner HP W1520A	10					
25.	PCR for toner HP W1520A	10					
26.	Drum for toner HP W1370A	250					
27.	Doctor Blade for toner HP W1370A	100					



Item No.	Printer (Cartridge) Model	Qty (Nos)	Unit rate excl. of GST	GST (%)	Unit rate incl. of GST	Amount incl. of GST (In Number)	Amount incl. of GST (In Word)
A	B	C	D	E	$F = D + (D * (E / 100))$	$G = (F * C)$	H
28.	Wiper Blade for toner HP W1370A	100					
29.	Magnet for toner HP W1370A	100					
30.	PCR for toner HP W1370A	100					

**Note:**

1. The rates (Quoted in Unit Rate Column) should be exclusive of all taxes. The applicable taxes should be quoted separately in GST column in Price Bid.
2. The L1 evaluation will be done on exclusive of GST rate.
3. The taxes at prevailing rate will be considered for payment purpose.

Place:

Signature of Authorized Person:

Date:

Designation:

Company stamp:

Name: