

NOTICE INVITING TENDER (NIT)

Tender Reference No:- 14014/2/2022- Admin

Dated: 17.06.2026

Sub: Annual Rate Contract (ARC) for Maintenance Services of Printers/Scanners and Services for Refilling, Reconditioning, and Refurbishing of Toner Cartridges at NPC, HQ.

National Productivity Council (NPC), under DPIIT, Ministry of Commerce & Industry, Govt. of India, invites sealed tenders under a **Two-Bid System (Technical and Financial)** from reputed, financially sound, and experienced Delhi-NCR-based agencies for providing comprehensive Annual Rate Contract (ARC) maintenance services for Printers and Scanners (including replacement of genuine spares), alongside the refilling, reconditioning, and refurbishing of toner cartridges for a period of **one (01) year**.

- **Tender Download:** The detailed tender document can be downloaded from the official NPC Website (<https://www.npcindia.gov.in>) starting from **17.06.2026 at 04:00 PM**.
- **Bid Submission:** Completed tender documents in a sealed envelope must reach the address specified below on or before **29.06.2026 upto 17:30 Hrs**.
- **Validity:** Each page of the tender document must be signed and stamped by the authorized signatory. Late submissions will be summarily rejected.

CRITICAL DATE SHEET

Milestone	Date & Time
Published Date	17.06.2026
Bid Document Download Start Date	17.06.2026 at 16:00 Hrs
Bid Submission End Date	29.06.2026 at 17:30 Hrs
Technical Bid Opening Date	30.06.2026 at 15:00 Hrs
Financial Bid Opening Date	To be communicated to technically qualified bidders

Address of Bid submission: The Group Head Administration, National Productivity Council, Lodhi Road New Delhi-110003 at reception counter in the tender box on or before 29.06.2026 upto 17:30 Hrs.

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Vijay Kumar
विजय कुमार / VIJAY KUMAR
निदेशक / Director
समूह प्रमुख (प्रशासन) / Group Head (Administration)
राष्ट्रीय उत्पादकता परिषद्
NATIONAL PRODUCTIVITY COUNCIL
(Under Ministry of Commerce & Industry, Govt. of India)
लोधी रोड, नई दिल्ली / Lodhi Road, New Delhi - 110003

1. GENERAL INSTRUCTIONS & ELIGIBILITY CRITERIA

Bidders must meet the following baseline parameters to qualify for technical evaluation:

- **Experience:** The bidder must possess a minimum of **three (03) years of technical expertise** in the repair, maintenance, and refilling of printers/scanners/toners, preferably within Government Departments, Semi-Government setups, or Public Sector Undertakings (PSUs).
- **Financial Turnover:** The bidder must have an average annual turnover of at least **Rs. 3,00,000/- (Rupees Three Lakhs)** strictly derived from the repair and maintenance services of IT hardware/printers during each of the last three financial years (FY 2022-23, FY 2023-24, and FY 2024-25).
- **Local Infrastructure:** The bidder must possess a fully functional, self-owned service infrastructure setup for cartridge refilling/refurbishing and hardware diagnostic repairs located within the **National Capital Region (NCR), Delhi**.
- **Non-Blacklisting:** The bidder must not have been blacklisted or debarred by any Central/State Government Ministry, Department, or PSU. A formal declaration must be submitted as per **Annexure-1**.

2. SCOPE OF WORK & SERVICE LEVEL AGREEMENT (SLA)

- **Toner Powder Quality:** The toner powder utilized for refilling must be of verified premium industry grade (e.g., ITDL, Odyssey, or equivalent OEM-standard). The grammage/quantity filled must match the original equipment manufacturer (OEM) factory specification standard for page yield.
- **Turnaround Time (TAT):** All cartridge refilling, refurbishing, and minor troubleshooting shall be performed on-site at NPC, HQ. If a cartridge requires off-site factory reconditioning, it must be collected, serviced, and returned **within 24 hours (Same day / Next business morning)**. Bidders are required to install the serviced cartridge/ribbon into the respective printer unit to confirm execution.
- **Genuine Spares:** The maintenance of printers and scanners includes comprehensive servicing and the mandatory replacement of damaged, faulty, or worn-out components with **brand-new genuine OEM spare parts**.
- **Penalty Clause:** Failure to deliver, install, or resolve a service request within the stipulated time slot will attract a liquidated damage penalty of **Rs. 50/- per day per unit** (toner/cartridge/printer). This penalty will be directly deducted from the running monthly invoices.
- **No Overhead Costs:** Payments will be processed on a **Monthly Basis** based on actual work verified by the Administration. No separate charges for transportation, travel, cartage, or handling will be entertained by the Council.

- **Universal Support:** The successful bidder shall be technically equipped to handle all variations of models deployed at NPC, HQ (LaserJet, Inkjet, Multi-Function Printers, High-Speed Document Scanners).

3. BID EVALUATION METHODOLOGY

- **Two-Bid System:** Bids must be submitted in two separate sealed envelopes— **Envelope A (Technical Bid)** with checklist items, and **Envelope B (Financial Bid)** with Annexure-2.
- **Award Criteria:** The technical evaluation will be conducted strictly based on the criteria outlined in Section 1. Financial bids of only technically qualified vendors will be opened.
- **Splitting of Contract:** NPC reserves the right to award the contract to a single consolidated L1 bidder or split the contract between the lowest two bidders (**L1 and L2**, subject to L2 matching L1 rates) in a **70:30 ratio** to ensure operational redundancy and risk mitigation.
- **Council Rights:** NPC reserves the right to accept or reject any or all bids, or alter the tender processing timeline at any phase without assigning prior reasons or liabilities.

4. TECHNICAL BID - CHECKLIST OF DOCUMENTS

The bidder must arrange the following documents in **Envelope A** in sequential order:

1. Tender document signed and stamped on every page as a token of acceptance.
2. Signed copy of Anti-Blacklisting Undertaking (**Annexure-1**).
3. Filled Technical Bid Profile Sheet (with PAN, GSTIN, and Firm Registration Proof).
4. Documentary proof of Turnover (CA Certificate or Audited Balance Sheet/P&L for FY 22-23, 23-24, and 24-25).
5. Minimum 3 years of work experience orders with performance certificates from Gov/PSU/Reputed Corporate.
6. Copy of Delhi/NCR Office/Workshop Address Proof (Electricity bill, Rent agreement, or GST registration).

Vijay

विजय कुमार/VIJAY KUMAR
निदेशक/Director
समूह प्रमुख (प्रशासन)/Group Head (Administration)
राष्ट्रीय उत्पादकता परिषद
NATIONAL PRODUCTIVITY COUNCIL
(वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार के अन्तर्गत)
(Under Ministry of Commerce & Industry, Govt. of India)
लोधी रोड, नई दिल्ली/Lodhi Road, New Delhi-110003

TECHNICAL BID PROFILE SHEET

S. No.	Particulars	Details / Bidder Compliance
1.	Name of the Bidding Agency	
2.	Registered Office Address (Delhi-NCR)	
3.	Firm Registration Type & Number	
4.	Permanent Account Number (PAN)	(Attach Copy)
5.	GSTIN Registration Number	(Attach Copy)
6.	Contact Person Name & Designation	
7.	Mobile Number & E-mail Address	
8.	Annual Financial Turnover:	
	- FY 2022-23	Rs. _____
	- FY 2023-24	Rs. _____
	- FY 2024-25	Rs. _____

Authorized Signatory Seal & Signature: _____

Date: _____

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ANNEXURE-1: UNDERTAKING REGARDING NON-BLACKLISTING

To,

The Group Head (ADMIN)

National Productivity Council

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

Subject: Declaration for Non-Blacklisting / Non-Debarment

Sir/Madam,

We hereby explicitly declare and confirm that M/s _____ has not been blacklisted, de-registered, or debarred by any Central/State Government Department, Public Sector Undertaking (PSU), Autonomous Body, or Corporate Entity from executing or undertaking similar service contracts during the last five (05) years.

The information provided above is true to the best of our knowledge. If any distortion of facts is discovered at a later stage, NPC shall have the absolute right to terminate our contract and forfeit our security deposits without notice.

For M/s _____

Name & Designation of Signatory: _____

Authorized Signature & Seal: _____

Date / Place: _____


विजय कुमार/VIJAY KUMAR
निदेशक/Director
समूह प्रमुख (प्रशासन)/Group Head (Administration)
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ANNEXURE-2: FINANCIAL BID FORMAT (To be sealed in Envelope B)

PART A: Comprehensive Annual Rate Contract for Maintenance of Printers and Scanners

Sr. No	Equipment Model Description	Qty (Nos)	Maintenance Charges Per Unit / Year (Excl. GST) (Rs.)	Applicable GST (%)	Total Composite Annual Cost (Incl. GST) (Rs.)
1	HP LaserJet P1008	9			
2	HP LaserJet M1005 MFP	8			
3	HP LaserJet 1020	7			
4	HP Color LaserJet Pro M252 dw	1			
5	HP LaserJet Pro MFP 128 Fn	21			
6	Canon – Image class MF 4412 dw	1			
7	HP LaserJet Pro MFP M227 Fdw	2			
8	HP LaserJet Pro M403	19			
9	Canon – Image class MF 244 dw	5			
10	HP LaserJet Pro M305 d	2			
11	HP LaserJet 1022	3			
12	Canon MF 645CX	1			
13	HP MFP M1226DW	1			
14	HP CLG MFP 1759	1002			

15	HP Colour M1 452 DN	1			
16	HP Laserjet Pro M 202 N	1			
17	ScanJet Pro 3000 S	4			
18	HP ScanJet Pro 2500 f1	1			
19	HP ScanJet 5590	1			
-	Total Inventory Count	90	Subtotal Part A (Rs.):		

Authorized Signatory Seal & Signature: _____

Date: _____

Vijayk

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PART B: Unit Rate Matrix for Refilling, Reconditioning & Refurbishing of Toner Cartridges

(Note: Prices quoted must include the replacement cost of components like Toner Powder, OPC Drum, Wiper Blade, Doctor Blade, Magnetic Sleeve, PCR Roller, and Reset Chips as detailed in technical specifications).

Sr. No	Compatible Printer Model	Rate Per Cartridge Refilling Only (Excl. GST) (Rs.)	Rate Per Cartridge Overhaul Reconditioning (Excl. GST) (Rs.)	Applicable / GST (%)	Total Unit Rate (Refill + Recondition incl. GST) (Rs.)
1	HP LaserJet P1008				
2	HP LaserJet M1005 MFP				
3	HP LaserJet 1020				
4	HP Color LaserJet Pro M252 dw				
5	HP LaserJet Pro MFP 128 Fn				
6	Canon Image class MF 4412 dw				
7	HP LaserJet Pro MFP M227 Fdw				
8	HP LaserJet Pro M403				
9	Canon Image class MF 244 dw				
10	HP LaserJet Pro M305 d				
11	HP LaserJet 1022				
12	Canon MF				

	645CX				
13	HP MFP M 226DW				
14	HP CLG 100 MFP 1759				
15	HP Colour M 452 DN				
16	HP Laserjet Pro M 202 N				

Commercial Evaluation Formula: L1 status will be calculated based on a weighted matrix of combined costs from Part A and representative volume assumptions of Part B.

Authorized Signatory Seal & Signature: _____

Date: _____

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