

H.P.P.S.C. Website: <http://hppsc.hp.gov.in/hppsc/>

Notice inviting sealed quotations

(For the refill of toner / repair of printer/ replacement of cartridge and resolution of other hardware issues related to computer systems.)

TENDER DOCUMENT

For invitation of sealed quotation from reputed agencies / firms for the refill of toner / repair of printer/ replacement of cartridge and resolution of other hardware issues related to computer systems.

Last Date & Time for Submission: **25.09.2025 (05:00PM)**

Himachal Pradesh Public Service Commission,
Nigam Vihar, Shimla- 171002.

Himachal Pradesh Public Service Commission, Nigam Vihar, Shimla- 171002

Tender document for invitation of sealed quotation from reputed agencies / firms for the refill of toner / repair of printer/ replacement of cartridge and resolution of other hardware issues related to computer systems.

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No. 01-03/2023-PSC (HKA)
Himachal Pradesh
Public Service Commission
Nigam Vihar Shimla-171002.

Website: <http://www.hppsc.hp.gov.in>

Email id: hppsc_shimla@msn.com

Notice inviting sealed quotations

The Himachal Pradesh Public Service Commission invites sealed quotations from reputed agencies / firms for the refill of toner / repair of printer/ replacement of cartridge and resolution of other hardware issues related to computer systems for office use of Himachal Pradesh Public Service Commission, Nigam Vihar, Shimla. Interested parties/agencies are requested to submit their sealed quotations to **the Secretary, HP Public Service Commission, Nigam Vihar, Shimla 171002 (H.P).** The quotation must reach the Commission between **05.09.2025 and 25.09.2025 upto 05:00PM** (both dates included). The quotations received will be opened on **26.09.2025 (Technical bids at 11:30 AM and Financial bids at 03:30 PM)** in the office of the undersigned.

For detailed terms and conditions, please visit the office website:- <http://www.hppsc.hp.gov.in>

Sd/-

Nivedita Negi, IAS
Secretary,
HP Public Service Commission,
Telephone No. 0177-2623786.

Himachal Pradesh Public Service Commission, Nigam Vihar, Shimla- 171002.

Invitation of sealed quotation from reputed agencies / firms for the refill of toner / repair of printer/ replacement of cartridge and resolution of other hardware issues related to computer systems for office use of Himachal Pradesh Public Service Commission, Nigam Vihar, Shimla -171002.

Tendering schedule

1	Date & time of Publication	05.09.2025 at 10:00 AM
2	Starting Date for Submission of tender documents	05.09.2025 at 10:00 AM
3	Last Date & Time for Submission of tender documents	25.09.2025 (05:00PM)
4	Date & Time for opening of sealed quotations i.e. Technical bids	26.09.2025 (11:30 AM)
5	Date & Time for opening of sealed quotations i.e. Financial bids	26.09.2025 (03:30 PM)

**Himachal Pradesh Public Service Commission,
Nigam Vihar, Shimla- 171002.**

Technical Bid

PROFORMA FOR BIDDER'S PROFILE

1	<p style="text-align: center;">Name of agencies / firms and Address (Attach Proof)</p> <p>Name of Agencies/ Firms:</p> <p>Village/City..... Post Office:</p> <p>Tehsil..... District:</p> <p>State Pin code</p>
2	PAN No.:(Attach Proof)
3	GST No.:(Attach Proof)
4	<p>Name of Bank:</p> <p>Account No.:</p> <p>IFSC Code:</p>
5	Details of cost of Tender Document Rs.300.00 (Rupees Three Hundred) only.
6	Details of Earnest Money Deposit Rs.10000.00 (Rupees Ten Thousand) only.
7	Experience (in no. of years) :
8	Undertaking of sufficient inventory.
9	Affidavit of Non-blacklist of the firm on the stamp paper of Rs. 50.00 (Rupees Fifty) only.

I/We hereby declare that the above mentioned information supplied by me/us is true to the best of my/ our knowledge & belief. The terms and conditions given in the contract will be binding upon me/us in the event of acceptance of my/our tender.

Read and accepted

Dated:

Signature of Bidder
With complete address

**Himachal Pradesh Public Service Commission,
Nigam Vihar, Shimla- 171002**

FINANCIAL BID

I,(Name) hereby offer my rates for supply of items as under:-

Serial No.	Name(s) of the printer(s).	Requirement	Rates quoted by the Bidder inclusive of GST & other applicable taxes
1	HP Laserjet 12A, 36A, 78A, 79A, & 88A	Toner Cartridge Refill.	
		Toner Cartridge Drum.	
		Toner Cartridge Megroll & Cleaning Bleed	
		Toner Cartridge PCR.	
2	Brother 2365 & 2465	Toner Cartridge refill.	
		Toner Cartridge Drum Unit.	
3	HP Laserjet 16A (5200 Laser Printer)	New Toner/ Cartridge/ refill.	
4	HP Color Laser	New Toner/ Cartridge 400/500 Series Black, Cyan, Yell, Megenta.	
5	HP 16A , 18A & 30A	Toner Drum & PCR.	
		Toner Drum Unit.	
		Toner Drum.	
		New Toner PCR/ Megroll/ Cartridge.	
		New Toner/ Cartridge.	
		New Toner/ Cartridge.	
6	Toshiba 2309 A, 166/205, 2450 & 2525.	New Toner/ Cartridge.	
		New Toner/ Cartridge.	
		New Toner/ Cartridge.	
		New Toner/ Cartridge.	
7	Konica Minolta 20SI	New Toner	
		Cartridge.	
8	Canon 59	New Toner	
		Cartridge.	
9	Rico H 1230D, & Rico H 2501	New Toner.	
Note: This list is not exhaustive.			

Signature of Bidder
With Name and address

TERMS AND CONDITIONS OF THE TENDER

The HP Public Service Commission invites sealed quotations from reputed agencies / firms for the refill of toner / repair of printer/ replacement of cartridge and resolution of other hardware issues related to computer systems for office use of the Himachal Pradesh Public Service Commission, Nigam Vihar, Shimla-171002.

1. SCOPE:

- ✓ This Rate contract shall consist of corrective refill & Supply of Toners and Cartridges and will include supply and replacement of faulty parts, at Client's own cost.
- ✓ The parts replacement will be equivalent in performance or better than the original parts.
- ✓ In case of new (cartridges) supply is to be made within 10 days of written supply order ,in case the part is not available in market the client will be informed accordingly and will be arranged as per availability
- ✓ All maintenance/repair shall be attended by the SERVICE PROVIDER or authorized personnel of the SERVICE PROVIDER.
- ✓ The SERVICE PROVIDER shall make available, at site, the services of its service Engineers, on call basis.
- ✓ All the calls are to be attended within 24 hours from the call reporting time.

2. HOURS OF SERVICE:

- ❖ The provision, by the SERVICE PROVIDER of maintenance service will confine to the client's normal working hours on all normal working days.
- ❖ No work will be undertaken on Sunday and Govt. holiday except by prior arrangement.
- ❖ The normal working hours of Client are from 10:00 am to 5:00 pm, on all week days.
- ❖ The SERVICE PROVIDER do hereby undertake to attend breakdown calls on the same working day for in-city locations. However, if the break-down calls are registered after 1.00 pm, and it is not possible to attend the call on the same day, the same shall be attended not later than the next working day. For Out-city locations, the complaints will be attended next day plus traveling time. If any location becomes unreachable due to road blockage, such calls will be attended after opening of the roads.

3. DURATION OF CONTRACT:

- The contract shall be valid and remain in force for a period of 02 years commencing from to (Two years).
- The bid should be submitted with EMD of **Rs. 10000.00 (Rupees Ten Thousand) only** in the form of Demand Draft duly pledged in the name of The Secretary, HP Public Service Commission, Shimla -171002. EMD of the successful bidder shall be retained as performance and security till the completion of contract term.
- If the SERVICE PROVIDER wants to renew the period of the contract, then it shall, by giving two months prior notice before the expiry of this contract, express its desire to renew the contract. This extension shall be no means be for a period more than one year.
- In case of violation of any of the term & conditions as stated in the tender document, the offer will be terminated forthwith along with forfeiture of EMD.

4. CARE OF EQUIPMENT:-

- The machines should be used by the client in accordance with the specification specified in the user manual.
- The client shall give the SERVICE PROVIDER full access to the machines to enable the SERVICE PROVIDER to provide comprehensive maintenance service.
- The client shall provide suitable working space/facilities to the SERVICE PROVIDER for storage of maintenance equipment and spare parts if required by SERVICE PROVIDER.

5. EXEMPTIONS:-

The liability of the SERVICE PROVIDER, under this agreement, to render refill & supply of cartridges does not extend to:

- a) Any Physical Damage to the Printer, cartridges
- b) Any repair of malfunction or damage due to accident, transportation neglect, failure of or use of non standard electrical power air-conditioning or parts.
- c) Old cartridges that are not serviceable.

The liability of the SERVICE PROVIDER under this contract does not include rendering any service which poses a safety or health hazard.

6. PURVIEW OF THIS CONTRACT:-

It is specifically stated that apart from what is stated in other clauses of this agreement, the supply and maintenance of all other services will be chargeable according to market price.

7. **PAYMENT OF CHARGES:-**

The client shall pay all the due bills within 30 days of bill date **subject to the availability of budget.**

8. **ASSIGNMENTS:-**

The rights, liabilities and obligations as per terms and conditions of this agreement are non transferable and any transfer/assignment of the same can be done by either party only with prior consent of the other party.

9. **FORCE MAJEURE:-**

- The SERVICE PROVIDER shall not be liable for any loss, damage, injury or delay which is due to fault or cause beyond the control of the SERVICE PROVIDER or force majeure (but subject to all other clauses of this agreement) such as acts of god, government direction, riots, war, Civil commotion sabotage, fire, lightening floods, earthquakes, explosions, due to improper earthling or other catastrophes, epidemics, quarantine restrictions, strikes, lockouts and other labour troubles, embargoes, theft of material of the SERVICE PROVIDER , or other transportation delays beyond the control of the SERVICE PROVIDER .
- In the circumstances mentioned in Para 10.1, the SERVICE PROVIDER shall not be liable for any loss, consequential damages or any claim or demand by the client of the possibility of such damages.

10. **ARBITRATION:**

1. Both the parties agree that if any dispute, difference, claim or any other question involved or arises out of implementation of this agreement, same may be resolved peacefully themselves. If the parties are not able to resolve any such dispute, difference, claim or any other question involving or arising out of this agreement among themselves, then same may be referred to a sole arbitrator to be appointed by mutual consent, and the arbitration proceeding shall be conducted in English & in accordance with the Arbitration and Conciliation Act, 1996. However if either wants to obtain any interim protection from a competent court of law, till the appointment of and abstention/ rejection of such offers by the sole arbitrator, then they are at liberty to do so.
2. Subject to para 11 (a) both the parties agree that the Courts of Shimla can have an exclusive jurisdiction to try and decide any dispute, difference, claim or any other question involving or arising out of this agreement between the parties to this agreement, and further agree that this agreement is governed and construed and per the laws of republic of India.

11 GENERAL:

- a) Both the parties agree that any notice to be served (as per the terms and conditions of this agreement) on either party may be sent by registered post acknowledgement due or by courier service, or by fax.
- b) This agreement together with any attachments herewith signed by both the parties shall constitute entire binding contract between client and the SERVICE PROVIDER. The terms and conditions of this agreement shall prevail notwithstanding any terms and conditions in oral and agreement or in any other documents unless specifically agreed upon in writing and attached herein. Further any variation of the terms and conditions of this agreement shall be in writing by way of supplementary agreement.
- c) Both the parties agree that nothing in this agreement shall be construed establishing or implying any relationship of (i) employer and employee (ii) agency, or (iii) partnership, either between the SERVICE PROVIDER and the client or between the personnel of the SERVICE PROVIDER and the bank, as the case may be.
- d) The SERVICE PROVIDER hereby agrees that any duty and obligation, liability etc. that may be imposed by contract labour act of any other labour law in force, for employment of any person by and on behalf of SERVICE PROVIDER for rendering the maintenance service as per this agreement, are to be exclusively complied by the SERVICE PROVIDER himself and hence client is not liable for the same.

12. PENALTY:

All the calls are to be attended within 01 hour from the call reporting time. If any call remains un-attended for more than 24 hours, then Penalty is deductible as follows:

- Cartridge: Rs. 100.00 per day.
 - Toner: Rs. 50.00 per day.
 - Penalty deducted for machine should not exceed total contract value of the particular machine.
 - The Commission reserves the right to reject one or all bids without assigning any reasons.
13. Affidavit of non-blacklist of the firm on the stamp paper of Rs. 50.00 (Rupees Fifty) only must be attached with the technical bid stating therein also that the bidder has gone through the bid document, understood it completely and the agency/ firm accepts all the terms & conditions mentioned therein.
14. The bidders shall have to file following declaration along with tender application.
15. All the disputes are subject to the jurisdiction of courts situated in Shimla only.

16. No subletting will be authorized. The agency/ firm will be responsible for the execution of whole work itself.
17. Tenderers who do not fulfill the above mentioned requirements, their tender will be liable for rejection.
18. Under Advertised/ Open Tendering Method, tenders shall be invited from reputed agencies / firm(s) through open public advertisement. Any reputed agencies / firm(s) may participate in response to such advertisement. The following procedure shall be adopted for Advertised/open Tendering method of tenders:-

- ✓ The tenders shall be submitted in a sealed cover, duly super scribed giving the serial number of the tender and the date of opening and addressed to the Secretary, HP Public Service Commission, Nigam Vihar, Shimla- 171002 (HP).
- ✓ The tender fee shall not be refundable under any circumstances.
- ✓ The tenders in a sealed cover shall comprise **TWO SEPARATE ENVELOPES**. Each envelop shall contain separately the “**TECHNICAL BID**” and the “**FINANCIAL BID**”.
- ✓ The envelopes shall be marked as “**TECHNICAL BID**” and “**FINANCIAL BID**” in bold and legible letters **to avoid any confusion**.
- ✓ Initially, only the envelope marked “**TECHNICAL BID**” shall be opened. **No decision regarding disqualification or rejection of any bid shall be conveyed in bid opening session.**
- ✓ The envelope marked as “**FINANCIAL BID**” shall be retained in the custody without being opened.
- ✓ The “**TECHNICAL BID**” shall be evaluated in a manner prescribed in advance, without reference to the price and reject any proposal/ bid which does not conform to the specified technical criteria.
- ✓ The mandatory documents should specifically be mentioned in the tender document.
- ✓ During the technical evaluation no amendments in the technical proposal shall be permitted.
- ✓ The “**FINANCIAL BID**” shall be opened publicly at a time, date and venue announced and communicated to the technically qualified bidders in advance.
- ✓ After the evaluation and approval of the technical proposal, the “**FINANCIAL BID**” within the bid validity period, shall be opened of the technically qualified/accepted bids only. The financial bids found technically nonresponsive shall not be opened.
- ✓ The bid found to be the lowest evaluated bid shall be accepted.

Declaration

I / we hereby declare that I/We have read the terms and conditions. The information supplied by me/us are true to the best of my knowledge. The terms and conditions prescribed by the HP public Service Commission will be binding upon me/us in the event of the acceptance of my tender.

I/We herewith enclose Demand Draft of Rs. 10000.00 (Rupees Ten Thousand) only as earnest money and if I/We fail to execute the assigned work within specified period, I/We hereby agree that the earnest money deposited/ performance guarantee to be deposited to the Secretary, HP Public Service Commission, Shimla -02 be forfeited.

Signature of the bidder

Name of bidder:

Address:-

.....

.....

Mobile No.

Checklist

Check list for scrutiny of tender document for reputed agencies / firms for the refill of toner / repair of printer/ replacement of cartridge and resolution of other hardware issues related to computer systems for office use of Himachal Pradesh Public Service Commission, Nigam Vihar, Shimla.

Sr. No.	Particulars	Submitted Yes/ No	Page No.	Remarks
1.	Proof of earnest Money Deposit Rs. 10,000.00 (Rupees Ten Thousand) only.			
2.	Proof of deposit of cost of tender Document Rs. 300.00 (Rupees Three Hundred) only.			
3.	Bidder profile as prescribed.			
4.	Self –Attested copy of GST registration certificate.			
5.	Self –Attested copy of PAN Card.			
6.	Financial Bid (rates to be quoted separately)			
7.	Self –Attested copies of quality certificates issued by competent authority.			
8.	Experience.			
9.	Undertaking of sufficient inventory.			
10.	Affidavit of Non-blacklist of the firm on the stamp paper of Rs. 50.00 (Rupees Fifty) only.			

Note:-

1. All submitted document should be indexed in the above order Sr. No. 1-00 page number be assigned to all the submitted documents.
2. All the requisite documents certificates etc should be scanned in legible and clear form and should invariably be submitted.
3. The tenderer may go through the checklist and ensure that all the documents/ confirmations listed above are enclosed in the tender and no column is left blank. If any column is not applicable, it may be filled up as Not Applicable.

Signature of the bidder with seal
