GOVT. OF N.C.T. OF DELHI
OFFICE OF THE MEDICAL DIRECTOR
GURU TEG BAHADUR HOSPITAL
DILSHAD GARDEN, DELHI-110095

F.20(39)/EDP/GTBH/Re-Furbish & Refilling/2026-27/ 8635-38 Dated: 06-11-26

Notice for invitation of Quotations

It is brought to the notice of all concerned firms that GTB Hospital is in need of following items urgently:-

S. NO.	Name of item	Qty.
1.	**Refilling of Cartridge Model No. 110A**	100 nos.
2.	**Refilling of Cartridge Model No. 137A**	100 nos.
3.	**Refilling of Cartridge Model No. 3025**	100 nos.
4.	**Refilling of Cartridge Model No. 88A**	50 nos.
5.	**Refilling of Cartridge Model No. 12A**	50 nos.

As mentioned above interested vendors/manufacturers may apply for the same by submitting quotations for standard quality items in sealed envelope addressed to MD, GTB Hospital, Dilshad Garden, Delhi-95 at the earliest, maximum up to 7th day of publication of the notice.

General Terms & Conditions:-

1. TECHNICAL SPECIFICATIONS AND SCOPE OF WORK:-

1.1 Scope of Work: The contractor shall undertake collection, refilling/reconditioning, testing and delivery of used/empty toner and ink cartridges compatible with printers installed in the Organization, including but not limited to HP, Canon, Brother, Samsung, Ricoh and Xerox. The service shall include all consumables, labour, transportation, handling, testing and incidental expenses necessary to complete the work in accordance with the Notice Inviting Quotations, these terms and conditions, and the resulting work order.

1.2 Comprehensive Service: The quoted rates shall include toner/ink, labour, collection and delivery, testing, and replacement of defective or worn-out cartridge components wherever required and covered by the accepted rate. Components may include the OPC drum, primary charge roller (PCR), wiper/doctor blade, magnetic roller, chips, bushings, springs and cartridge body seals, as applicable to the cartridge model.

1.3 Material Specifications: The contractor shall use good-quality toner powder or ink compatible with the relevant cartridge and printer model and meeting OEM specifications or demonstrably equivalent performance standards. The quantity of toner/ink shall be appropriate to the cartridge model and sufficient to meet the applicable specified capacity and page-yield requirement.

1.4 Component Replacement: Components found defective or worn out and requiring replacement shall be replaced with new, compatible components of suitable quality. Defective components shall not be reused. Any component replacement charge, if not included in the quoted rate, must be expressly identified in the quoted rates; no additional charge shall be payable for an item stated to be included in the accepted quotation.

1.5 Page Yield and Print Quality: Refilled cartridges shall provide page yield consistent with the applicable OEM specification or agreed equivalent standard for the relevant model, under the relevant test conditions. Print output shall be clear, legible and reasonably uniform, and free from unacceptable smudges, streaks, leakage, abnormal fading or other defects attributable to the cartridge or refilling process.

1.6 Post-Refilling Testing: Each cartridge shall be tested before delivery. A sample test print for each cartridge shall accompany the delivered cartridge as evidence of testing. Cartridges that fail the prescribed quality requirements shall be rectified or replaced by the contractor without additional cost.

1.7 Cartridge Identification and Records: The contractor shall maintain cartridge-wise records of collection and delivery, including cartridge/printer model, quantity, date of collection, date of return and any reported defect or replacement. The records shall be acknowledged by the designated official or representative.

1.8 Printer Safety: The contractor shall ensure that cartridges returned after refilling are compatible with the relevant printer models and are properly assembled and free from leakage or other defects likely to affect normal operation.

1.9 Liability for Printer Damage: Where a printer malfunction or damage is reasonably established, through a documented technical assessment, to have resulted from a defective cartridge or deficient service attributable to the contractor, the contractor shall be liable for reasonable repair or replacement costs, as applicable. The contractor shall be informed of the findings and given a reasonable opportunity to respond. Any recovery shall be made in accordance with the contract and applicable rules.

2. COMMERCIAL AND SPECIAL TERMS AND CONDITIONS

2.1 One-Time Order: This procurement shall be a one-time order only, limited to the quantities and services expressly specified in the Work Order. No recurring or continuing supply/service obligation shall arise beyond the stated order. The order shall be treated as completed upon satisfactory delivery and acceptance, subject to closure of pending contractual obligations.

2.2 Fixed Rates: The rates accepted for this one-time order shall remain firm and shall apply to the quantities and services specified in the Work Order. No escalation or additional charge shall be payable on account of changes in market prices, freight, labour, transportation, handling or other costs, except for taxes or adjustments expressly permitted under applicable law and stated in the Work Order.

2.3 Variation in Quantities: The quantities indicated in the work order are indicative and may vary according to actual requirements. Any increase or decrease shall be handled in accordance with these terms and conditions and applicable procurement rules. Payment shall be made only for services actually ordered, performed and accepted at the accepted rates.

2.4 Collection and Delivery: The contractor shall provide door-to-door pickup of empty cartridges and delivery of refilled cartridges at the location(s) specified by the Organization. Transportation, freight, handling and related expenses shall be included in the accepted quotations, and no separate charge shall be payable.

2.5 Turnaround Time: Each cartridge shall ordinarily be returned in satisfactory working condition within 24 hours of collection or receipt of the relevant service request, as specified by the Organization. If exceptional circumstances are likely to delay delivery, the contractor shall promptly notify the designated official in writing, stating the reasons and expected delivery time. The maximum turnaround time shall not exceed three working days unless an extension is expressly approved in writing by the Organization.

2.6 Delay and Other Non-Compliance: For delay beyond the prescribed turnaround time, a penalty of Rs. 100 per cartridge per day may be imposed, subject to a maximum aggregate penalty of 10% of the value of the delayed service under the relevant work order/service request. No penalty shall be imposed for a period of delay formally excused in writing by the Organization. The contractor shall be notified of the default and the proposed calculation before recovery.

2.7 Critical Delay / Alternative Arrangement: Where the contractor fails to return cartridges within the maximum permissible turnaround time, or fails to rectify a material service deficiency within the stipulated time, the Organization may, after recording the reasons and giving notice where practicable, arrange the service through an alternative source. Any reasonable additional cost recoverable from the contractor shall be determined and recovered in accordance with the contract, after documenting the basis of such cost.

2.8 Quality Failure and Replacement: A cartridge that fails the agreed print-quality or compatibility requirements may be rejected. The contractor shall collect and rectify or replace the rejected cartridge within 24 hours of intimation, without additional cost. Repeated or material failure may attract the remedies expressly provided in the work order and these terms and conditions, subject to the applicable contractual procedure. The same default shall not result in duplicative recovery under multiple penalty provisions.

2.9 Page Yield: Where a cartridge is found, on a documented and reasonably appropriate assessment, to have materially failed the agreed page-yield requirement, the Organization may require replacement/refilling without additional cost or make a proportionate deduction from the relevant invoice, in accordance with these terms and conditions.

2.10 Invoicing and Payment: The contractor shall submit the prescribed invoice along with verified collection and delivery challans and the service register, duly acknowledged/countersigned by the designated official. Payment shall be processed after verification and acceptance of the services, subject to applicable financial procedures and contractual terms.

2.11 Taxes: Applicable taxes shall be treated in accordance with the quoted rates, the accepted rates and applicable law. The bidder shall clearly state the tax treatment in its quoted rates. No additional amount shall be payable beyond the accepted rates and the expressly applicable tax provisions.

3. BIDDER ELIGIBILITY CRITERIA

3.1 Legal Status: The bidder shall be a legally eligible entity, such as a proprietorship, partnership firm, limited liability partnership, private limited company, public limited company or other entity permitted under applicable law. The bidder shall possess a valid PAN and GST registration, wherever applicable.

3.2 Relevant Experience: The bidder shall have at least one year of relevant experience in printer servicing, cartridge refilling, toner/ink cartridge supply or associated maintenance services. Experience shall be supported by relevant work orders, completion certificates, performance certificates or other verifiable documentary evidence specified in the work order.

3.3 Non-Blacklisting Declaration: The bidder shall submit an undertaking on its official letterhead declaring that it has not been blacklisted or debarred by any Central/State Government Department, public sector undertaking or autonomous body, in accordance with the conditions stated in the Notice Inviting Quotations and these terms and conditions. Any material declaration found to be false may be dealt with under these terms and conditions and applicable rules.

3.4 Documents: The bidder shall submit the documents expressly listed in these terms and conditions for establishing legal status, tax registration, relevant experience and eligibility. The Organization may seek clarification or verification of submitted documents in accordance with these terms and conditions.

4. GENERAL

4.1 The bidder shall comply with the technical requirements, service levels, safety requirements and other conditions specified in these terms and conditions and accepted work order.

4.2 Any rejection, deduction, penalty or recovery shall be supported by a record of the relevant default and calculated in accordance with the work order and these terms and conditions. The Organization shall avoid duplicate recovery for the same default.

4.3 These terms shall be read with these terms and conditions and the work order. In case of inconsistency, the applicable procurement rules and the terms expressly stated in the Notice Inviting Quotations, these terms and conditions, and the resulting work order shall apply.

This issues with prior approval of Worthy Medical Director, GTBH.

Procurement Officer
Dated:

F.20 (39)/EDP/GTBH/Re-Furbish & Refilling/2026-27/

Copy to:-

1. PS to MD for information
2. DMS-(EDP Cell)-For uploading in GTBH Website

Pradhan 06/11/26

Procurement Officer
(EDP)