

F. No. 4-1/2011-S&S  
Government of India  
Ministry of Human Resource Development  
Department of Higher Education  
S&S Section

Room No. 123-C, Shastri Bhawan, New Delhi-110001  
Dated the 13<sup>th</sup> September, 2011

To

As per list attached

Subject : Complete Servicing/Maintenance of RO Systems installed in this Department (3 Nos. of R.O. Systems of 60 ltr. and 3 Nos. of R.O. of 25 ltr of **ION-EXCHANGE** and 01 No. of R.O. 120 Ltr. of Orbit Plus) Award of contract – regarding-

Dear Sir,

I am directed to invite quotations for the comprehensive annual maintenance/servicing of RO Systems and Aquaguards installed in this Ministry (R.O. Systems of 60 LPH & 25 LPH of **Ion-Exchange** and 120 Ltr. of Orbit Plus). You are requested to furnish the rates for comprehensive annual maintenance/servicing of these RO Systems separately for each model including change/replacement of water filters, membranes, pumps and other parts etc. attached to various Water Coolers installed in this Ministry. The detailed terms and conditions for the AMC are given below :

**TERMS & CONDITIONS :**

1. The initial servicing of the RO Systems will have to be completed within seven days from the date of commencement of the contract.
2. During the period of contract, the agency will be responsible for proper & consistently good functioning of all the RO Systems installed in the Ministry.
3. The agency will depute a regular qualified technician for attending complaints on day to day basis, if any. He may also be called on Holidays, if it is considered necessary for urgent repair etc.
4. In case any RO System go out of order, the repair work should be carried out by the agency in the premises of this Ministry. Only such work, which cannot be executed in the premises of this Ministry, would be allowed to be done in the workshop of the agency with the prior permission of the undersigned.
5. If the Ministry feels that any of the RO system, under the contract was not properly maintained/serviced by the agency or does not function during any period, a reasonable deduction from the bills will be made. The decision of the Government as regards the reasonableness of deduction will be final and binding on the agency. There will be penalty of Rs. 500/- per day for delay in rectifying the fault beyond 24 hours of detection of the defect.
6. EMD in the form of Demand Draft of Rs. 5000/- (Rupees five thousand only) drawn in favour of PAO(Edu), Department of Higher Education, Shastri Bhawan, New Delhi – 110001 may be furnished alongwith the tender document failing which the tender will be summarily rejected.. The EMD of unsuccessful bidder will be returned to them at the

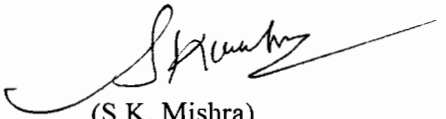


earliest after expiry of the final validity and latest on or before 30<sup>th</sup> day after the award of the contract whichever is earlier.

7. The successful Bidder should remit an amount of Rs. 10,000/- (Rupees ten thousand only) as performance security in the form of FDR from any scheduled commercial bank duly pledged in favour of PAO(Edu.), Department of Higher Education, Shastri Bhawan, New Delhi- 110001.
8. The contract may be terminated by the Ministry at any time without assigning any reason thereof, if the work of the agency is found to be unsatisfactory and this Ministry will be at liberty to entrust the same to any other firm at the risk and expenses of the defaulting Company. In this Connection, the decision of this Ministry shall be final and binding upon the agency.
9. The quotations are invited for all-inclusive rates for comprehensive annual maintenance/servicing including repair/replacement of each part of the R.O systems.
10. The company should clearly indicate their past performance, technical capability and financial position etc. while submitting the tender.
11. No payment for the CAMC will be made in advance however contractual value of money will be released in four quarterly installments on satisfactory performance of the firm & after submission of bill on completion of 3 (three) monthly period.
12. In all matters of dispute relating to this Contract, the decision of the Ministry shall be final and binding upon the agency.
13. The Government reserves the right to accept or reject any quotation without assigning any reason thereof.
14. **It may be noted that the rates may be quoted per unit vise. It may also be noted that the nos. of water filters may increase or decrease. In case of any increase or decrease, the proportionate amount may increase or decrease. The contract will be awarded to that firm whose total amount of all the R.O. Systems is found to be lowest. While evaluating the bids the price quoted for each and every R.O. system will not be the deciding factor for award of contract. Rather the total value of all the items quoted will be the deciding factor in award of contract. Bidder is required to quote the price of each and every items failing which bid will be rejected. Further on award of contract to the firm, the firm do not accept the offer, the EMD of the firm will be forfeited and the firm will also be blacklisted.**

2. If you are willing to take up the contract, your quotations completed in all respect & in double sealed cover superscribed "**Quotations for Servicing & Maintenance of R.O Systems.**" should be put in the Tender Box, placed at the Information & Facilitation Centre(IFC) of the Department, at Gate No. 6, Shastri Bhawan, New Delhi by **3.00 P.M on 28/09/2011**. The quotations will be opened on the same day at 3.30 P.M. in Room No. 123-C, Shastri Bhawan, New Delhi in the presence of the representatives of the firm, if any.

Yours faithfully,



(S.K. Mishra)

Under Secretary to the Government of India

Copy to : Programmer (CMIS) – for putting the tender on the Website of the Department  
Copy also to : All the Ministries/Departments of Govt. of India, New Delhi.