

No. F.4-1/2016-S&S
Government of India
Ministry of Human Resource Development
(Department of Higher Education)

Shastri Bhawan, New Delhi
Dated the 21st January, 2016

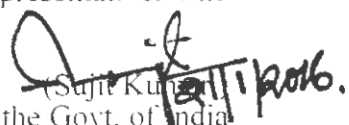
TENDER NOTICE

Sealed tenders are invited from reputed, experienced and financially sound firms/agencies for Comprehensive Annual Maintenance Contract of different types of RO Systems installed in offices of Ministry of HRD located at Shastri Bhawan, R.K. Puram Jeevan Deep Building & residential office of Hon'ble HRM.

2. The sealed quotation with Financial bids filled in the specified proforma and addressed to the Under Secretary(S&S), Ministry of Human Resource Development, Room No. 123-C, Shastri Bhawan, New Delhi should be dropped in the Tender Box to be placed at a room near Gate No.6, Shastri Bhawan, New Delhi upto 3.00 PM on 15.02.2016.

3. Complete Tender document may either be downloaded from the website of the Ministry(www.mhrd.gov.in) or collected from S&S Section, Room No. 123-C, Shastri Bhawan, New Delhi on any working day between 3.00 PM to 5.00 PM.

4. The bid shall be opened at 3.30 PM on 15.2.2016 in Room No. 123-C, Shastri Bhawan, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present.


Under Secretary to the Govt. of India

To

1. As per list attached.
2. Webmaster/Programmer, CMIS, Ministry of Human Resource Development – with the request that this may be placed appropriately on the official website of the Ministry.
3. All Notice Boards

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The interested agencies are advised to submit two separate sealed envelopes as under :-

- (i) **Earnest Money Deposit :-** One envelope shall be sealed and superscribed "EMD – Tender for CAMC of RO Systems in Ministry of HRD" and should contain Earnest Money Deposit of Rs.15,000/- in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the **Pay and Accounts Officer, Department of Higher Education, Shastri Bhavan, New Delhi.** The earnest money will be refunded without interest only after the finalization of the contract.
- (ii) **Financial Bid:-** Second envelope shall be sealed and superscribed "Financial bid for CAMC of RO Systems in Ministry of HRD". The Financial bid shall be submitted in the proforma as per Annexure "A" on the Company's letter head only.

The two sealed envelopes should be addressed to the Under Secretary(S&S), Ministry of Human Resource Development, Room No. 123-C, Shastri Bhawan, New Delhi should be kept in an outer envelope which will be sealed and superscribed "Tender for CAMC of RO systems in the Ministry of HRD" which should be dropped in the Tender Box to be placed at a room near Gate No.6, Shastri Bhawan, New Delhi upto 3.00 PM on 15.02.2016.

2. The contract will be for a period of one year from the date of acceptance of award of contract. The contract is extendable on a year-to-year basis upto three years subject to performance being found to be satisfactory at the discretion of Ministry of HRD.

3. The firm(s) may inspect the RO systems installed in the offices of Ministry of HRD on any working day between 3.00 PM to 4.30 PM.

4. The selected firm would be required to deposit a Performance Security in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the **Pay and Accounts Officer, Department of Higher Education, Shastri Bhavan, New Delhi,** equivalent to 5% of the total value of the contract.

5. All entries in the tender 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. No overwriting or cutting is permitted in the Financial Bid form. In such cases, the tender shall be summarily rejected.


6. The Competent Authority of Ministry of HRD reserves the right to reject the bid(s) without assigning any reason thereof.

7. L-1 firm will be decided on the basis of lowest comprehensive annual maintenance charges inclusive of cost of hardware items and consumables.

A handwritten signature in black ink, followed by the date 21/1/2016.

B. Terms and Conditions

1. The contract is for the Comprehensive Annual Maintenance Contract of different types of RO Systems installed in the offices of Ministry of HRD located at Shastri Bhawan, R.K. Puram, Jeeven Deep Building & residential office of Hon'ble HRM.
2. The successful tenderer should physically verify the RO Systems installed at the locations mentioned above. and submit the verification report along with total number of RO systems, brand and specification to the undersigned immediately upon award of contract.
3. The tenderers may note that the total number of RO systems mentioned in the annexure may decrease or increase as per the requirement of the Ministry.
4. All the items excluding skids(stands) are to be covered under the CAMC.
5. The firm shall use only genuine spares in maintenance/servicing of RO Systems.
6. If the warranty of any RO System not covered under the Comprehensive Annual Maintenance Contract(CAMC) expires during the period of contract, it will be **automatically** covered under the running CAMC from the date that may be conveyed by this office and payment in respect of such RO System will be made on monthly pro-rata basis. The period falling short of 15 days in a month, will be ignored and period of more than 15 days will be treated as a month for the purpose of payment. The same mode of payment will apply in case of any RO removed/included in CAMC for a short period on a regular basis.
7. The selected firm will be required to depute at least one full time Service Engineer in Shastri Bhawan with mobile phone on regular basis on all working days for regular maintenance and also to attend to complaints immediately. No separate conveyance charges/vehicle shall be provided to the Service Engineer for going to attend the complaints of ROs installed at locations other than Shastri Bhawan.
8. The Service Engineer would report for duty at Shastri Bhawan on all working days to the Section Officer, S&S Section, Room No. 123-C, Shastri Bhawan, New Delhi. He would observe office timings applicable in the Ministry of HRD and mark his attendance every day.
9. In emergent cases he may be required to work beyond office hours and also on holidays for which no additional payment will be made.
10. The service engineer will be required to maintain a register in which he will enter the TDS readings of all the ROs installed at Shastri Bhawan at the beginning of office hours.
11. If the Service Engineer posted at Shastri Bhawan, have to proceed on leave, even for a day, a suitable substitute will have to be provided by the selected firm under intimation to Under Secretary(S&S)/Section Officer(S&S) failing which, pro-rata rates per day will be deducted from the amount payable to the selected firm.



21/12/2016.

12. **The Service Engineer should be able to take complaints on telephone and attend to all complaints, independently. He should also be well behaved and well mannered.**
13. **The complaints lodged with the Service Engineer will be required to be attended and rectified by him on the same day. Any complaint that cannot be rectified by him on the same day will be required to be rectified by next working day positively.**
14. If at any point of time, the services of the Service Engineer, being provided by the firm are noticed to be unsatisfactory or not of the expected level in any manner, the firm will be responsible to change the Service Engineer immediately soon after such inadequacies are brought to the notice of the firm verbally/in writing.
15. The selected firm should be capable of attending all the complaints. If the firm fails to attend to a complaint within stipulated time, a penalty on a daily basis for delay, equivalent to pro-rata contract charges payable per day or charges that may be required to be paid to an outside agency, to have the complaint attended to, whichever is higher will be deducted from the firm's quarterly bill towards contract charges. In case of delay, any item that is got repaired from outside agency will be at the risk and responsibility of the selected firm.
16. No RO System or parts thereof will be taken out by the Engineer to the workshop without prior approval of the Competent Authority of Ministry of HRD.
17. Payment will be made on quarterly basis(at the end of every quarter) after satisfying that the services provided have been of the desired level and that the preventive maintenance checks were fully performed.
18. The tendering agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of persons deployed by it in this Ministry.
19. The Competent Authority will have the authority to reject any/all offer(s) without assigning any reason thereof. Any enquiry after submission of the quotations will not be entertained.
20. The competent authority reserves the right to conduct performance review of the contracting firm at any time during the contract period and deficiencies, if any noticed will result in termination of the contract. It further reserves the right to suo-moto terminate the contract by giving one month notice at any point of time without assigning any reasons.


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21. It shall be responsibility to the contractor to hand over all the RO Systems to the Ministry in working condition at the completion of the contract. Any damage/repair required in the RO System on the expiry of the contract shall be borne by the firm and such an amount would be deducted from the bills of the firm.
22. The firms should have an experience of at least three years in maintenance of various type of RO Systems in minimum three Government Departments. Satisfactory service rendering certificate from existing running contract to be enclosed with bid.
23. During the period of contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/property.
24. Corrections and over-writing in the tender document is not permissible. All the pages of the tender document shall be signed by the authorized signatory of the firm with office seal as a token of acceptance of the same. The same should be enclosed with the bid, failing which the bid shall be rejected summarily.
25. The firm would provide necessary tools and instruments to their service engineer for the purpose of servicing the equipment covered by the contract.
26. Government taxes as applicable from time to time shall be payable by this office. The bill raised by the firm should have all Tax Registration numbers printed in the bill. Copy of PAN and Registration of Service Tax should be enclosed with the bid. Validity of the Tax Registration shall be the sole responsibility of the firm.
27. In case violation of any terms and conditions is noticed and if the services are found unsatisfactory, performance security is liable to be forfeited at the discretion of the competent authority and Service Contract may be terminated.
28. A firm will be decided L-1 on the basis of total value of maintenance quoted for all systems.


(Sujit Kumar)

Under Secretary to the Govt. of India

Terms and Conditions are acceptable

Date :

(Authorized signatory)
Signature of the tenderer with seal in token of
acceptance of terms and conditions.

FINANCIAL BID

S.No.	Type of Systems	Capacity & location	Number of systems	Comprehensive AMC Rate per unit	Total Amount
1.	RO Systems	120 LPH Gate No.7, 1st Floor	1 (One)		
2.		60 LPH Gate No.7 3 rd , 4 th , 5 th Floor & 3 rd Floor Canteen Gate No.5 2 nd 4 th and 5 th Floor Residential office of Hon'ble HRM 28, Tuglaq Cresent, New Delhi	8 (Eight)		
3.		25 LPH Gate No.7 2 nd Floor Gate No.5 Gr. Floor, UT Div. 1 st , 2 nd & 3 rd Floor R.K. Puram West Block-I West Block-II Jeevan Deep Building	8 (Eight)		
Grand Total			17		

Note :

1. The total amount quoted by the firm should be inclusive of all consumables, replacement of defective parts with original ones including system, pump, motors forming part of the systems.

2. The taxes, as applicable, should be clearly mentioned against each under Financial Bid.

Signature of the authorized person

Date :

Name :

Place :

Seal :