

No.D-21014/2/2018-SEO
Government of India
Ministry of Commerce and Industry
Department of Industrial Policy & Promotion

Udyog Bhawan, New Delhi-11.
Dated, the 11th October, 2018

E-TENDER NOTICE

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR R.O. MACHINES (DIFFERENT MAKE/MODEL) INSTALLED IN DEPARTMENT OF INDUSTRIAL POLICY AND PROMOTION, UDYOG BHAVAN, NEW DELHI.

SL.NO.	ACTIVITY	DATE
1.	Date of Invitation of Tender	11.10.2018
2.	Last Date and time of submission of EMD	01.11.2018 Upto 3:00 P.M.
3.	Last Date and Time for on-line submission of Tender Document	01.11.2018 Upto 3:30 P.M
4.	Opening of Technical/Financial Bids	02.11.2018 4:00 P.M.

On-line e-Tenders are invited by the DIPP under single bid system from experienced and financially sound firms/agencies for Comprehensive Annual Maintenance Contract of different types of RO Systems installed at different places in this Department. The detailed Terms and Conditions of the contract are given at *Annexure-I*. Proforma for Technical Bid is at *Annexure-II* and Proforma for Financial Bid is at *Annexure-III*.

2. The tender documents can be downloaded from the website of <http://eprocure.gov.in/eprocure/app> from 11.10.2018 to 01.11.2018 (up to 3.00 P.M.).

3. The interested service providers may submit the tenders online at the <http://eprocure.gov.in/eprocure/app> under single bid systems in the prescribed proforma. Tenders are to be submitted only online through e-procurement portal <http://eprocure.gov.in/eprocure/app>. All the documents

in support of eligibility criteria etc. are to be scanned and uploaded along with the Tender Documents. Tenders sent by any other mode or incomplete tenders will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

4. The Technical Bids should be submitted online as per the format at Annexure-II. The Financial Bids should also be submitted online as per format at Annexure-III.

5. The Earnest Deposit (EMD) of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of Account Payee Demand Draft/Bankers Cheque drawn in favour of DDO(Cash), Department of Industrial Policy and Promotion, Udyog Bhawan, New Delhi has to be submitted to the **Under Secretary (SEO), Department of Industrial Policy and Promotion, Room No. 271-A, Udyog Bhawan, New Delhi-110001 on working days from 11.10.2018 upto 3:00 P.M on 01.11.2018.** Late receipt of EMD will make the bidder disqualified and that bid will not be considered. If the bid is received without EMD, the same shall not be considered and rejected summarily. Accordingly, bidders are required to ensure that their entry is made in EMD register and their signatures are obtained on the same before the Register is closed on the prescribed time. The Earnest Money will be returned to all the unsuccessful bidders after finalization of the Contract.

5.1 Tenderers registered with NSIC/MSME authorities for tendered service/items are exempted from payment of EMD on production of attested copy of certificate issued by NSIC/MSME. Similarly, Startups registered under the Startup India initiative shall also be exempted from payment of EMD on production of necessary proof.

6. The firm(s) may inspect the RO systems installed in the offices of DIPP on any working day between 3:00 PM to 3:30 PM. The locations of installed RO's are as under:-

i).	Deptt. Canteen, Ground Floor, Udyog Bhawan	-	4
ii).	Gate No. 11, Udyog Bhawan	-	1
iii).	Pantry Room of CIM, Udyog Bhawan	-	1
iv).	Residence Office of Hon'ble CIM 12, Akbar Road, New Delhi	-	3
v).	CISF Barrack, Udyog Bhawan	-	1
vi).	O/o e-biz, Lok Nayak Bhawan,	-	1

6. The online Bids will be opened on 02.11.2018 at 04.00 P.M. by a Committee of Officers in Room No.271-A, Udyog Bhawan, New Delhi. In case any holiday is declared by the Government on the bid opening date, the bid will

be opened on the next working day at the same time.

7. L-1 firm will be decided on the basis of lowest comprehensive annual maintenance charges.

8. The rates should be quoted exclusive of GST. GST as per existing rates should be claimed by the successful bidder at the time of submission bills.

9. The firm should not quote any fake price/unrealistic price rate for maintenance for RO machines. If any fake price/unrealistic price are quoted, it shall not be treated as valid quote and shall result in summary dismissal of the financial bid even though the firm is otherwise technically qualified.

10. Complimentary service by the firm is not acceptable. The firm must quote a reasonable amount as per details of work/job to be provided as indicated in the financial bid.

11. It must be noted that in order to be eligible to participate in the bid a tenderer must quote rates for each RO machine mentioned in the price bid, failing which bids will be rejected. If the bidder quotes "Nil" charges/consideration, the bid shall be treated a unresponsive and will not be considered.

12. The selected firm will 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 favor of DDO (Cash), Department of Industrial Policy and Promotion, Udyog Bhawan equivalent to 10% of the total bid price. The Performance Security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier.

13. The competent authority in the Department of Industrial Policy and Promotion reserves the right to cancel the tender at any time or amend / withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.

14. The rate must be written in figure as well as in words.

15. Incomplete or conditional tenders will not be entertained.


(S. Ravish Ali)

Under Secretary to the Government of India

Tel. No. 23063697

Copy to:

1. All Ministries and Department of Govt. of India located at New Delhi/Delhi with the request that the contractors engaged by them for the purpose may be requested to submit their tenders, if interested.
2. NIC for placing this tender on the website of DIPP for wide publicity.
3. Firms/Companies in the field as per list enclosed.

Copy for information to:-

1. Reception Officer, Department of Industrial Policy and Promotion, Gate No. 12, Udyog Bhawan, New Delhi.
2. CISF, Udyog Bhawan.



SCOPE OF WORK, ELIGIBILITY REQUIREMENT AND TERMS AND CONDITIONS OF CONTRACT ETC:-

1. Scope of work

(i) The contract is for the Comprehensive Annual Maintenance Contract (CAMC) of different types of RO Systems installed in the Offices

(ii) The successful Tenderer should physically verify the RO System 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.

(iii) The numbers of R.O. machines may increase or decrease at the discretion of this Department and payment will increase or decrease on pro rata basis accordingly. In case any new office at a new location is added, this contract will deemed to be applicable in that new office also.

(iv) All the items including Skids (stands) are to be covered under the CAMC.

(v). The Maintenance Contract shall be comprehensive in nature and the contractor will be required to undertake periodic servicing of machines and keep all the RO Machines in perfect working conditions throughout the period of contract. No extra payment will be made for repair, replacement of any part of the RO Machine to the contractor. Bidders are, accordingly, instructed to quote all-inclusive rates per RO Machine (per unit) for the maintenance of the RO apparatus during the whole period of contract.

(vi) Free repairing of membrane/filters/pump/adopter/switch/sensor and other consumable etc.

(vii) Free replacement of defective electrical/mechanical/consumable parts.

(viii) Free periodical servicing of all RO machine.

(ix) The firm shall use only genuine spares in maintenance/servicing of RO Systems

(x) If the warranty of any RO System not covered under 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.

(xi) The work will have to be carried out in the premises of the Department of IPP, Udyog Bhawan, the O/o E-Biz which is located in Lok Nayak Bhawan building, Khan Market, New Delhi. The RO systems installed at the residential Offices of Ministers in the Ministry are also covered under the contract.

(xii). The firm which is awarded the work will be required to depute adequate number of well-experienced service engineers/mechanics/helpers, who will remain available in the contact of this Department, in order to promptly attend all urgent call/complaints of machines during the currency of contract. To meet exigencies, the Department shall be within its competence to requisition the services of the mechanic/engineer deputed by the contractor, beyond the working hours, including Saturdays/Sundays/holidays. No additional payment shall, however, be made for this purpose. No separate conveyance charges/vehicle shall be provided to the Service Engineer for attending the complaints of ROs installed at different locations in this Department.

(xiv) The Service Engineer would report for duty at Udyog Bhawan on all working days to the Section Officer, SEO Section, Room No.28, Udyog Bhawan, New Delhi. He would observe office timings applicable in DIPP and mark his attendance every day.

(xv) The Service Engineer will be required to maintain a register in which he will enter the Total Dissolved Salts (TDS) readings of all the ROs installed in Udyog Bhawan at the beginning of Office hours.

(xvi) If the Service Engineer posted at Udyog Bhawan has 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 (SEO) Section/Section Officer (SEO) failing which, pro-rata rates per day will be deducted from the amount payable to the selected firm.

(xvii) 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.

(xviii) 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.



(xix) 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.

(xx) Payment will be made on quarterly basis (at the end of every quarter) through RTGS after satisfying that the services provided have been of the desired level and that the preventive maintenance checks were fully performed.

(xxi) 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.

(xxii) No RO System or parts thereof will be taken out by the Engineer to the workshop without prior approval of the Competent Authority of DIPP.

(xxiii) 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-motu terminate the contract by giving one month notice at any point of time without assigning any reason.

2. Eligibility requirements:-

(i). The Firm should have experience of maintenance work of ROs in any Ministry/Department/PSU/reputed national level Institutions during the last one year (i.e. 2017- 18). (Copy of relevant proof is to be uploaded).

(ii). The Firm should have a PAN No. from income tax Department (copy of PAN No. is to be uploaded).

(iii). The Firm should have a GST Reg. No. (Copy of relevant proof is to be uploaded).

(vi). The firms/bidders should not have been blacklisted by any Ministry/Department of the Government of India. The tendering firms/bidders shall have to give a self-declaration certificate that they have not been blacklisted or their business dealings with the

Government Ministries/Departments have not been banned. The declaration should be scanned and uploaded with the documents.

(v). In case it is found that the information/certificates furnished by the participating firm are incorrect/wrong or bogus, **the firm shall be blacklisted**. Its bid will be ignored and EMD/Performance security Deposit will be forfeited.

3. General Terms and Conditions of Contract:-

i. The successful bidder shall submit 10% **Performance Security** of the total bid price in the form of Account Payee Demand Draft/Fixed Deposit Receipt/Bank Guarantee from any of the nationalized Bank in favor of the DDO (Cash), Department of Industrial Policy and Promotion, Udyog Bhawan, New Delhi. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The Security Deposit will be refunded only after the expiry of the contract. This deposit is liable to be forfeited, if during the period of contract the services of the contract are found to be unsatisfactory in any respect and/or if any of the conditions of the contract is contravened / breached. This forfeiture will be addition to any action any of the reasons specified above.

(ii) The rates to be approved on the basis of quotations shall be valid for a period of contract and no upward revision will be allowed during the period of contract under any circumstances. It shall be the responsibility of the successful tenderer to carry out the requisite servicing and all sorts of repairs and also provide proper replacements for the damaged/worn-out parts, etc. that are essential for the proper maintenance/upkeep of the gadgets concerned throughout the period of contract. All the RO machines have to be taken for comprehensive annual maintenance contract on "as is where basis".

(iii) No extra payment, whatsoever, on account of mishandling by the contractor of the equipment or damage by the contractor or otherwise will be made to the contractor except the all-inclusive rates and permitted under this contract. It shall be the responsibility of the successful Tenderer to make all the RO Machines concerned work / run satisfactorily throughout the period of contract.

(iv) It shall be the responsibility of the contractor to hand over all the RO Systems to DIPP in working condition at the completion of the contract. Any damage/repair 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.



(v) The firm should have an experience of at least one year in maintenance of various types of RO Systems in any Government Departments. Satisfactory service rendering certificate from existing running contract to be enclosed with the bid.

(vi) Any sum of money due and payable to the contractor, including the Security Deposit, under this contract shall be appropriate by this Department and set off against any claim to this Department for the payment of a sum of money arising out of the contract with this Department.

(vii) First servicing will have to be done 10 days from the date of award of contract and thereafter once every month. Besides, cleaning/servicing will be done by the contractor as and when required in a particular machine.

(viii) All the items supplied by the contractor shall have to be original items of the company. No advance payment will be made.

(ix) The contract will be valid for a period of 12 months and may be extended for another year if the service is found satisfactory. In case the services of the contractor are not found satisfactory or contractor fails to comply with any of the terms and conditions of this contract or commits any breach of contract, the Department may terminate the contract at any time. In such an eventuality, the performance security deposit submitted to the Department by the contractor will be forfeited.

(x) 10% of the tendered amount will be the "Security Deposit" in the case of successful bidder, which may be furnished in the form of Fixed Deposit Receipt from a Commercial Bank or Bank Guarantee from a Commercial Bank. The "Security Deposit" should be valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor. Earnest Money will be refunded to the successful bidder on receipt of Performance Security.

(xi) Bidders are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending in their quotation, as no change or violation of the aforesaid terms and conditions are permissible once the quotation is accepted by this Department.

(xii) In case of 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.

(xiii) In case the successful bidder does not accept the contract offered by this Department for whatsoever reason(s) the EMD submitted by him will be forfeited.

Note: The contractor will have to give an undertaking before award of contract that all terms and condition indicated above or as made applicable during tenure of AMC are acceptable to him/her.



(S. Ravish Ali)

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ON LINE TECHNICAL BID

Sl. No.	Item head	To be Filled by the Agency/firm
1.	Name of Agency/firm	
2.	Full address of Reg. Office Telephone No. Fax No. E-Mail Address.	
3.	Work order/Experience in respect maintenance of RO Machines done in any Ministry/Department/PSU/reputed national level Institutions during the last one year (2017-2018). (Proof to be enclosed)	
4.	Details of EMD (Firms/Agencies registered with NSIC/MSME authorities for tendered service/items are exempted from payment of EMD on production of attested copy of certificate issued by NSIC/MSME). Startups registered under the Startup India initiative shall also be exempted from payment of EMD. (Proof to be uploaded)	i) D.D.No. _____ ii).Date: _____ iii). Amount: _____ iv) Name of Bank: _____ v)Branch: _____
5.	PAN of the Agency/Firm (Proof to be uploaded)	
6.	GST/Service Tax Registration No. of the Agency/Firm	



	(Proof to be uploaded)	Upload scanned self-attested copy
7.	Self-Certificate to the effect that the firm has not been black listed by any Ministry / Deptt./PSUs or Banks etc. (Proof to be uploaded)	Upload scanned copy

Place:

Date :

Signature of authorized person.

Name :

Seal:



ON LINE FINANCIAL BID

Annual Rates for comprehensive annual maintenance contract of RO Machines:-

Sl. No.	Service Provided	Details of RO	Number of Units (Approximate)	Rate per unit (excluding Taxes) (in Rs.)	Total Amount (excluding Taxes) (in Rs.) [(4) x (5)]
(1)	(2)	(3)	(4)	(5)	(6)
1.	RO Systems	50 LPH	10		
2.		25 LPH	01		
		Total			
Consolidated Rate (excluding taxes) in figures (Rs.)					
Consolidated Rate (excluding taxes) in words (Rs.)					

Note: Over writing or cutting on rates quoted will be not be accepted and liable for cancellation of tender.

Signature of authorized person.

Date :
Place:

Name :
Seal:



