

To,

Sub: - Offers for “Comprehensive Maintenance Contract for RO Water Purification System make: Eureka Forbes/Kent installed in NSIC HO Complex, New Delhi”.

Sir,

NSIC has invites the offer for “**Comprehensive Annual Maintenance Contract (A.M.C.) for RO Water Purification Systems of Eureka Forbes and KENT Make installed at NSIC HO Complex, Okhla Industrial Estate, New Delhi**” from the reputed **experienced agencies/ authorized service provider dealing** in concerned **items with following terms & conditions:-**

1. Minimum Eligibility Criteria: -

- i. The agency vendor should be authorized by the Eureka Forbes/Kent to service/ repair and to take AMC of their machine. (Proof of document to be attached).
- ii. The rates to be quoted for the period of one year w.e.f 1st March, 2014.
- iii. Have minimum two years of work experience (of minimum amount of Rs. 20,000/-) during last two years 2011-12 and 2012-13 for the same type of work.

2. SCOPE OF WORK AND SITE CONDITIONS

- i. The scope of work includes to check the performance of RO System and submit a report after every visit. His scope of work include: unit check-up and general cleaning, chemical cleaning of cartridge, if required, replacement of membrane, as per the complaint during the AMC Period.
- ii. In case of any complaint/ breakdown/fault in any equipment, the firm has to attend the fault within 24 hours of reporting on phone/FAX/ Email etc. failing which will invite a penalty as follows:

- a. Attending to complaint between 24 hours — 72 hours of intimation- Rs. 200/-
- b. Attending to complaint between 4 days to 7 days of intimation- Rs. 1000/-
- c. Attending to complaint beyond 7 days - Rs. 2000/-

iii. **The AMC is for preventive as well as for break down maintenance and includes repair and replacement of the following parts free of charge during the AMC Period:-**

- a) All kinds of Filters
- b) Pre-filter candle
- c) Compressor
- d) Thermostat
- e) Transformer
- f) Relay
- g) Carbon
- h) Worn out parts etc.
- i) Membrane

IV. Free replacement of all consumables such as cartridges, candles, post carbons, membranes are mandatory over in a year during the contract period.

3. **TERMS AND CONDITIONS OF THE CONTRACT**

- 3.1 The corporation reserves the right to accept or reject any or all quotations without assigning any reasons.
- 3.2 Minimum twelve visits are mandatory during the contract period of one year and additional visit as and when required.
- 3.3 The offer/tender should be accompanied by a crossed Demand Draft/ Pay order for Rs.10,000/- (Rs. Ten Thousand only) payable to the NSIC Ltd, New Delhi as Earnest Money Deposit (EMD) without which quotation will not be accepted. The EMD will not carry any interest. EMD of unsuccessful tenderers will be retained once the work is awarded. EMD of success tenderer will be kept as security deposit and will be refunded after successful completion of contract period of one year.
- 3.4 You are requested to quote the your most competitive rate in schedule of items given at Annexure “A”.

- 3.5 The rate must be stated for each item separately both in words discrepancy between the price quoted in word and figures, the would be treated as final.
- 3.6 Prices should be inclusive of all leviabale govt. taxes and free services and replacement of all components as and when required and maintains the quality of drinking water as per Indian standards.
- 3.7 No tenderer shall be allowed to revise its original price.
- 3.8 The validity of the quotation should be 120 days from the last date of the submission of tenders.
- 3.9 Before quoting the rate contractor may visit the site to judge the conditions of existing RO's.
- 3.10 The tender/offers shall not include any conditions whatsoever. In case, any conditions are included in the quotation the same may not be taken into consideration. The offers in such cases is liable to be rejected. Clarification, if any, shall be obtained in writing from the works division, NSIC Ltd before submission of the quotation.
- 3.11 Incomplete and unsigned quotations are liable to be rejected.
- 3.12 The representative/engineer of the firm has to make **a quarterly mandatory visit** to check that all the equipments under AMC are working properly. At the end of the period of AMC, all machines under AMC will be handed over as functional machine along with treated Water Quality Analysis Report of the last month of the AMC.
- 3.13 The Registration Number of the firm along with CST NO./ VAT No., allotted by the Sale Tax Authorities should be enclosed with the bid.
- 3.14 The contractor has to maintain a register for the periodical inspections, which have to be signed by officer in - charge of NSIC. The contractor should depute only qualified/experienced technicians for carrying out the preventive maintenance work.
- 3.15 The AMC shall be for one year and the corporation reserves the right to enter into AMC for another year on the same terms and conditions depending on the services rendered by the bidder. The AMC shall be in force for the period of one year form the date of award the work.
- 3.16 If the tenderer fails to undertake the job satisfactorily at any period of time withdraws his services permanently or more than three consecutive weeks the corporation has every right to cancel the contract and forfeit the security deposit without assigning any reason what so ever.

- 3.17 The offer to be addressed to **The CGM (Works), NSIC Ltd, NSIC Bhawan, Okhla Industrial Estate, New Delhi-110020** and must reach on or before 25th February, 2014 by 3.00 P.M. Bids should be either placed in **the tender box** or may be sent **by post** at the aforementioned address on or before the above mentioned date and time.
- 3.18 No bids will be received/ accepted after the expiry of the prescribed date and time for submission of the bids. Postal delay or loss of tender in transit will not be the responsibility of NSIC.
- 3.19 It will be the responsibility of successful bidder to submit the treated water test report from any reputed lab of all the RO Systems on quarterly basis.

4.0 Tender Opening and Evaluation

The tender/offers Envelope shall be opened by the Tender Opening Committee of NSIC on 25TH February 2014 at 16.00 PM at NSIC Bhawan in the presence of tenderers/bidders' representatives, who choose to attend the same. The tenderer /bidders' representatives present there.

5. PAYMENT

1. No payment in advance shall be considered.
2. Payment will be made on quarterly basis after satisfactory services certified by the engineer concerned and submission of water test report of reputed lab as per direction of Engineer-in-charge. No extra charges will be paid for attending the complaint.
3. The present quantity may vary due to condemnation of equipment or new purchase during the period of AMC. Payment in such cases would be made on proportionate basis considering the period of such AMC.
4. The repair of equipments should be done as per schedule failing which NSIC reserves the right to get any other authorized party to service the machine and the difference in cost if any in such cases will be recovered from the payable amount or from the EMD/ Security deposit of the bidder.

Thanking You.

Yours Sincerely

(M.A.Khan)
CM (Works)

**The location wise details of RO Water purification systems installed at
NSIC HO Complex**

s.No.	Description	Make	Qty	Location
1.	50 ltr Capacity RO water purification system	01 KENT 01 Eureka Forbes	1+1	NSIC STP BASEMENT NSIC Bhawan 1st floor
2.	25 ltr Capacity RO water purification system	Eureka Forbes	03 nos	NSIC RECEPTION NSIC BHAWAN 2nd Floor STP Extension GF
3.	10 ltr Capacity RO water purification system	KENT	03 NOS	NSIC Bhawan CMD Section NSIC Bhawan TISDC Section NSIC Exhibition Centre

Annexure-“A”

Annual Maintenance Contract (A.M.C.) for Water Purifiers/RO Systems of Eureka Forbes and KENT Models installed at NSIC HO Complex, Okhla, New Delhi.

S.No.	Description	Qty	Unit	Rate in figure	Rate in words	AMOUNT IN RS
1.	Annual maintenance and repair charges of RO water purification systems of capacity 10/25/50 lts including repair/replacement of all membrane, Filters, Pre filters, Micron filters, post carbon, membrane, Electrical spares, Solenoid valve, Pump or any other item requiring throughout the year and maintaining the drinking water, as per the quality of Indian Standards.	08 Nos	Nos			

NOTE:- Payment will be made on Quarterly basis after satisfactory services certified by the engineer concerned.

Signature of the contractor with date