

To,

-----

-----

-----

**Sub: Annual Maintenance Contract for Six Nos Water Cooler installed at NSIC – HO Complex.**

Dear Sir,

Sealed tenders are invited on behalf of the National small industries corporation for the work of Annual Maintenance of 06 nos water coolers of different make and capacities installed at NSIC HO Complex, from the experienced agencies in the relevant category of work and who have carried out similar works with Govt. departments/PSU's/MNC's and also from the reputed water cooler manufacturers or their authorized dealers as per the requirements and details enclosed. The copy of the proof for having carried out similar works in the last years should be enclosed with the tender. The detailed bill of quantities is enclosed herewith. Tender format can be obtained from office of NSIC, New Delhi or can also be downloaded from our website '[www.nsic.co.in](http://www.nsic.co.in)'.

The tenders shall be super scribed with "**Tender for AMC of 06 nos Water coolers of different capacities make: Voltas/Bluestar**" of NSIC Complex, New Delhi to be submitted in office by 3 P.M on 05.09.2016 to be opened on the same day at 3.30 P.M. Any bid submitted after 3 P.M. on 05.09.2016 shall not be considered.

There shall be no extension of the deadline of submission of the complete tenders along with all other required relevant documents. The CGM (Works), NSIC shall have the authority to cancel the tender process if NSIC does not find a suitable tender. NSIC shall have the right to call for fresh tender in these circumstances, where in prior tenderers shall have the right to participate in the fresh process.

Thanking You.

Yours Sincerely

M.K.Gupta

Manager (Works)

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.**

**(A GOVT OF INDIA ENTERPRISE)**

**NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE,**

**NEW DELHI – 110020**

**Tender notice for AMC of 06 nos water coolers of different capacities make: Bluestar/Voltas installed at NSIC HO Complex with following terms and conditions:-**

**INSTRUCTIONS TO TENDERERS**

**1.0 GENERAL**

Tenderers are advised to acquaint themselves fully with the description of work, scope of services, time schedule and terms and conditions including all the provisions of the tender document before framing up their tender.

**2.0 SITE PARTICULARS**

Tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders as to nature of work, site conditions, means of access to the site etc. Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the work in strict conformity with the specifications. For site visit and any clarification / information/ assistance, the intending tenderers may contact Chief General Manager (Works), The National Small Industries Corporation Ltd., NSIC Bhawan, Okhla Industrial Estate, New Delhi -110020.

**3.0 SUBMISSION OF TENDER**

- Details of similar nature work executed by the tenderer within last five years, on the basis of which tenderer wishes to get qualified and copies of supporting work orders and completion certificate. TDS certificate is also to be enclosed in case of work executed for private parties.
- Valid registration with Sales Tax department for Work Contract Tax/VAT.

- Partnership Deed in case of partnership firm and Articles of Association in case of limited Company.
- Power of Attorney in favour of person who has signed the tender document. In case of company, the authority to sign the tender is to be given under Board resolution.
- The tenderers registered with NSIC under Single Point Registration Scheme (SPRS) of Government Purchase Programme should also place a self-attested photocopy of registration certificate issued by NSIC under Single Point Registration Scheme in this envelope for availing exemption of earnest money/ tender cost.
- The tenderer quote the rates in the enclosed “BOQ of water coolers” in annexure “A” only.

#### **4.0 Eligibility conditions**

Tenderer should have experience in the service / maintenance of water coolers to various organizations.

Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing/has provided AMC of Water cooler covered in the tender.

#### **5.0 DEVIATIONS TO TENDER CLAUSES:**

Tenderers are advised to submit the tender strictly based on the terms and conditions and specification contained in the Tender Document and not to stipulate any deviation. Conditional tenders are liable to be rejected.

#### **6.0 VALIDITY OF OFFER**

Tender submitted by tenderers shall remain valid for acceptance for a minimum period of 120 days from the date of opening of the tenders. The tenderers shall not be entitled during the said period of 120 days, to revoke or cancel their Tender or to vary the Tender given or any term thereof, without the consent in writing of the Owner.

#### **7.0 AWARD OF WORK**

Corporation reserves the right to split the job into two or more parts and to award the work to separate agencies/contractors. Work shall be awarded to the lowest

tenderer, subject to the work experience and fulfillment of other terms & conditions and specifications

## **8.0 ACCEPTANCE / REJECTION OF TENDER**

- i). Corporation does not bind itself to accept the lowest tender.
- ii). Corporation also reserves the right to accept or reject any tender in part or full without assigning any reason whatsoever.
- iii). Corporation also reserves the absolute right to reject any or all the tenders at any time solely based on the past unsatisfactory performance by the tenderer(s) the opinion/decision of NSIC regarding the same shall be final and conclusive.

## **9.0 CORRECTIONS**

No corrections or overwriting will be entertained in schedule of rates by using correcting fluid. All correction in the schedule of rate should be initialed.

## **10.0 Inconsistencies/ Ambiguities in the price bid (schedule of quantities) shall be dealt with in accordance with the following rules: -**

- a) Since this is an Item Rate Tender, only rates quoted shall be considered. Any tender containing percentage below/ above the rates is liable to be rejected.
- b) Rates quoted by the tenderer in figures and words shall be accurately filled in so that there is no discrepancy in the rates written in figures and words. However, if a discrepancy is found, the rates which correspond with the amount worked out by the tenderer shall be taken as correct.
- c) Where the rates quoted by the tenderer in figures and words tally, but the amount is not worked out correctly, the rates quoted by the tenderer shall be taken as correct and not the amount.
- d) Where rate(s) of item(s) has been quoted in figures leaving the words blank or vice versa, but the amount is not worked out as per the rate(s) quoted, the rates quoted by the tenderer (either in figures or words) shall be taken as correct and not the amount.
- e) In the event no rate has been quoted for any item(s), leaving space both in figure(s), word(s) , and amount blank, it will be presumed that the contractor has included the cost of this/ these item(s) in other items and rate for such item(s) shall be considered as zero and work will be required to be executed accordingly.

- 11.0** The tenderer shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates. No extra claim what so ever in this regard shall be entertained. Parties are required to quote there Pan No., Tin No, Service Tax no, ESI Code and PF Code.
- 12.0** It will be obligatory on the part of the tenderer to sign the tender documents for all the components & parts. After the work is awarded, he will have to enter into an agreement on proforma to be provided by the Corporation for work awarded, on a non-judicial stamp paper of requisite value at his own cost within ten days from date of receipt of acceptance order or before the work is undertaken.
- 13.0** Any addendum/ corrigendum issued shall form a part of the tender document. There will not be any press notification on amendment/ corrigendum. The purchasers of the tender document/ the prospective tenderers are required to visit NSIC website and CPP Portal for all such amendments/ corrigenda to NIT as well as the tender document.
- 14.0** A check list of documents is provided on the next page. Tenderers are requested to fill up the response column (Yes/No) before submitting the tender.
- 15.0** The tenderers must thoroughly inspect the systems and furnish their quotes in —**as is where is** condition.
- 16.0** Complete tender document available on our website [www.nsic.co.in](http://www.nsic.co.in), any further corrigendum/addendum to this tender document shall be made available on aforesaid website. It is therefore, requested that the bidders may regularly visit the website for checking any corrigendum/addendum to this document.
- 17.0** All the communication with respect to the tender shall be addressed to:  
**Chief General Manager (Works),**  
**NSIC- LTD, NSIC Bhawan,**  
**Okhla Industrial Estate,**  
**Phase-III, New Delhi-110020**
- 18.0 Review of Contract**
- The performance of the firm shall be reviewed in every quarter and if the performance is not found satisfactory, the contract will be terminated by giving on 15 days' notice.

## **19.0 PAYMENT TERMS AND CONDITIONS:**

- The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the agency and based on past performance. TDS, Service Tax, WCT and any other tax as applicable as per prevailing rates will be deducted before making the payment. Quarter shall mean three months.
- The maintenance charges quoted by the agency per item is on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.
- The AMC premium will be released quarterly at the end of each quarter on production of bill and service reports duly signed by the Manager (Elect./Maint.)/Dy. Manager (Elect./Works)/Asst. Manager (Elect. /Works) or any other authorised staff of the works division of NSIC Ltd. New Delhi.
- This is the sole responsibility of the contractor to submit the service reports of scheduled / breakdown service report at the time of submission of bill.

## **20. Renewal of the contract**

After expiry of the AMC of one year, the agency/contractor may be required to provide AMC services for subsequent year also which can be extended further on satisfactory performance of the previous year of the contract. However, the corporation reserves the right to enter into AMC for another year on the same terms and conditions provided the services rendered by the agency/contractor are satisfactorily.

**Check List of Documents/Fees etc.**

**Name of the Tenderer:** \_\_\_\_\_

<b>Sr.No.</b>	<b>Item Required</b>	<b>Response (Yes/No)</b>
1.	Has the tenderer paid the tender document fees in the prescribed form	
2.	Has the tenderer submitted the requisite documents in the prescribed form along with the tender bid.	
3.	Have all the pages of the tender document and the supporting documents required to be signed and enclosed with the technical bid by the tenderer / authorized representative of the tenderer been signed and enclosed with the technical bid (Envelope-I)	
4.	Has the authority/ power of attorney been submitted in the name of authorized representative on a non-judicial stamp paper (if applicable).	
5.	Has the tenderer submitted all the required documents in support of qualifying eligibility criteria	
6.		

**SIGNATURE OF THE CONTRACTOR**

## **Scope of work**

1. Sealed offers for the Annual Maintenance contract of 06 nos. of Water coolers of different capacities make: Voltas/Blue star as per the schedule of quantity enclosed at annexure-1.
2. The AMC is for preventive as well as for breakdown maintenance of water coolers.
3. All the breakdown calls are to be attended within 24 hours positively free of charge during our normal working hours.
4. Checking and servicing of the unit has to be done four times in a year. The AMC is comprehensive and include free repair and replacement of parts which become necessary as a result of wear & tear during the period of contract like compressor, starting components, electrical accessories, thermostat, fan blower motor, fan blade, gas charging, overload relay. However any other material required for making the operational of water coolers during the maintenance/breakdown same will be provided by the corporation. The labour charges for replacement/rectification of the same are included in the scope of work.

### **5. Exclusion of contract**

The following Shall not be a part of this contract: -

Replacement of water filters, filter pads, sheet metal panels, unit structure of base, cabinet, condenser, evaporator tank, evaporator and condenser coil, front grill, cabinet, temperature indicator, electrical timer, microprocessor, single phase preventer, plastic parts, insulation, cabinet painting, cleaning of cabinet & water tank, plumbing and change in installation.

6. Under preventive maintenance, you have to inspect all the water coolers once in a month periodically.
7. The Contractor is required to start the work within 10 days from the date of award / date of communication of acceptance of the tender. In case it is found that the work has not been taken up within ten days from the date of acceptance of the tender or issue of the work order, the NSIC may cancel the work order without any reference to the Contractor.



8. One chemical servicing of the Water Cooler has to be carried out during the AMC period.
9. A record of preventive maintenance carried out would be maintained by you and duly certified by the authorized officer. The contractor will maintain history sheet of equipments under maintenance contract with detailed specification.
10. **The penalty amount per complaint will be as follow :**
  - I) Fault not rectified within 24 hour @ Rs 200/- per day.
  - II) Major faults not rectified within 48 hours @ Rs 500/- per day.
  - III) Any delay beyond 10 days in rectifying the major fault, the penalty will be enhanced to Rs 1000/- per day.
  - IV) Beyond 15 days if the equipment gets repaired in the open market, the actual cost of the same shall be recovered from the contractor. In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority.
  - V) Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
  - VI) Any damage resulting to the system on account of the negligence or mall-operation shall be made good by the contractor. Nothing extra will be paid for such work.
  - VII) The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the Engineer-in-charge of the department and any expenditure incurred therein for alternative arrangements by the Engineer-in-charge shall be recovered from the contractor.

Thanking you,

Yours faithfully,

(M.K Gupta)

Manager (Works)

**Schedule of Quantities**

S.no.	Item	Qty	Rate	Amounts (Rs.)
1	120 Ltrs Capacity stainless steel body Water cooler Make: Voltas/Blue Star	03 nos.		
2	80 Ltrs Capacity stainless steel body Water cooler Make: Voltas/Blue Star	02 nos.		
3.	40 Ltrs Capacity stainless steel body Water cooler Make: Voltas/Blue Star	01 Nos		
3.	VAT/TAXES			
4.	G. Total	Rs.	.	

**Total Rs.****Contractor's signature with seal**