

To,

Sub: - Offers for “Comprehensive Maintenance Contract of 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: -

Having minimum two years of work experience of minimum amount of Rs. 20,000/- per annum during last five years for the same type of work such as servicing and maintenance of RO water purification system make: Kent/Eureka Forbes. Documentary proof for the above should be enclosed along with the offer. In the absence of required document, the offer shall be rejected.

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. The rates to be quoted for the period of one year.

- iii. 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 Minimum twelve visits are mandatory during the contract period of one year and additional visit as and when required.
- 3.2 The offer/tender should be accompanied by a Demand Draft/ Pay order for Rs.5,000/- (Rs. Five Thousand only) payable to The National Small Industries Corporation 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 returned once the work is awarded. EMD of successful tenderer will be converted into security deposit.
- 3.3 You are requested to quote the your most competitive rate in schedule of items given at Annexure "A".

- 3.4 Prices should be inclusive of all leviable 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.
- 3.5 No tenderer shall be allowed to revise its original price.
- 3.6 The validity of the quotation should be 120 days from the last date of the submission of tenders.
- 3.7 Before quoting the rate contractor may visit the site to judge the conditions of existing RO's, during office hours on any working day. Non-familiarity with the site condition will not be considered a reason either for extra claims or for not carrying out the work.
- 3.8 Incomplete and unsigned quotations are liable to be rejected.
- 3.9 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.
- 3.10 The Registration Number of the firm along with CST NO./ VAT No., allotted by the Sale Tax Authorities should be enclosed with the bid.
- 3.11 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.
- 3.12 The AMC shall be for one year and the corporation reserves the right to enter into AMC for another years 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.
- 3.13 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.
- 3.14 The offer to be addressed to **The CGM SG (Works), NSIC Ltd, NSIC Bhawan, Okhla Industrial Estate, New Delhi-110020** and must reach on or before 07th March **2017 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.
- 3.15 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.

- 3.16 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.
- 3.17 The tenderer shall take into account basic price, cost of labour, T & P, taxes as applicable, conveyance / cartage etc. while quoting the rates. No extra claim what so ever in this regard shall be entertained.
- 3.18 Any addendum/ corrigendum issued shall form a part of the tender document /quotation. 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 / quotation.
- 3.19 The bidders having valid registered with NSIC, DIC or Udyog Aadhar shall be exempted from the submission of EMD/Tender cost. However, the copy of the said certificate shall be enclosed with the quotation for availing the benefits.
- 3.20 Each paper of Quotation / Enquiry form along with the Annexure A” shall be signed and stamped by the Bidder.
- 3.21 The successful bidder shall be responsible to comply with all PF, ESI, Labour laws and other statutory requirements in respect of workers/ employees deployed for execution of the work.
- 3.22 The successful bidder shall be solely responsible for safety of the workmen deployed for the work and shall ensure use of all the necessary safety equipments by his workmen.
- 3.23 The work is to be carried out inside the NSIC premises. As such, all rules and regulations of NSIC shall be complied with by the successful bidder.
- 3.24 Canvassing, whether directly or indirectly in connection with tender is strictly prohibited and the tender submitted by the contractors who resort canvassing will be liable to be summarily rejected.
- 3.25 The bidders should have not been blacklisted by any Govt./Semi/ Corporation/Pvt. Organization during the last seven years and not have been debarred/suspended on the date of submission of bid.
- 3.26 The tenderers must thoroughly inspect the systems and furnish their quotes in —**as is where is** condition without stipulating any preconditions.

4. ABNORMAL RATES

The tenderer is expected to quote rate for each item after careful analysis of costs involved for the performance of the complete item considering technical specifications and conditions of contract. This will avoid a loss of profit or gain in case of curtailment or change of specifications for any item. If it is noticed that the unit rates quoted by the Tenderer for any items are usually high or unusually low, it will be sufficient cause for rejection of the tender unless the Corporation is convinced about the reasonableness of the unit rates on scrutiny of the analysis for such unit rate to be furnished by the tenderer on demand.

5. DEVIATIONS TO TENDER CLAUSES

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

6. 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 bidder(s) the opinion/decision of NSIC regarding the same shall be final and conclusive.

7. FIRM RATES

The rates quoted by bidder shall remain firm till completion of all works even during the extended period, if any, on any account whatsoever. It may be noted that no deviation on this account will be acceptable and offer not containing firm price shall not be considered.

8. Security Deposit:

The earnest money deposited shall be converted into security deposit.

All compensation or other sums of money payable by the contractor under the terms of this Contract or any other Contract or any other account whatsoever may be deducted from the security deposit.

Refund **of Security deposit:** Security deposit refundable without interest to the Contractor shall be refunded to the Contractor on the Engineer-In-Charge certifying in writing that the AMC period of 12 months has been completed satisfactorily.

Security Deposit will be forfeited in the event of the contract offered in full or in part not being fulfilled by the Tenderer/Contractor.

9. 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.

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.

10.0 Tender Opening and Evaluation

The tender/offers Envelope shall be opened by the Tender Opening Committee of NSIC on 07th March 2017 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.

11. 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.K.Gupta)
Manager (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	03 Eureka Forbes 01 kent	03+01 nos	NSIC RECEPTION NSIC BHAWAN 2nd Floor STP Extension GF NSIC STP Gate no.2
3.	10 ltr Capacity RO water purification system	KENT	03 NOS	NSIC Bhawan CMD Section NSIC Bhawan TISDC Section NSIC Exhibition Centre
	Total		09 nos	

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 (Rs)	Amount (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.	09	Nos		
	Taxes (Rs)				
	Total (Rs)				

Total Amount in words:

Signature of the contractor with date