

D-21019/6/2015-General
Government of India
Ministry of Drinking Water & Sanitation

8th Floor, Pt. Deendayal Antyodaya Bhawan
New Delhi- 110003
Dated: -April 7, 2017


Tender Notice

Subject: - eTender for Comprehensive Annual Maintenance Contract for Tower AC, Split AC and Window AC in the Ministry of Drinking Water & Sanitation.

Date of issue of Tender Document	April 7, 2017
Last Date & Time for submission of Tender Document	Upto 1500hrs on 19 th April, 2017
Date & Time for opening of Tender Document	
Technical Bids & Financial bids	At 03:30pm on 20 th April, 2017

Contents of Tender Document

S. No.	Description of Contents	
1	e-Tender Notice	
2	Instructions to the bidders	Annexure-I
3	Terms and Conditions of Contract	Annexure-II
4	Instructions for Online Bid Submission	Annexure-III
5	Tender Acceptance Letter	Annexure-IV
6	Financial bid	Schedule


(S. Sanyal)
Under Secretary to the Govt. of India
Tel 24368612

D-21019/6/2015-General
Government of India
Ministry of Drinking Water & Sanitation

8th Floor, Pt. Deendayal Antyodaya Bhawan
New Delhi- 110003

Dated: -April 7, 2017

Tender Notice

Subject: - eTender for Comprehensive Annual Maintenance Contract for Tower AC, Split AC and Window AC in the Ministry of Drinking Water & Sanitation.

e- Tenders for rate contract are invited for Annual Maintenance Contract for Tower AC, Split AC and Window AC in the Ministry of Drinking Water & Sanitation. The bidders should ensure that completed tender documents are uploaded before 1500hrs on 19th April, 2017.

1. The instructions to the bidders are at Annexure-I
2. Terms and Conditions of contract are at Annexure-II
3. Instruction for online bid submission at Annexure-III
4. Tender Acceptance letter at Annexure-IV
5. Financial bid is at Schedule

(S. Sanyal)

Under Secretary to the Govt. of India

Tel # 24368612

Copy to:-

1. eProcurement
2. Technical Director (NIC) for uploading the Ministry web-site

INSTRUCTION TO THE BIDDERS

1. Eligibility Criteria:

The firm should be:-

(a) Registered /valid licenses and having 2 years experience in maintaining AC in the Govt. Ministry / Department or Semi-Govt. Organizations, including Public Sector Undertaking.

(b) While submitting the tender, the bidder shall have to produce Experience Certificate of at least 2 years issued by an Officer not below the level of Section Officer along with their tender.

2. The Tender should be accompanied by earnest money of Rs.4,000/- (Rupees Four Thousand only) in the form of Demand Draft in favour of PAO, Ministry of Drinking Water & Sanitation issued by any Nationalized bank, Delhi, without which the tender will not be considered. The EMD will be returned to all the unsuccessful tenderer after completion of the tendering process not before 90 days after opening the tenders. The demand draft of successful bidder shall be returned after awarding of the contract by the Ministry of Drinking Water & Sanitation and submission of the performance security by the contractor.

3. Scope of Work

(i) The maintenance of ACs is to be carried out in the premises of the Ministry of Drinking Water & Sanitation, Paryavaran Bhawan, Krishi Bhawan, Block No. 11, CGO Complex, New Delhi and Camp Offices of Minister's of the Ministry (Address will be communicated later)

a. Only such works which can't be done in the office premises would be allowed to be done in the workshop of the contractor. The contractor shall arrange for to and fro transport and carry the items at his own risk and cost. No extra charges will however be payable on this account.

(ii) Any loss or damage of any item during repair within the premises of the Ministry or at the workshop of the contractor shall be the liability of the contractor and the Ministry may, at its discretion, deduct total cost of the item or any part thereof from the bill of the contractor.

(iii) The contractor shall depute the mechanic everyday to check the ACs whether or not they are working in proper condition and attend to the fault immediately. In case the mechanic fails to rectify the fault then the work will be got done by the Ministry from outside at the cost of contracted agency.

4. The submission of Tender will not place this office under any obligation to empanel you and no expenses incurred by you in this regard will be payable by Ministry of Drinking Water & Sanitation.

5. The rate should be mentioned exclusive of taxes and levies as at schedule.

The offer should remain valid for a period of three months.



6. Method of determination L- 1

The lowest rates is the criterion for deciding the L-1 agency. To facilitate determination of L-1 all the bidders are instructed to invariably quote rate for each and every item mentioned in the Financial bid at Schedule in the event of any omission of rates of any item by any agency, the same shall be liable to be treated as non-responsive bid and their tender will be liable to be rejected. In case all the agencies omit tender of rates for one particular item or the other in Financial Bid. L-1 will be decided on the basis of the aggregate sum for all the agencies calculated ignoring the rates of those item quoted by others.

7. Forfeiture of EMD:- The bid security may be forfeited:

- a. If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form ; or
- b. In the case the successful bidder:
 - i. Fails to sign the contract
 - ii. Fails or refuse to honor his / her own quoted price for maintenance work.
- c. In both the above cases i.e. Para 7 (a) & (b), the bidder will not be eligible to participate in any of the tender issued by the Ministry of Drinking Water & Sanitation for next two years from the date of issue of letter to intent.

8. Performance Security: The successful bidder shall deposit, within seven working days of awarding of the contract, the performance security 10% of the contract, in the form of bank guarantee of nationalized bank. The amount of Rs. 4000/- deposited as EMD along with the tender will not be adjusted in the security deposit. Format of performance security is given at Form-I

9. Tendering Process: The tender will be single bid system. Interested parties may submit their documents satisfying the eligibility criteria mentioned at Para 2 above in a sealed cover Subscribed as "Tender for Annual Maintenance Contract for Tower, Split & Window ACs". The bank draft covering the EMD and certificates / documents in support of eligibility criteria should be placed in the envelope. Cover should be sealed and addressed to Under Secretary (Genl.), Ministry of Drinking Water & Sanitation, 8th floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi by 1500hrs on 13thApril,2017.

10. Opening of bids: The tenders will be opened on same day i.e. 17thApril, 2017 at 15:30hrs on 8thfloor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi.

11. Conveying approval of the Competent Authority shall construe award of contract.

12. Validity of the contract: In normal circumstances, the period of contract shall be one year however it may be extended by mutual consent for any specific period.



13. Ministry of Drinking Water & Sanitation reserve the right to accept or reject any or all tenders reduce or increase the quantity without assigning any reasons.
14. Ministry of Drinking Water & Sanitation reserve the right to terminate the contract by giving 15 days notice and without assigning any reason that of.
15. Contact Person: In case tenderer desire to have any clarification regarding the terms and conditions of the bid document and any interpretation thereof, they are advised to contact Section Officer (Gen), on telephone No. 24368611 on all working days 12.00hrs to 15.00hrs.



(S. Sanyal)
Under Secretary to the Govt. of India
Tel 24368612

TERMS AND CONDITIONS OF CONTRACT

1. Terms of performance:

- 1.2 The agency should render satisfactory performance in respect of all aspects of supplies / services / works included in the scope of work mentioned in the instructions to the bidders of tender notice.
- 1.3 The personnel deployed by the agency for undertaking the jobs should conduct themselves well and the agency shall be responsible for enforcing such conduct.
- 1.4 The agency shall attend to all repair works promptly on the same day.
- 1.5 The Agency shall depute two persons regularly from **9.30 AM to 6.00 PM.**

2. Terms of rates:

Rates shall remain fixed and valid during the period of contact. This office will not entertain any claim on account of sales tax / or any other taxes for the material used for executing the work awarding under the contract and all such taxes should be paid by the firm itself. TDS and any other Government levies applicable on bill as per Govt. of India instructions issued from time to time shall be deducted.

Terms of payment:

3. The bills in triplicate, for the services prepare on the basis of rates will have to be submitted to Under Secretary (Genl.), M/o Drinking Water & Sanitation, New Delhi for effecting payment together with the copies of written work order and original job cards duly signed by the Officers/ Sections. The payment will be released through ECS and income tax and other taxes, if any shall be deducted against bill submitted.

4. The job carried out shall be up to the satisfaction of the HOD, failing which deduction @10% of the total bill shall be made. Depending upon the severity of negligence, MDWS reserve the right to black list the agency for suitable period or from further participation in any of MDWS contract. The decision of Ministry shall be final in this regard.

5. Terms of dispute resolution.

5.1 In the event of any question, dispute or difference arising under the Agreement or in connection there with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of the Secretary, Ministry of Drinking Water & Sanitation or any other person appointed by him/her as arbitrator.

5.2 The venue of Arbitration proceeding shall be Office of MDWS at New Delhi.

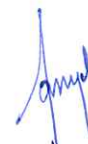
5.3 The Arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award.



Instruction of Online Bid submission

Instruction to Bidders to submit the bids online through the Central Public Procurement Portal for e procurement at <http://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment / registration of the contractor / bidders on the e-Procurement / e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charges. During enrollment / registration, the bidders should provide the correct / true information including valid id. All the correspondence shall be made directly with the contractor / bidders through email id provided.
- 3) Bidder need to login to the site through their user ID / password chosen during enrollment / registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificate with signing key usage) issued by SIFY / TCS / nCode / eMudra or any Certifying Authority recognized by CCA India on eToken /Smart Card, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor / Bidder may go through the tenders published on the site and download the required tender documents/ schedules for the tenders he/ she is interested.
- 7) After downloading /getting the tender document / schedules, the Bidder should go through the contract details. Bidder should take into account the corrigendum published before submitting the bids online.
- 8) If there are any clarifications, this may be obtained online through the tender site or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id / password chosen during enrollment / registration and then by giving the password of e-Token / Smartcard to access DSC.
- 10) Bidder selects the tender which he / she is interested in by using the search option & then moves it to the 'any tenders' folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is constructed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents / schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, the can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, of the file size is less than 1 MB the transaction uploading time will be very fast.



- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender fee / EMD as specified in the tender. The original should be posted / couriered / given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender Fee / EMD as applicable and enter details of the instructions.
- 19) The details of the DD / any other accepted instrument, physically sent, should tally with details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of the contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BOQ xxx.xls the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The priced-bid / BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per server system clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using buyers / bid openers public key. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.



- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bid encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exist option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone : 24305265 or send a mail over to cppp-nic@nic.in



Tender Acceptance Letter
(To be given on Company Letter Head)

Date:-

To,

The Under Secretary to the Govt. of India
(General Section)
Ministry of Drinking Water & Sanitation
8th floor, Pt. Deendayal Antyodaya Bhawan
CGO Complex, Lodhi Road
New Delhi

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No: - D-21019/6/2015-General

Name of Tender / Work:- Tender for Comprehensive Annual Maintenance Contract for Tower AC, Split AC and Window AC in the Ministry of Drinking Water & Sanitation.

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for above mentioned 'Tender/Work' for the web site(s) namely: "Tender for Comprehensive Annual Maintenance Contract for Tower AC, Split AC and Window AC in the Ministry of Drinking Water & Sanitation" as per your advertisement, given in the above mentioned website(s).
2. I/we hereby certify that I / We have read the entire terms and conditions of the tender documents from page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/We shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your Ministry / organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in it's totally / entirely.
5. In case any provisions of the tender are found violated, then your Ministry/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender / bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully

(Signature of the Bidder, with Name & Office Seal)



Schedule

Financial Bid for AMC for Service/Maintenance of Tower/Window/Split ACs & Voltage Stabilizers.

Sl.No.	Items	Tower AC- (4)	Window AC (55)	Split AC (81)
1.	Maintenance Charges(Rate per AC including Oiling, Chemical Washing & General Service)			
2.	Replacement of Components with new ones (Where Applicable)			
3.	Compressor			
	a. 1.5 Ton AC			
	b. 2 Ton AC			
4.	Fan Motor			
	a. Rewindng			
	b. Replacement			
5.	Grill			
6.	Chasis			
7.	Replacement of Remote of Tower/Window/Split ACs			
8.	Repair of Remote of Tower/Window/Split ACs			
9.	Refrigeration pipe (Per Mt.)			
10.	Drain Pipe (Per Mt.)			
11.	AC Plug/Iron Clad			
12.	Air Filter			
13.	Valves (Per piece)			
14.	Wire (Per Mt.) 2.5 MM 3.0 MM			
15.	Installation/Shifting of ACs			
16.	Service/maintenance of voltage stabliser			
17.	Gas Charging			

(Signature of Owner/Proprietor with seal)

