

# **TENDER DOCUMENT**

## **Comprehensive Annual Maintenance Contract (CAMC) for RO Water Purifiers and Chillers**

Tender No. : SPAB/2022-23/S&P/F-157/358

Dated:26/10/2022



## **School of Planning and Architecture, Bhopal**

(An Institution of National Importance, Ministry of Education, Govt. of India)

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## NOTICE INVITING TENDER

No.: SPAB/2022-23/S&P/F-157/358

Dated: 26.10.2022

### **TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR RO WATER PURIFIERS AND CHILLERS INSTALLED AT SPA Bhopal**

The Institute invites sealed quotations for "Comprehensive Annual Maintenance Contract (CAMC) for RO Water Purifiers and Chillers" installed at SPA Bhopal Campus from the reputed and experienced agencies/authorized service provider dealing in concerned services.

<ul style="list-style-type: none"><li><b>Name of work</b></li></ul>	<b>Tender for Comprehensive Annual Maintenance Contract (CAMC) for RO Water Purifiers and Chillers installed at SPA, Bhopal for initially one(01) year (extendable up to two more years on satisfactory report)</b>
<ul style="list-style-type: none"><li><b>Tender fees (non-refundable)</b></li></ul>	<b>RTGS/NEFT of INR ₹ 1,000/-</b> Account Name: SPA-BHOPAL Internal Receipts Account No.: 2073201002565 (IFSC Code: CNRB0004725 Bank Name: Canara Bank Branch Name: Bhauri Bhopal
<ul style="list-style-type: none"><li><b>EMD: [The amount (non-interest bearing shall be refunded after deducting the dues, on completion/termination of the contract for successful bidder] (EMD will be refunded to unsuccessful bidders)</b> <i>[EMD not applicable for Micro and Small Enterprises (MSEs) as defined in MSE, Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department. (Please attached the relevant proof of documents)</i></li></ul>	<b>RTGS/NEFT of INR ₹ 15,000/-</b> Account Name: SPA- BHOPAL Internal Receipts Account No.: 2073201002565 (IFSC Code: CNRB0004725 Bank Name: Canara Bank Branch Name: Bhauri Bhopal
<ul style="list-style-type: none"><li><b>Pre-Bid Meeting</b></li></ul>	<b>09.11.2022; 03:00 pm at Conference Room, Senate Block, SPA Campus</b>
<ul style="list-style-type: none"><li><b>Last date &amp; time for Receipt of Tender</b></li></ul>	<b>03:00 pm of 15.11.2022</b>
<ul style="list-style-type: none"><li><b>Date and time of Opening of Tender</b></li></ul>	<b>04:00 pm of 15.11.2022</b>
<ul style="list-style-type: none"><li><b>To whom the tender documents can be submitted</b></li></ul>	Registrar, SPA, Bhopal, Neelbad Road, Bhauri, Bhopal – 462 030 (M.P.) by speed post/ by-hand OR should be put in a Tender Box kept in at Maintenance Cell, Main Gate, SPA Campus, Bhauri, Bhopal.

## MINIMUM ELIGIBILITY CRITERIA: -

1. The service provider will submit an authorization certificate issued by manufacturer of the water purifier machines to take AMC services.  
(Please attached documents)
2. The service provider should have to submit Experience Certificate from previous contracts for maintenance of water purifiers and RO at least one year. (Please attached documents)

Note: The financial bid shall be evaluated based on the available documents submitted by the bidder in respect of minimum eligibility criteria. To assist in the examination, evaluation, and comparison of the bids, the Institute may, at its discretion, ask any bidder for a clarification. Any clarification submitted by a bidder that is not in response to a request as per tender documents by the Institute shall not be considered. The Institute's request for clarification and the response shall be in writing.

- a. If a bidder does not provide clarifications of its bid by the date and time set in the Institute's request for clarification, its bid may be decided based on documents available and in accordance to the tender documents.
- b. Institute also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.
- c. Fulfilling the minimum eligibility criteria the financial bid will be considered.

## GENERAL TERMS AND CONDITIONS:-

1. The scope of work includes checking the performance of RO System also unit check-up, general cleaning, chemical cleaning of machine, and replacement of parts, as per term and condition given in AMC period. Apart from this in case of replacement of any part in the machine agency shall be required to change in CAMC Period.
2. In case of any complaint/ breakdown/fault in any equipment, the firm has to attend the fault within 24 hours of reporting on phone/Email etc. failing which will invite a penalty as per term and condition agreed.
3. **CAMC will be for a period of twelve(12) months commencing from the date of the Agreement comes into force. This can be cancelled unilaterally by the School of Planning and Architecture, Bhopal whenever the service is not found to be satisfactory or up to the mark. The SPA, Bhopal also reserve the right to shift and reinstall any of the machines (RO, Water Purifiers & Aquaguards) to any room/ place and it will continue to be covered under CAMC by the CAMC provider. The reinstallation facility (i.e. installation charges) of any of the machines to any room/ place should also be covered under CAMC.**
4. The rates accepted will remain firm and fixed during the currency of the contract and SPA, Bhopal will not entertain any claim for the upward revision/increase of these rates or for payment of any additional charges on any ground whatsoever.
5. Pre-filter candle, membrane, activated carbon/ & carbon block etc. set will be replaced twice in a year.
6. Body of water cooler, water taps, denting & painting is covered in CAMC for installation at various locations.
7. The firm should keep sufficient stock of essential spare parts for replacement of defective/worn out parts expeditiously.

8. The firm shall be solely responsible for any negligent acts of their personnel and shall indemnify SPA, Bhopal against any loss or damage to its property or injury to its employees due to such acts.
9. SPA, Bhopal shall not be a party to any dispute between the firm and the personnel deployed by them.

10. In the case of delay in attending to the complaints, penalty at the following rates will be levied:-

(a)	Delay of upto 24 hours	₹ 250 per unit
(b)	Delay in excess of 24 hours and upto 72 hours	₹ 500 per unit
(c)	Delay in excess of 72 hours	Will be repaired from other Vendor and Repairing Cost will be recovered from AMC amount

11. The period will be reckoned from the time of lodging the complaint by E-mail/Telephone/Letter, etc.
12. **During the contract period of RO CAMC there should be one qualified Technician posted at the campus to attend the calls. Timing will be 09:00 to 05:30 on working days. However, in case of exigency Technician should attend the same beyond working days & hrs.**
13. The release of payment will be made on completion of quarter on the basis of satisfactory performance.
14. This constitutes a comprehensive maintenance contract and includes all electrical parts of the machines.
15. Details of the machine to be covered under CAMC alongwith the installed location will be provided by the Institute.
16. In case any dispute arises out of this contract, the same will be referred to Director, SPA, Bhopal, who will either himself / herself arbitrate in the matter or will appoint an arbitrator. The award so given will be final and binding on both the parties.
17. The contractor should take all precautionary measures to ensure the safety of the workmen employed by them and SPA will not be responsible in case of any eventuality.
18. The successful bidders/contractors will be required to enter in to an agreement within 15 days of the work order. The failure, delay or evasion on the part of the successful bidders to execute the agreement and commence service within the period mentioned above will result in forfeiture of EMD and termination of the contract.
19. No accommodation will be provided to the workmen of contractor.
20. Non-transferable Tender: The Agency/Firm who secures the contract shall not assign or sublet the work or any part of it to any other party or person. The tender is not transferable.
21. The contract can be terminated/withdraw by giving one month notice from either side.
22. **Firm/Contractor may visit to inspect the physical conditions of the installed/working machines (RO Purifiers, Chillers etc.) before quoting the price rates.**
23. Jurisdiction:  
The Court at Bhopal alone will have the jurisdiction for any matter, dispute or reference between parties arising out of this tender/ contract. It is specifically agreed that no court outside and other than Bhopal court shall have jurisdiction in the matter.

**24. Bidders submit the Performance Guarantee (10% of the total approx annual contract value) on the event of award of contract within 15 days of issue of Letter of Acceptance (LoA) and a contract agreement will be signed between institute and firm. A performance Guarantee will be released within 30 days after completion of work subject to satisfactory report received from the user end.**

25. Copy of entire tender document must be numbered page-wise and duly self attested and stamped on each pages as a token of acceptance of our terms and conditions.

26. The Competent Authority of the Institute reserves the right to reject any or all the bids without assigning any reason and the decision of the Competent Authority shall be final and binding.

27. Right of Acceptance :

The SPA, Bhopal reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the SPA, Bhopal in this regard shall be final and binding.

Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.

The SPA, Bhopal reserves the right to award any or part or full contract to any successful agency (s) at its discretion and this will be binding on the bidders.

In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract, the SPA, Bhopal reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.

28. Notification of award by issuance of 'Letter of Acceptance (LoA):

After determining the successful evaluated bidder, Institute shall issue a Letter of Acceptance (LoA) in duplicate to the successful bidder, who will return one copy to Institute duly acknowledged, accepted and signed by the authorized signatory, within three (3) days of receipt of the same by him.

The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be a binding to the contract.

**(Information sheet to be submitted by the service provider)**

S. No.	Description	Information
1.	Name of the Firm:	
	Complete Address:	
2.	Contact person/ Representative of Firm; Phone/E-mail :	
3.	Registration No.:	
	PAN No.:	
	GSTIN No.:	
(enclose copies of above as proof duly signed and seal)		

**MINIMUM ELIGIBILITY CRITERIA: -**

Documents	Name of agency issued certificate	Validity of the documents attached	Certificate attached Yes/No
The service provider will submit an authorization certificate issued by manufacturer of the water purifier machines to take CAMC services.			

The service provider should have to submit Experience Certificate from previous contracts for maintenance of water purifier and RO at least one year.

S. No.	Details of client along with address, telephone and E-mail	Amount of Contract (Rs.lacs)	Duration of Contract		Total Duration (Year/Months/Days)		
			From	To	Years	Months	Days
1.							
2.							
3.							

(Experience certificate copies must be enclosed)

Signature \_\_\_\_\_

Seal \_\_\_\_\_

**Financial Bid**

**For Two(02) Time replacement of Membrane, Filter and Carbon in a Contract period of One Year**

**(PART A)**

<b>S. No.</b>	<b>Model/Type</b>	<b>No. of Machines</b> (May increase or decrease as per requirement)	<b>Amount Per machine</b> (Inclusive of all taxes and charges) Comprehensive AMC for one year with two time replacement of Membrane, filter and carbon.	<b>Total amount of machine as per Column C X D</b> (Inclusive of all taxes and charges)
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
1.	RO 25 LPH BASIC	02		
2.	HUL RO plus UV Domestic	01		
3.	RO Domestic	05		
<b>Total (A):</b>		<b>08</b>		

Note: 1) Deployment of One qualified Technician as per Clause No. 12 and other part/s of machine (not mentioned above) will be replaced during CAMC.

2) Firm/Contractor may visit to inspect the physical conditions of the installed/working machines (RO Purifiers, Chillers etc.) before quoting the price rates.

Authorised Signatory  
(With full name, designation and stamp)

Address: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

## Financial Bid

### For Two(02) Time replacement of Membrane, Filter and Carbon and Maintenance of RO Chiller in a Contract period of One Year

#### (PART B)

<b>S. No.</b>	<b>Model/Type</b>	<b>No. of Machines</b> (May increase or decrease as per requirement)	<b>Amount Per machine</b> (Inclusive of all taxes and charges) Comprehensive AMC for one year with two time replacement of Membrane, filter and carbon.	<b>Total amount of machine as per Column C x D</b> (Inclusive of all taxes and charges)
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
1.	<b>RO Pure Chill 60/80 SS</b>	06		
<b>Total (B):</b>		<b>06</b>		

Note: 1) Deployment of One qualified Technician as per Clause No. 12 and other part/s of machine (not mentioned above) will be replaced during CAMC.

2) Firm/Contractor may visit to inspect the physical conditions of the installed/working machines (RO Purifiers, Chillers etc.) before quoting the price rates.

Authorised Signatory  
(With full name, designation and stamp)

Address: \_\_\_\_\_

Mobile No.: \_\_\_\_\_



**(PART C)**

**(Only Maintenance of Chillers)**

<b>S. No.</b>	<b>Model/Type</b>	<b>No. of Machines</b> (May increase or decrease as per requirement)	<b>Amount Per machine</b> (Inclusive of all taxes and charges) Comprehensive AMC for one year with each parts of the machines.	<b>Total amount of machine as per Column C X D</b> (Inclusive of all taxes and charges)
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
1.	Pure Chill 60/80 (Normal water cooler )	17		
<b>Total (C):</b>				

\* Deployment of One qualified Technician as per Clause No. 12 and other part/s of machine (not mentioned above) will be replaced during CAMC.

**Grand Total (A) + (B) + (C) :** \_\_\_\_\_

1. Total Cost of CAMC ₹.....in word  
(.....)
2. Criteria for determining Lowest Bidder: Lowest bidder will be determined on the basis of Total cost of CAMC (Inclusive of all taxes and charges).
3. Parts only KENT/ Eureka Forbes/Hindustan Unilever are to be used under CAMC in respective make of the machines.
4. No. of machines to be covered under CAMC will be decided as per requirement of the Institute.

Authorised Signatory  
(With full name, designation and stamp)

Address: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

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