

# School of Planning and Architecture, Bhopal

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



## Tender Document

### The Comprehensive AMC RO, Water Purifiers & Aqua Guards for the Bhauri Campus of SPA Bhopal

Tender No. : SPAB/RGO/Advt/2019-20/04

Dated: 08/05/2019

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

(An Institution of National Importance, Ministry of HRD, Govt. of India) Neelbad Road  
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## NOTICE INVITING TENDER

No.: SPAB/RGO/Advt/2019-20/04

Dated:08/05/2019

### **TENDER FOR COMPREHENSIVE MAINTENANCE CONTRACT FOR RO WATER PURIFICATION SYSTEM**

The institute invites sealed quotations for “Comprehensive Annual Maintenance Contract (AMC) for RO Water Purification Systems 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 AMC RO, Water Purifiers &amp; Aqua Guards for initially one year (extendable up to one 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></li></ul> <p><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></p>	<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>Last date &amp; time for Receipt of Tender</b></li></ul>	<b>05:00 pm of 28.05.2019</b>
<ul style="list-style-type: none"><li>• <b>Date and time of Opening of Tender</b></li></ul>	<b>04:30 pm of 30.05.2019</b>
<ul style="list-style-type: none"><li>• <b>To whom the tender documents can be submitted</b></li></ul>	Section Officer (Stores & Purchase Section), 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.*(Please attached documents)*

**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 AMC 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/FAX/ Email etc. failing which will invite a penalty as per term and condition agreed.
3. **AMC will be for a period of twelve 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 & Aqua Guards) to any room/ place and it will continue to be covered under AMC by the AMC provider. The reinstallation facility (i.e. installation charges) of any of the machines to any room/ place should also be covered under AMC.**
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 once in a year. Thereafter in case of requirement these parts will also be replaced during AMC period by Agency.
6. Body of water cooler, water taps, denting & painting is covered in AMC 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 email/telephone/fax/letter, etc.
12. **During the contract period of RO AMC 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 AMC 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 either side.
22. **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.
23. ***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.***
24. *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.*

**Annexure-I**

(Information sheet to be submitted by the service provider)

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

**Financial Bid-1**

**For one time replacement of Membrane, filter and carbon in a contract period of one year**

<b>Sl. 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 one 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 Pure Chill 80SS	15		
2	Pure Chill 60/80 UV	11		
3	RO 25 LPH BASIC	04		
4	HUL RO plus UV Domestic	01		
5	Kent RO Domestic	02		
6	Enhance RO Domestic	02		
<b>Total Cost of AMC</b> (Inclusive of all taxes and charges)				

\* Deployment of one qualified technician as per clause 12 and other part/s of machine (not mentioned above) will be replaced during AMC.

- Total Cost of AMC .....in word (.....)
- Criteria for determining Lowest Bidder: Lowest bidder will be determined on the basis of Total cost of AMC (Inclusive of all taxes and charges).
- Parts only KENT/ Eureka Forbes are to be used under AMC.
- No. of machines to be covered under AMC will be decided as per requirement of the Institute.
- Institute has rights to accept L1 for Financial Bid-1 OR Financial Bid-2 regarding award of contract as per requirement.

Authorised Signatory  
(With full name, designation and stamp)

Mobile No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_  
Address: \_\_\_\_\_

## Financial Bid-2

For two time replacement of Membrane, filter and carbon in a contract period of one year

Sl. no.	Model/Type	No. Of Machines (May increase or decrease as per requirement)	Amount Per machine (Inclusive of all taxes and charges) Comprehensive AMC for one year with two time replacement of Membrane, filter and carbon.	Total amount of machine as per Column C x D (Inclusive of all taxes and charges)
A	B	C	D	E
1	RO Pure Chill 80SS	15		
2	Pure Chill 60/80 UV	11		
3	RO 25 LPH BASIC	04		
4	HUL RO plus UV Domestic	01		
5	Kent RO Domestic	02		
6	Enhance RO Domestic	02		
<b>Total Cost of AMC</b> (Inclusive of all taxes and charges)				

\* Deployment of one qualified technician as per clause 12 and other part/s of machine (not mentioned above) will be replaced during AMC.

1. Total Cost of AMC .....in word (.....)
2. Criteria for determining Lowest Bidder: Lowest bidder will be determined on the basis of Total cost of AMC (Inclusive of all taxes and charges).
3. Parts only KENT/ Eureka Forbes are to be used under AMC.
4. No. of machines to be covered under AMC will be decided as per requirement of the Institute.
5. Institute has rights to accept L1 for Financial Bid-1 OR Financial Bid-2 regarding award of contract as per requirement.

Authorised Signatory  
(With full name, designation and stamp)

Mobile No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_  
Address: \_\_\_\_\_