

No. D-21001/4/2009-Genl.I  
Government of India  
Planning Commission

Yojana Bhavan, Sansad Marg  
New Delhi., December 7, 2009

**TENDER NOTICE**

Sealed Tenders are invited from reputed, experienced and financially sound firms/agencies for Comprehensive Annual Maintenance Contract of different types of R.O. Systems installed in Yojana Bhavan and at the residences of VIPs/Sr, Officers of Planning Commission and in the Office of Economic Advisory Council to the Prime Minister at Vigyan Bhawan.

2. The sealed quotations with separate Technical and Financial bids filled in the specified proforma and addressed to the Under Secretary (General-1), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi-110001 should reach latest by 3.00 P.M on 29.12.2009. The quotation should either be sent by post at the above mentioned address or dropped in the Tender Box placed at Reception Area of Yojana Bhawan, New Delhi by the stipulated date and time.

3. Complete Tender document may either be downloaded from the website of the Planning Commission ([www.planningcommission.gov.in](http://www.planningcommission.gov.in)) or collected from General – I Section, Room No. 443, Yojana Bhawan, New Delhi on any working day between 3.00 P.M to 4.30 P.M .

4. The technical bid shall be opened at 3.30 P.M on 29.12.2009 in Room No.411, Yojana Bhavan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present. The financial bid of only those tenderers whose technical bids have been accepted, will be opened at 3.30 P.M in Room No.411 on 04.01.2010 in the presence of such successful tenderers or their authorized representatives who may wish to be present.

(N.K.Raghunathan)  
Under Secretary to the Govt. of India

To

Director(C&I). Planning Commission with the request to upload the Tender Notice in the Planning Commission's website.

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The tenders have been invited under Two Bid System i.e Technical Bid and Financial Bid. The interested agencies are advised to submit two separate sealed envelopes superscribing “Technical bid for Comprehensive Annual Maintenance Contract of R.O. Systems” and “Financial bid for Comprehensive Annual Maintenance Contract of R.O. Systems”. Both sealed envelopes should be kept in a third sealed envelope super- scribed “Tender for Comprehensive Annual Maintenance Contract of R.O. Systems”.
2. The contract will be for a period of one year, extendable on a year-to-year basis upto three years subject to performance being found to be satisfactory at the discretion of Planning Commission.
3. Complete Tender Document may either be downloaded from the website of the Planning Commission ([www.planningcommission.gov.in](http://www.planningcommission.gov.in)) or collected from General Section-1, Room No. 443, Yojana Bhawan, New Delhi on any working day between 3.00 P.M to 4.30 P.M.
4. The firm(s) may inspect the Softner, Sand Filters & Activated Carbon Units installed in Yojana Bhawan on any working day between 3.00 p.m. to 4.30 p.m.
5. The sealed tenders with separate Technical and Financial bids filled in the specified proforma along with the Earnest Money Depsoit and addressed to the Under Secretary (G-1), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi should reach latest by 3.00 P.M on 29.12.2009. The tender should be sent by post at the above mentioned address or dropped in the Tender Box marked for this tender and placed at Reception Area of Yojana Bhawan, New Delhi by the stipulated date and time. The tender dropped in any other box shall not be considered. The tender received after the due date and time will not be entertained.
6. The technical bid shall be opened at 3.30 P.M on 29.12.2009 in Room No. 411, Yojana Bhawan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present. The financial bid of only those tenderers whose technical bids have been accepted will be opened at 3.30 P.M in Room No.411 on 04.01.2010 in the presence of those tenderers or their authorized representatives who may wish to be present.
7. The Technical Bid should necessarily be accompanied with Earnest Money Deposit of Rs, 30,000/- (Rupees Thirty thousand only) refundable (without any interest) in the form of Demand Draft/Pay Order from a Commercial Bank drawn in favour of Pay & Accounts Officer, Planning Commission, New Delhi, failing which tender shall be rejected summarily.
8. The tendering firm should produce Certificate from original manufacturer of RO system certifying that the firm has factory trained engineers to carry out repair and is authorized to carry out repairs of their system.
9. The selected firm would be required to deposit a Performance Security in the form of Bank Guarantee or FDR or Pay Order from a Commercial Bank hypothecated in favour of Pay & Accounts Officer, Planning Commission, equivalent to 5% of the total value of the contract.

10. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the Authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, the cuttings, if any, in the Technical Bid Application must be authenticated by the person authorized to sign the tender bid.

11. The Competent Authority of Planning Commission reserves the right to reject the bid(s) without assigning any reason.

12. L-1 firm will be decided on the basis of lowest comprehensive annual maintenance charges inclusive of cost of hardware items and consumables.

13. Firms should indicate labour charges and cost of each hardware items separately and other consumables.

#### TERMS & CONDITIONS

1. The contract is for the Comprehensive Annual Maintenance Contract of different types of RO Systems installed in the different locations of Yojana Bhawan, at the residences of VIPs/Sr. Officers of Planning Commission and Office of Economic Advisory Council to the Prime Minister at Vigyan Bhawan.
2. The successful tenderer should physically verify the RO Systems installed in the Planning Commission & other places mentioned above and submit the verification report along with total number of RO Systems, brand and specifications to the undersigned immediately, upon award of contract.
3. The tenderers may note that the total number of RO Systems mentioned in the annexure may decrease or increase.
4. The contractor should clearly state such items not covered under the contract. The rates chargeable for any component/items not covered under Comprehensive AMC should be specifically mentioned in the tender, in the financial bid.
5. The firm shall use only genuine spares in maintenance/servicing of RO Systems.
6. If the warranty of any RO System not covered under the Comprehensive Annual Maintenance Contract(CAMC) expires during the period of contract, it will be automatically covered under the running CAMC from the date that may be conveyed by this Office and payment in respect of such RO System will be made on monthly pro-rata basis. The period falling short of 15 days in a month, will be ignored and period of more than 15 days will be treated as a month for the purpose of payment. The same mode of payment will apply in case any RO System is removed from CAMC for a short period or on a regular basis.
7. The selected firm will be required to depute at least one full time Service Engineers with mobile phone on regular basis on all working days for preventive maintenance and also to attend to complaints immediately.

8. The Service Engineer would report for duty at Yojana Bhawan on all working days to the Section Officer, General – 1. He would observe office timings applicable in Planning Commission and mark their attendance everyday.
9. In emergent cases he may be required to work beyond office hours and also on holidays for which no additional payment will be made.
10. If the Service Engineer posted at Yojana Bhawan, have to proceed on leave, even for a day, a suitable substitute will have to be provided by the selected firm under intimation to Under Secretary (General-1 )/Section Officer, General Branch - 1 failing which, pro-rata rates per day will be deducted from the amount payable to the selected firm.
11. The Service Engineer should be able to take complaints on telephone and attend to all complaints, independently. He should also be well behaved and well mannered.
12. The complaints lodged with the Service Engineer will be required to be attended by him on the same day. Any complaint that cannot be attended by him will be required to be attended by the next day positively.
13. If at any point of time, the services of the Service Engineer, being provided by the firm are noticed to be unsatisfactory or not of the expected level in any manner, the firm will be responsible to change the Service Engineer immediately soon after such inadequacies are brought to the notice of the firm verbally/in writing.
14. The selected firm should be capable of attending all the complaints. If the firm fails to attend to a complaint within stipulated time, a penalty on a daily basis for any delay, equivalent to pro-rata contract charges payable per day or charges that may be required to be paid to an outside agency, to have the complaint attended to, whichever is higher will be deducted from the firm's quarterly bill towards contract charges. In case of delay, any item that is got repaired from outside agency will be at the risk and responsibility of the selected firm.
15. No RO System or parts thereof will be taken out by the Engineer to the workshop without prior approval of the Competent Authority of Planning Commission.
16. Payment will be made on quarterly basis (at the end of every quarter) after satisfying that the services provided have been of the desired level and that the preventive maintenance checks were fully performed.
17. The tendering agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this Commission.
18. Terms and conditions that any tenderer wishes to specify should be clearly stated.
19. The Competent Authority will have the authority to reject any/all offer(s) without assigning any reason thereof. Any enquiry after submission of the quotations will not be entertained.

20. The Competent Authority reserves the right to conduct performance review of the contracting firm at any time during the contract period and deficiencies, if any noticed will result in termination of the contract. It further reserves the right to suo-moto terminate the contract by giving one month notice at any point of time without assigning any reasons.
21. It shall be responsibility of the contractor to hand over all the RO Systems to the Planning Commission in working condition at the completion of the contract. Any damage/repair required in the RO System on the expiry of the contract shall be borne by the firm & such an amount would be deducted from the bills of the firm.
22. The firms should have an experience of at least five years in maintenance of various type of RO Systems in minimum three Government Departments, and must have yearly turnover of Rs. 10 lakh or above. Satisfactory service rendering certificate from existing running contract to be enclosed with the Technical bid.
23. During the period of contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/property.
24. Corrections and over-writing in the tender document is not permissible. Every sheet of the tender document and the terms and conditions shall be signed and stamped by the authorized signatory of the firm.
25. The firm would provide necessary tools and instruments to their service Engineer for the purpose of servicing the equipment covered by the contract.
26. Government taxes as applicable from time to time shall be payable by this Office. The bill raised by the firm should have all Tax Registration numbers printed in the bill. Copy of PAN and Registration of Service Tax should be enclosed. Validity of the Tax Registration shall be the sole responsibility of the firm.
27. In case of violation of any terms and conditions is noticed and if the services are found unsatisfactory, performance security is liable to be forfeited at the discretion of the Competent Authority and Service Contract may be terminated.
28. A firm will be decided L-1 on the basis of total value of maintenance quoted for all systems(sl.no.1 to 6 of Financial Bid).

(N.K.Raghunathan)

Under Secretary to the Govt. of India

Terms and Conditions are acceptable

Date:

(Authorized Signatory)

Signature of the tenderer with seal in token of  
acceptance of terms and conditions

**APPLICATION – TECHNICAL BID**

1. Name of the Tendering Company/  
Firm/Agency \_\_\_\_\_
2. Status of the firm  
(Whether Proprietary/Partnership/Company) \_\_\_\_\_
3. Name of the Owner/Partner/Director \_\_\_\_\_
4. Full address of Registered Office  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. Full address of the operative branch  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. Name of Banker with complete address  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone no. of the Banker \_\_\_\_\_
7. Registration Details(self attested copies to be enclosed):
  - (a) PAN/TIN No. \_\_\_\_\_
  - (b) Service Tax Registration No. \_\_\_\_\_
  - (c) Proof of Income Tax Assessment \_\_\_\_\_
8. Details of Earnest Money Deposit(Rs.30,000/-):
  - (a) Banker's Cheque No. \_\_\_\_\_
  - (b) Date \_\_\_\_\_
  - (c) Name of Issuing Bank \_\_\_\_\_

9. Give details of the major similar contracts handled by the tendering Company/ Firm/Agency during the last five years in the following format (copies of the contracts to be attached):

Sl. No.	Details of client along with address, telephone and fax numbers	Amount of contract	Duration of the contract	
			From	To
1.				
2.				
3.				
4.				
5.				

(if the space provided is insufficient, a separate sheet may be attached)

10. Additional information, if any  
(attach separate sheet, if required)

\_\_\_\_\_

\_\_\_\_\_  
Signature of the authorized person

Name:

Seal :

Date:

Place:

**FINANCIAL BID****Total number of RO systems included in the Tender**

Sl. No.	Type of systems	Capacity	Number of systems	Comprehensive AMC Rate per unit (Rs.)	Total Amount (Rs.)	Details of parts covered under CAMC contract
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Reverse Osmosis	60 LPH	Twelve			
2.		100 LPH	One			
3.		15LPH	Six			
4.	Softner	NGS9B	One			
5.	Sand Filters	NGMF80	Two			
6.	Activated Carbons	NGMA110	Two			
				<b>GRAND TOTAL (Rupees)</b>		
	<b>OPTIONAL</b>					
7.	Multipore Valve	---	-----			
8.	Parts not covered under the contract					
9.	Any other item (to be specified)					

Note: The total amount quoted by the firm should be inclusive of all consumables, replacement of defective parts with original ones including system, pump motors forming part of the systems and should clearly be mentioned in the column (4) above.