

All India Institute of Medical Sciences

Rishikesh-249203



Comprehensive Annual Maintenance Contract(CAMC) of water coolers & water purifiers machines in Residential area at AIIMS Rishikesh

Ref. No.	:	As per GEM
Pre bid meeting	:	As per GEM
Publishing Date	:	As per GEM
Bid Submission Start Date	:	As per GEM
Last Date of Bid Submission	:	As per GEM
Pre Bid Meeting	:	As per GEM
Technical Bid Opening	:	As per GEM

NOTICE INVITING TENDER

The Executive Engineer, AIIMS Rishikesh on behalf of Director, AIIMS Rishikesh invites e-tenders from approved and eligible contractors registered in CPWD, MES, Railways, State government of Uttarakhand (PWD and irrigation only), Authorized Dealer/Authorized Service Provider/Authorized Service Partner of any reputed OEM/manufacture of RO/UV Water Purifiers and Water Coolers, such as Aquaguard (Eureka Forbes), Kent, Pureit, Livpure, AO Smith, Blue Star, V-Guard, Havells, LG, Usha, Aquafresh, subject to fulfillment of all technical, financial and other eligibility criteria prescribed in this NIT or OEM approved in CPWD in last five years for the following work: -

NIT No.: As per GEM

Name of Work: Comprehensive Annual Maintenance Contract(CAMC) of water coolers & water purifiers machines in Residential area at AIIMS Rishikesh

Estimated Cost: Rs.15,77,525.00 **Earnest money:** - As per GEM **period of completion:** 12 months

Last date & time of submission of bids: As per GEM

INFORMATION AND INSTRUCTIONS FOR CONTRACTORS FOR e-TENDERING FORMING PART OF NIT AND TO BE POSTED ON WEBSITE

The Executive Engineer, AIIMS Rishikesh on behalf of Director, AIIMS Rishikesh invites e-tenders from approved and eligible contractors registered in CPWD, MES, Railways, State government of Uttarakhand (PWD and irrigation only), Authorized Dealer/Authorized Service Provider/Authorized Service Partner of any reputed OEM/manufacture of RO/UV Water Purifiers and Water Coolers, such as Aquaguard (Eureka Forbes), Kent, Pureit, Livpure, AO Smith, Blue Star, V-Guard, Havells, LG, Usha, Aquafresh, subject to fulfillment of all technical, financial and other eligibility criteria prescribed in this NIT or OEM approved in CPWD in last five years for the following work: -

Name of work & Location	Estimated cost put to bid	Earnest Money	Period of Contract	Last date & time of submission of bid	Time & date of opening of bid
Comprehensive Annual Maintenance Contract (CAMC) of water coolers & water purifiers machines in Residential area at AIIMS Rishikesh	Rs.15,77,525.00	As per GEM	12 months	As per GEM	As per GEM

1. The contractor should quote the rate of item including GST as per statutory rules.
2. The bid shall be valid and open for acceptance by the competent authority of AIIMS Rishikesh for a period of 90 (ninety) days from the date of opening of the Financial bid and no request for any variation in quoted rates and / withdrawal of tender on any ground by bidders shall be entertained. If any bidder withdraws his bid before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to the department, **Further the bidders shall not be allowed to participate in the re-bidding process of the work & action shall be taken as per undertaking furnished.**
3. **List of Documents to be scanned and uploaded in GEM portal at AIIMS Rishikesh within the period of bid submission, failing which the bid of the tenderer shall be rejected:**
 - A. **Certificate of Registration for GST and acknowledgement of up to date filed return.**
 - B. **Valid enlistment certificate** CPWD, MES, Railways, State government of Uttarakhand (PWD and irrigation only) Authorized Dealer/Authorized Service Provider/Authorized Service Partner of any reputed OEM/manufacture of RO/UV Water Purifiers and Water Coolers, such as Aquaguard (Eureka Forbes), Kent, Pureit, Livpure, AO Smith, Blue Star, V-Guard, Havells, LG, Usha, Aquafresh subject to fulfillment of all technical, financial and other eligibility criteria prescribed in this NIT or OEM approved in CPWD in last five years.
 - C. **Certificate of water purifier OEM installed in RO/ RO OEM approved in CPWD**
 - D. **Authorized dealer certificate issued by OEM not less than of last six months.**
 - E. **OEM turnover should have not less than estimated amount and OEM authorized dealer turnover should not be less than 40% of estimated amount.**
 - F. **Certificate of work experience issued by the Government department (Central or state)/PSU/Central or state government autonomous body. Single work of 80% of estimated amount, Two work of 60% of estimated amount, Three work of 40% of estimated amount.**

The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum; calculated from the date of completion to last date of receipt of tenders.

G. OEM/Authorized dealer of OEM submit PAN .

H. Scanned copy of EMD and submitted in hard form in Executive Engineer (Civil) office before the last date and time of the bid. No EMD in hard form shall be entertained after the last date and time of submission of bid and bidder shall be treated as disqualified.

4. The contractor whose bid is accepted will be required to furnish performance guarantee of 10 (Ten Percent) of the tendered amount within the period specified in Schedule F. This guarantee shall be in the form of cash (in case guarantee amount is less than Rs. 10000/-) or Deposit at Call receipt of any scheduled bank/Banker's cheque of any scheduled bank/Demand Draft of any scheduled bank/Pay order of any Scheduled Bank (in case guarantee amount is less than Rs. 1, 00,000/-) or Government Securities or Fixed Deposit Receipts or Guarantee Bonds of any Scheduled Bank or the State Bank of India in accordance with the prescribed form. In case the contractor fails to deposit the said performance guarantee within the period as indicated in Schedule 'F' including the extended period.
5. Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders as to the nature of the ground and sub-soil (so far as is practicable), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The bidders shall be responsible for arranging and maintaining at his own cost all materials, tools & plants, water, electricity access, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and local conditions and other factors having a bearing on the execution of the work.
6. The competent authority does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected.
7. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.
8. The competent authority reserves to himself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rate quoted.
9. The contractor shall not be permitted to tender for works in AIIMS Rishikesh in which his near relative is posted as Divisional Accountant or as an officer in any capacity between the grades of Executive Engineer and Junior Engineer (both inclusive). He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any gazette officer in AIIMS Rishikesh. Any breach of this condition by the contractor would render him liable to reject his Bid submitted by him.

PARTICULAR SPECIFICATIONS
&
SPECIAL CONDITIONS

1. All stores/spare parts Consumable/Non Consumable Whichever is required to make the machine functional is covered under CAMC Such as filter candle, UV, taps, tray, refrigerant, Compressor, Compressor air dryer, electric parts etc..
2. Consumables like Pre filter Candle, Carbon Block & consumables will be replaced as and when required during entire period of CAMC.
3. It shall be obligatory on the part of the contractor to carry out repair/ maintenance of water coolers/water purifiers under his direct control and supervision and under no circumstances the work shall be assigned to sub- contractor.
4. The term Comprehensive Annual Maintenance Contact shall include servicing, tank washing through chemical, gas filling, replacement of compressor, filter, thermostat, all kind of motor, capacitors, fan blade wiring, all kinds of plug, pads and replacement/repair of all other parts which are required to make the machines in working condition during the currency of the contract at the exclusive risk, responsibility and cost of the contractor.
5. Contractor should be deployed one dedicated trained Service Engineer to AIIMS Rishikesh during entire period of CAMC.
6. For regular and proper maintenance of the water coolers and water purifiers for instantaneously attending to complaints received, it shall be obligatory on the part of the contractor to depute sufficient number of qualified mechanics on all days throughout the contract period from 9.00 AM to 6.00 PM. At least one mechanics shall remain to attend the complaints received from the users of water coolers/ water purifiers during the period of contract. The contractor shall also keep sufficient stock of spare parts in store of Aiims, which may be required for replacement in the event of the above equipment becoming non- functional or defective, during the currency of the contract
7. In case of delay by more than 24 working hours in attending to maintenance call given by contractor will be charged a penalty of Rs 1,000 per day.
8. The successful contractor shall be required to do the work during the entire period of contract at the rates approved on the basis of the tender offer. If due to any reason, the firm is not able to do the work, the same shall be got done from some other firm or from the open market at the risk & cost of the contractor and the expenditure

incurred thereon shall be recovered from the contractor. This may even entail the termination of the contract and forfeiture of the performance security.

9. The AIIMS RISHIKESH shall not provide any Labor to the contractor for lifting or transportation of the water coolers/water purifiers during the period of the contract.
10. The contractor shall be responsible for handing over all the water coolers/ water purifiers in working condition along with all the accessories to AIIMS Rishikesh on the expiry of the contract and the cost of shortcoming, if any, shall be borne by the outgoing contractor.
11. The damage caused, if any, either to Water coolers / Water purifiers or to any other property of the Government/AIIMS through negligence or otherwise, shall be at the risk, cost and responsibility of the contractor. The financial or any other loss suffered by the Government on this account shall be made good by the contractor and decision of AIIMS Rishikesh/Engineer in charge in this context shall be binding on the contractor.
12. Location wise logbook will maintain by the service engineer. Any machine repaired/ maintained will be entered in the same day in the concerned log book and got it verified/ signed by supervisor detailed by the Institute. Machine should be serviced once in 3 months.
13. The price as quoted by the bidder once accepted by AIIMS, Rishikesh (client) should remain valid until the period of rate contract.
14. It may be ensured that parts replaced will be same make of ROs/ authorized brand only and should be shown before replacing under repair and CAMC accordingly, In case if it is found at a later stage the sub-standard inferior quality items supplied, necessary action will be taken against such agency, including forfeiture of their performance security and debarring them for quoting future tenders. All spare parts, components and consumables replaced under the CAMC shall be genuine OEM parts or equivalent reputed branded parts approved by the Engineer-in-Charge. The parts shall be fully compatible with the make, model and technical requirements of the respective equipment.
15. The work which is not possible to be carried out in the premises of AIIMS, Rishikesh (Client) can be allowed to be done outside workshop with the prior permission for which no extra charges would be paid for the same.

16.If the agency fails to undertake the job satisfactorily at any period of the time or withdraws its services permanently for more than three consecutive weeks. AIIMS , Rishikesh (client) has every right to cancel the contract and forfeit the Security Deposit and performance guarantee without assigning any reason what so ever.

17. Payment will be made quarterly basis i.e. completion of 3 months for actual work done on site production of bill/invoice (in triplicate) duly pre-receipt along with satisfactory reports form the concerned user and supervisor and JE/AE after necessary deduction. The contractor shall be responsible for smooth and satisfactory working of the water coolers and water purifier and shall obtain certificate from the user at periodic intervals to the effect that the water coolers/ water purifiers have been working satisfactory during the period of the contract and have not remained out of order for want of maintenance/ repairs. Proportionate deductions shall be made from the bill in case equipment remains out of order for more than 72 hours on each occasion
18. In case of any dispute between the Agency' and 'Client', 'Client' shall have the right to decide. However, all the matters of jurisdiction shall be at the local court location at Rishikesh /Dehradun.
19. No payment except payment under CAMC, shall be made to the contractor for any part Consumable or non-consumable.
20. The AIIMS Rishikesh reserves the right to terminate the CAMC in full or part at any time during the contract period if the services of the contractor are not found satisfactory. In all matters of dispute relating to the proposed CAMC, the decision of AIIMS Rishikesh/ Engineer in charge in both cases shall be final and binding on the contractor.
21. Original/Genuine spare parts related to water purifier/purifier cum water cooler/water cooler i.e. PCB, UV Lamp, LED indicator, switches, solenoid valves are covered in AMC.
22. During service visits, water cooler / water purifier/water cooler cum purifier will be thoroughly checked, cleaned, serviced and adjusted.
23. Replacement and servicing of compressor should be considered in AMC plan. Warranty/guarantee shall be provided by the firm on replaced compressor.
24. At least one service engineer should be provided in AIIMS during office time is mandatory.
25. Payment should be made on quarterly basis after satisfactory report of work

26. The AMC may be cancelled at any time if the service is not found satisfactory.
27. The bidder must physically inspect and verify the working condition of all water purifiers before submitting the bid. After issuance of the Work Order, no claim, objection, request for additional payment, or dispute regarding the condition, quantity, functionality, or status of the water purifiers shall be entertained. The contractor shall be deemed to have satisfied himself with the site conditions and equipment before bidding.
28. The payment for the AMC charges will be made on quarterly basis on submission of the bill duly supported by user certificate to the effect that all machines have been serviced and are working in good condition.
29. No advance payment will be made in any circumstances. TDS will be made as per rule. The maintenance charges, quoted by the agency are on yearly basis and inclusive of all taxes and levies as per various laws/ regulation/ Act. (s) applicable.
30. All consumable like Sediment filter, carbon filter, membrane filters, would be covered once under AMC period. It should be approved Make Only.
31. OEM authorized dealer have to submit valid certificate for participation of this bid.
32. Site Inspection-The bidder is advised to inspect the site and all RO/UV Water Purifiers and Water Coolers before submission of the bid. Submission of the bid shall be deemed to confirm that the bidder has fully examined the site, equipment, scope of work, quantities, specifications, spare requirements and all terms & conditions of the NIT. No claim for additional payment, compensation, rate revision or extension of time arising out of failure to inspect the site or understand the scope of work shall be entertained after submission of the bid.
33. Scope Includes All Necessary Repairs-The contractor shall repair and/or replace, at its own cost, any spare part, component, consumable or accessory required to keep the equipment fully functional, whether specifically mentioned in the tender document or not. No additional payment shall be admissible for any such repair, replacement, labour, transportation or incidental work.

34. **No Extra Claim**-Non-mention of any spare part, component, consumable or repair activity in the tender document shall not relieve the contractor of its responsibility. No extra claim shall be entertained on this account.
35. **Correct Capacity & Technical Specification**-All replacement components including RO membranes, pumps, UV lamps, compressors, motors, SMPS, filters and other parts shall be of the appropriate capacity, rating and technical specification recommended for the respective equipment. Installation of lower-capacity or technically inferior components shall not be permitted.
36. **No Removal of Parts from Other Machines**-The contractor shall not remove any functional or usable spare part or component from one equipment for installation in another equipment. Each RO/Water Cooler shall be maintained as an independent functional unit unless specifically permitted in writing by the Engineer-in-Charge.
37. **Availability of Spare Parts**-Non-availability of spare parts in the local market shall not be accepted as a reason for delay in repair. The contractor shall arrange all required materials at its own cost from appropriate sources.
38. **Preventive Maintenance**-Preventive maintenance of all equipment shall be carried out periodically as directed by the Engineer-in-Charge, including cleaning, inspection, testing and servicing. Preventive maintenance records shall be maintained in the logbook.
39. **Complaint Response Time**-The contractor shall attend every complaint within 04 hours of reporting and restore the equipment to satisfactory working condition within 24 hours. In exceptional cases requiring major repairs, prior written approval of the Engineer-in-Charge shall be obtained.
40. **Repeat Breakdown**: Repeated breakdown of the same equipment due to poor workmanship, use of inferior materials, or improper repair shall be treated as unsatisfactory performance. The contractor shall rectify such defects and restore the equipment to satisfactory working condition at his own cost without any additional payment. In case the contractor fails to attend and rectify the defects within the stipulated time, the department may get the work executed through another agency at the **risk and cost of the contractor**. Any additional expenditure incurred by the department for such work shall be recovered from the contractor. Continued unsatisfactory performance may also result in withholding of payment, forfeiture of Performance Guarantee/Security, and/or termination of the contract as per the applicable contract condition

- 40. Replacement of Defective Parts**-All replaced defective spare parts/components shall be produced before the Engineer-in-Charge or authorized representative for verification before disposal, if required.
- 41. Minimum Stock of Critical Spares**-The contractor shall maintain adequate stock of frequently required spare parts and consumables to ensure uninterrupted maintenance services.
- 42. Responsibility for All Makes**-The successful bidder shall be responsible for maintenance of all makes, models and capacities of RO/UV Water Purifiers and Water Coolers covered under the contract, irrespective of the OEM/brand with which the bidder is associated.
- 43. Skilled Technical Personnel**-The contractor shall deploy trained and experienced service personnel having adequate knowledge of maintenance of multi-brand RO/UV Water Purifiers and Water Coolers. The Engineer-in-Charge may require replacement of any personnel found technically unsuitable.
- 44. Service Contact Details**-The contractor shall provide the contact details of the service engineer and escalation matrix. Any change in deployed personnel shall be intimated to the Engineer-in-Charge.
- 45. Joint Initial Inspection**-At the commencement of the contract, a joint inspection of all equipment shall be carried out. A machine-wise inventory indicating make, model, capacity, location and existing condition shall be jointly prepared and signed.
- 46. Addition/Deletion of Equipment**-AIIMS reserves the right to add or delete equipment during the contract period. Payment or deduction shall be made on a pro-rata basis at the accepted rates.
- 47. Contractor's Overall Responsibility**-The accepted CAMC rates shall be deemed to include all labour, supervision, transportation, tools & plants, testing, servicing, repair, replacement of spare parts, consumables and all incidental expenses required for maintaining the equipment in continuous, safe and satisfactory working condition throughout the contract period.
- 48. Approval Does Not Transfer Responsibility**-Approval of any spare part or repair by the Engineer-in-Charge shall not relieve the contractor of responsibility regarding quality, compatibility, performance or satisfactory functioning of the equipment.
- 49.** The successful bidder has to execute an agreement with APL in a non-judicial stamp paper of denomination not less than Rs. 100.00 within 10 days after issue of LOI / WorkOrder .

50. Contractor's Personnel Entry and Security Compliance: The contractor shall submit the Aadhaar Card or any other valid identity proof of all mechanics/personnel deployed for the work. Security passes shall be issued only after verification of the submitted documents. No mechanic or contractor's representative shall be allowed to enter the hostel premises without a valid security pass and prior permission. The deployed personnel must inform the concerned Warden or Security Guard before entering the hostel premises and shall strictly follow all security instructions and hostel rules.

Objective of the CAMC

The primary objective of this CAMC is to ensure uninterrupted, safe and satisfactory operation of all RO/UV Water Purifiers and Water Coolers covered under the contract. The contractor shall take all necessary actions, including servicing, repair and replacement of required components, at its own cost, to achieve this objective. No plea regarding non-availability of spare parts, omission of any item in the tender, incorrect assessment or additional repair requirement shall absolve the contractor of this responsibility.

Schedule of Quantity

Name of work: Comprehensive Annual Maintenance Contract(CAMC) of water coolers & water purifiers machines in Residential area at AIIMS Rishikesh

S. No.	Details of water purifiers/Ros Machine	Unit	Qty	Rate	Amount(Rs.)
1	Water Purifiers Aquaguard Pure Chill 80 SS UV Make Aqua guard	Each	14	13135.50	183897.00
2	Water Purifiers Aquaguard Prima (RO+UV) 50LPH with water cooler Make Aquaguard	Each	10	21211.40	212114.00
3	Water Purifiers Aquafresh water cooler with RO Make Aquafresh	Each	40	19654.60	786184.00
4	Water Purifiers RO 15LPH Domestic	Each	5	6616.40	33082.00
5	Water Purifiers 50LPH RO + UV with water Cooler Make Kent	Each	11	20238.40	222622.40
6	Water Purifiers Usha Pure chill 80 SS UV water cooler with filter (Make USHA)	Each	7	11189.50	78326.50
7.	Water Purifiers 50LPH UV and Sseparate water Cooler Make Kent	Each	3	20433.00	61299.00
					1577525.00