



INDIAN INSTITUTE OF SCIENCE EDUCATION & RESEARCH

(Established by Ministry of Human Resource Development, Govt. of India)

IISER Mohali, Sector-81, Knowledge City, SAS Nagar-140306

Tender Ref. No.: IISER/EE-EO/19-20/MISC-03

Tender Form Cost- Rs. 590/-

Date: 10.02.2020

Notice Inviting Quotation

1. The Executive Engineer on behalf of the Director, IISER Mohali, invites online bids under two bid system i.e. technical bid and financial bid through E- Central Public Procurement Portal i.e. <https://eprocure.gov.in/eprocure/app> from eligible contractor for the work mentioned below.

Name of work:- AMC (Comprehensive) for VRV machine with outdoor units of Gas Distribution System for EHEP lab and Fish lab at IISER Mohali.

| | | |
|----------------------------------|---|--|
| Tender Ref No | : | IISER/EE-EO/19-20/Misc-03 |
| Estimated cost | : | INR 2,74,400/- plus GST |
| Earnest Money | : | INR 6,500/- |
| Stipulated period of work | : | Twelve (12) months which can be extended for further a period of one year. |

Critical Date Section

| Sr. No. | Particular | Date | Time |
|----------------|---|-------------|-------------|
| 1. | Tender publishing date and time | 10.02.2020 | 06:55 PM |
| 2. | Tender documents download start date and time | 10.02.2020 | 06:55 PM |
| 3. | Bid submission start date and time | 10.02.2020 | 06:55 PM |
| 4. | Bid submission end date and time | 18.02.2020 | 03:00 PM |
| 5. | Technical bid opening date and time | 19.02.2020 | 03:05 PM |

1. Technical document and price bid may be downloaded from the website of E-Central Public Procurement portal (<https://eprocure.gov.in/eprocure/app>) and www.iisermohali.ac.in . Quotation should be submitted online along with valid documents of eligibility criteria within the date mentioned above.
2. The Director, IISER Mohali shall be the “Accepting Authority” hereinafter referred to as such for the purpose of this contract.
3. For any information, other modifications and/or corrigendum may kindly visit IISER Mohali website <http://www.iisermohali.ac.in> and also publish on <https://eprocure.gov.in/eprocure/app>.

SUBMISSION OF Quotation:

Quotations shall be submitted by the Bidders in two parts:

(i) Technical Bid. – Cover I (ii) Financial Bid. - Cover II

The two bid system will be followed for this tender. In this system the bidder must submit bid on line at **E-Procurement Portal (i.e. <https://eprocure.gov.in/eprocure/app>)** his offer in two covers. "**Cover No. 1- Technical Bid along with requisite fee details and all forms under seal and signature of Bidder**" mentioned below and "**Cover No.2 - Financial Bid**" respectively.

The **Cove I** (Technical Bid) shall consist of following:

- (i) **Earnest Money** -The bidder shall furnish as part of its bid, an EMD of Rs6,500/- (Rupees Six thousand & Five Hundred only). The EMD is to be submitted through Demand Draft of any Scheduled / Nationalized Bank (drawn in favour of "Registrar, IISER, Mohali").
- (ii) **Cost of Tender Form** - The Cost of Tender Form Rs.590/- (Non refundable) is to be submitted through Demand Draft of any Scheduled / Nationalized Bank (drawn in favour of "Registrar, IISER, Mohali").

Note - The original payment instrument like Demand Draft of any Nationalized Bank against Earnest Money and Cost of Tender Form sent to the address- **IISER Mohall, Sector-81, knowledge City, PO- Manauli, SAS Nagar Mohal1140306, Punjab** by post/speed post/courier/by hand before bid opening date & time

(iii) Important Documents uploads in .pdf format only:-

- a. Scanned copy of DD of EMD and Cost of Tender Form.
- b. Scanned copy of IT Return for the last three financial years.
- c. Scanned copy of work experience.
- d. Scanned copy of Tender Accept Letter
- e. Scanned copy of OEM/Authorization letter

The Cover II (Financial Bid) shall consist of following:

- * Schedule of price bid of in the form of BoQ_XXXXX.xls (Will be formulated according to the type of work)

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Executive Engineer
Head IWD, IISER Mohali

Scope of work

1. Attending to any number of breakdown calls and six preventive maintenance services in a year during the tenure of the contract.
2. Any part including compressor, which requires repair / replacement due to normal wear and tear during the contract shall be replaced free of cost.
3. The service contract shall be entered into as aforesaid only after due checking and verification of the equipment by the company's authorized representative certifying that the same is in good working condition. During such verification if the air conditioner is found defective and needs repairing, then the same shall be repaired on the request of the customer on chargeable basis and thereafter the contract in respect of the same shall be entered into. In such case/s the cost of repair and spare parts shall be borne by the customer separately as the same shall not form part of annual charges payable under this contract.
4. The CMC will not cover visits/replacement/repairing of parts and/or equipment under the following circumstances.
 - (I) Damage caused to the machine due to floods, fire, accident, riot, breakage, pest, In issue, improper or negligent use, mishandling, unauthorized alteration, modification or substitution of any part and/or the alteration, tempering etc. of the serial no. of the machine and/or any loss/damage caused due to the abnormal voltage fluctuation, extraordinary use of equipment etc.
 - (ii) Damage caused to the machine/equipment due to failure in abiding with the operating instructions and precautions as mentioned in the User's Manual.
 - (iii) Defects due to usage of non-recommended spare/s and accessories.
 - (iv) Defects /failures resulting from servicing/repairs done by a person other than authorized representative of the company.
 - (v) In case the customer as a result of the aforesaid causes requires the services then the same shall be provided at extra cost payable by the customer.
5. The Company shall make reasonable efforts to give preferential attention to emergency breakdown of the equipment, however the company shall not be held responsible for any loss/damage arising thereby. The company shall not be held responsible for any delay/default in servicing whatsoever due to any reasons beyond its control.
6. This Annual maintenance(CMC)/repair charges paid hereby are non-transferable and non-refundable under any circumstances whatsoever. The payment under this contract shall be made on quarterly basis upon satisfactory certification by Engineer in Charge , till its expiry.
7. This CMC does not cover replacement of air filters, heaters, electricity distribution boards, ancillary work such as ducting / masonry work, main MCB, cabinet sheet metal panels, etc. Also it does not cover the replacement of any major equipment such as evaporator / condenser as a whole.
8. The contract is final and binding on both the parties, no separate invoice or agreement shall be issued.
9. This CMC sets out all the terms and conditions which the company and customer hereby agree to abide with and it cancels and supersedes all prior agreements, undertakings or arrangements, oral or written between the parties on the subject matter. The company in its own discretion may accept or reject any proposal of entering into the service maintenance contract.
10. In the event of any dispute arising out of or related to this contract which cannot be resolved through negotiations between the parties, the same shall be settled by the Courts at Mohali. without prejudice to the above, all disputes under this contract are subject to the Jurisdiction of the courts at Mohali.
11. The Director IISER Mohali reserves the right to reject or cancel the quotation without assigning any reason.
12. All material to be used in the work will have to be approved by the Engineer-in-Charge or his authorized representative.

13. The contractor will be responsible for the safety of labourers deployed by him for the work at site and shall comply with all statutory norms.

Other terms& Conditions:

1. Notify the customer at least 3 days ahead to schedule all maintenance.
2. Conduct all scheduled routine maintenance as per the maintenance schedule.
3. Provided skilled service technicians.
4. Recommending list of genuine parts for stock.
5. Responding to a service call as soon as possible.
6. After each visit a report will be generated and discussed.
7. To carry out / advise necessary repairs, adjustments of assemblies, sub-assemblies in order to keep the VRV in good working condition and assuring the trouble free performance of VRV
8. Service Engineer during the visit will report on the performance or any other abnormality and inform parts requirement shall also submit the report on work done and recommendations as well as spare parts offers to concern authority for procurement.
9. Attend emergency calls on priority (usually same day). However, if the engineer is required for any particular date and time, it would be the responsibility of the customer to intimate M/s LG in advance.
10. Train the customer's representative on Operation and Maintenance of VRV
11. Service Contract will automatically cease to exist in the event of change of ownership or location of the above- mentioned machines from said location.

CUSTOMER RESPONSIBILITY

- * Daily maintenance as prescribed by the manufacturer in the operators manual / users handbook.
- * To inform us as soon as possible if he is not satisfied with our performance.
- * Give the service technician access to the machine to perform the scope of work as also allowing him to inspect and observe how the machine is being used.
- * Provide all parts and labour for any work required that is not covered in the scope of work. This includes all parts and labour requirement for acts of vandalism, theft, accidents, fire, acts of god, neglect and operational use.
- * The machine is strictly used as per manufacturers recommendations.
- * All service reports submitted must be signed by the customer, failure to do so is treated as violation of the terms and conditions of the agreement. The service provider will be at liberty to take appropriate action but not limited to termination of this agreement.
- * Report any accident that service provider as and when required. The results of any tests will be conveyed to the customer in written and appropriate rectification action to be taken by the customer, any failure arising due to sub standard quality of gas, etc twill be the responsibility of the customer.
- * Maintaining of the log books for proper record keeping on daily basis.
- * Provide all genuine parts that are required for performing scheduled maintenance and service.
- * To ensure the safe working enjoyment for the service personnel.
- * To Provide first-aid assistance to the representative of contractor in the event of injury

Payment:

1. AMC charges will be payable quarterly with deduction of 5% amount as security deposit from each running bill which will be released after successful completion of CMC period and payment of final.
2. Payments to be made after satisfaction completion of work and certification by Engineer in Charge.

Duration of contract:

The annual maintenance contract rates will be same for one year which can be extended for further a period of one year on satisfactory performance by the agency and mutually consent on same rates and terms & conditions.

Submission of Tender:

1. The bidder must be the OEM/OES/Authorized dealer/Service provider of M/s LG Make VRV machines and must submit the proof to this affect along with the technical bid.
2. The bidder must provide copy of having executed 3 AMC of VRV machines amounting to Rs.1.30 lakhs or two AMC of VRV machines amounting to Rs 1.62 lakhs or one AMC of VRV machines amounting to Rs 2.60 lakhs Out of which one must have been executed in any Central/State Govt./PSUs/Autonomous Body in last 7 years along with the technical part of the bid otherwise their bid shall be liable to rejected.
3. The technical bid must also contain service report of the previous years, PAN Card, ITR Return (last 3 years), Authorization letter, GST number etc. along with their technical bid otherwise their bid shall be liable to be rejected.
4. The bids to be submitted in two parts i.e. **Technical bid** and **Financial bid**, otherwise it is liable to be rejected.
5. The quotations shall be opened by the undersigned by 03:05 PM on 18/02/2020 (18th day of February 2020) and envelope No.1 only containing earnest money, conditions. Application fees and EMD in original have to be submitted before opening the quotations. No consideration will be given to a quotations received after the above stipulated time and date. The financial bid (Envelope No 2) of qualified bidder shall then be opened at notified time and date.
6. **Earnest Money: Rs.6,500/-** (In Demand Draft form) and Tender Fee: **Rs.590/-** (In Demand Draft form) in favour of the "**Registrar, IISER Mohali**" payable at Mohali.

Termination:

The AMC can be terminated if agreed by both parties or at the expiry of the period of the agreement.

TERMS AND CONDITIONS:

IISER will provide the safe working conditions for the VRV's, if any point time, the same is not found safe to work, risking lives, and contract will get terminated on its own.

IISER will procure / use the genuine spare parts, should the same is not followed, AMC would not be valid and M/s LG in what so ever kind, would not be responsible

FORCE MAJEURE

Contractor shall be liable to perform of its obligations under or arising out of this contract if, such failure does not results from any force major, act of God, fire, industrial disputes, labour trouble, transportation embargo, existence of any state of Emergency, war, war like conditions, civil commotion, riot, inability to obtain any material, imposition of sanction and / or any measures taken by the Govt. what so ever which rendered it impossible or impracticable for the contractor to perform obligations under this contract.

Sd/-
Executive Engineer

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement (<https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder :Enrollment" on the CPP Portal which is free of charge.

As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with Signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode /eMudhra etc.), with their profile.

- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC /e-Token.

SEARCH FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 1) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. The tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification or help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may be to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF / JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or 'Important Documents' area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument,
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DO/any other accepted instrument, physically sent should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Tenderer's to study entire tender document carefully

- a) Submission of a tender by a tenderer implies that he has read all the stipulations contained in this tender document and all other contract documents and has acquainted himself of the nature, site conditions scope and specifications of the works to be executed and of conditions and rates at which stores will be issued to him by the IISER. The contractor shall also be deemed to have acquainted himself with local conditions and other factors which have a bearing on the execution of the works.
- b) Before submitting the tender for the work to IISER, the tenderer should thoroughly examine the existing conditions of site
- c) After award of the work contractor has to prepare and submit the shop drawings (only for air-conditioning / fabrication work) for approval of the Engineer-in-charge.
- d) No claim will be entertained on account of ignorance of site conditions.

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,
Executive Engineer
IISER Mohali

Sub: Acceptance of Terms and Conditions of Tender.

Tender Reference No.: **IISER/EE-EO/19-20/MISC-3**

Name of Tender/Work:- AMC (Comprehensive) for VRV machine with outdoor units of Gas Distribution System for EHEP lab and Fish lab , etc at IISER Mohali

Dear Sir

1. I/We have downloaded/obtain the tender documents(s) from the above mentioned Tender/Work from the website(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/We had read the entire terms and conditions of the tender documents (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 department/organization too have also been taken into consideration, while submitting the acceptance letter.

4. I/ We hereby unconditionally accept the tender conditions of above mentioned tender document(s) in its totality/entirety.

5. In case any provision of this tender are found violated, then your department/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 official seal)