



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

(मानव संसाधन विका मंत्रालय का एक स्वायत्त संस्थान, भारत सरकार के अधीन)

सैक्टर-81, नॉलेज सिटी, पो.ओ. मनौली, एस.ए.एस. नगर, मोहाली] पंजाब-140306



Tender Documents



**NAME OF WORK: COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT (CAMC) OF LIFTS OF
SCHINDLER MAKE IN ADMINISTRATION BUILDING AT
IISER MOHALI**

Tender Ref. No.: IISER/EE-EO/CAMC/21-22/09

Date: 28.07.2021

Notice Inviting Tender

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:- Comprehensive Annual Maintenance Contract (CAMC) of lifts of Schindler Make in Administration Building at IISER Mohali.

Tender Ref No : IISER/EE-EO/CAMC/21-22/09

Estimated Cost : Rs. 10,42,419/- (Including of GST)

EMD : Rs. 21,000/-

Stipulated period of work : One Year and extendable on the same rates and terms & conditions as stipulated in DNIT for further period of four years (1+1+1+1) on satisfactory completion of CAMC for the first year and upon mutual consent.

Critical Date Section

S. No	Particular	Date	Time
1.	Tender publishing date and time	28.07.2021	06:55PM
2.	Tender documents download start date and time	28.07.2021	06:55PM
3.	Bid submission start date and time	28.07.2021	06:55PM
4.	Bid submission end date and time	11.08.2021	03:00PM
5.	Technical bid opening date and time	12.08.2021	03:05PM

1. Tender document may be downloaded from the website of E-Central Public Procurement portal (<https://eprocure.gov.in/eprocure/app>) and www.iisermohali.ac.in . Tender 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 TENDER:

Tender 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:-
EMD of Rs. 21,000/-.

The EMD 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 (MSME/ NSIC certificate in lieu of EMD should be relevant to the work, for which tender is called)
- b) Scanned copy of OEM Certificate.
- c) Scanned copy of PAN Card.
- d) Scanned copy of IT Return for the last three financial years.
- e) Scanned copy of work experience.
- f) Scanned copy of partnership deed and Scanned copy of Power of Attorney
- g) Scanned copy of Tender Accept 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)

-sd-
Executive Engineer
Head IWD, IISER Mohali

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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:

Type of lifts	Estimated Cost of CAMC (For 5 Years)	EMD	Performance Guarantee	Time of completion
M/s Schindler Lifts	Rs. 10,42,419/-	Rs. 21,000/-	10% of the tendered amount	One Year and extendable on the same rates and terms & conditions as per stipulated in DNIT for further period of four years (1+1+1+1) on the satisfactory completion of CAMC for the first year and upon mutual consent extendable further i.e. 5 years

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).

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 Mohali-140306, Punjab** by post/speed post/courier/by hand before bid opening date & time.

	NOTICE INVITING TENDER
	IISER Mohali, Sector-81,SAS Nagar.
	E-NOTIFICATION

Subject: NOTICE INVITING E-TENDER FOR “Comprehensive Annual Maintenance Contract (CAMC) of lifts of Schindler Make in Administration Building at IISER Mohali.

TENDER PROCESS:

(1) IISER Mohali is inviting two part (Technical bid and Financial Bid) E-tender from OEM or Authorized Sales, Manufacture & Service agencies of M/s Schindler for five years (05 Years) Comprehensive Annual Maintenance Contract (CAMC). The tender shall be received by the undersigned by on **11.08.2021** up to 3:00 PM and **Envelope No. 1** only containing earnest money, conditions and tender documents shall be opened on the next working day. No consideration will be given to a tender received after the above stipulated time and date. The financial bid (**Envelope No 2**) of qualified tenderer shall then be opened at notified time, date. The rates of each item must be quoted in figures.

Earnest Money Deposit (EMD): Earnest Money deposit as indicated above differently for each type of lifts in the form of Demand Draft/ Bankers cheque of Scheduled Bank drawn in favour of "Registrar IISER Mohali" payable at Mohali must be submitted at IISER Mohali. Technical bids without Earnest Money Deposit (EMD) will be rejected. EMD will be returned to all the unsuccessful bidders after completion of the bid process. However, the EMD shall be forfeited in case the successful bidder withdraws subsequently or the details furnished in Technical and financial bids are found to be incorrect or false during the tender selection process. The Performance Guarantee will also be forfeited in the event of withdrawal of contract by the contractor before the expiry of the contract period or in the event of termination of the contract attributable to the unsatisfactory performance of the contract or for violation of any of the terms and conditions of the contract.

(2) No interest shall be paid on the Earnest Money Deposit (EMD) of the successful bidder and same will be returned on furnishing the Performance Guarantee.

(3) **Performance Guarantee:** The successful bidder has to submit 10% of the total value of the contract as performance guarantee deposit in the form of Demand Draft / Bank Guarantee/ Fixed Deposit Receipt of a Schedule Bank drawn in favour of "Registrar IISER Mohali" payable at Mohali before taking up the contract. The Performance Guarantee shall be refunded to the selected bidder after 60 days of successful completion of contract period.

(4) The tenderer shall sign, stamp and upload each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up all the information as asked in clear and legible terms. In case of any problem, the bidder may contact Executive Engineer IISER Mohali

(5) The tender forms shall be rejected if it is not complete in any respect.

I. Scope of Comprehensive Annual Maintenance Contract (CAMC) :-

- (a) Diagnose the fault and rectify the defects detected in reasonable time as mentioned in Point no.9 of Terms & Conditions.
- (b) Repair /replace the faulty parts etc of the equipments covered in the scope.
- (c) Carry on the preventive maintenance (at least once in a month) as per schedule.
- (d) Attend all break down calls as and when required.
- (e) Maintain proper record of work carried out during CAMC visit.

II. Equipments Covered under the CAMC :-

- (a) As per the standards of M/s Schindler CAMC as mentioned in sheets attached (Annexure B).
- (b) Furnish lubricants compliant to OEM's stringent specification.
- (c) Examine periodically all safety devices and governors, and make all customary safety tests.

Important Terms and Condition

(1) Eligibility Condition

The bidder shall meet the following requirement:-

- (a) Average annual turnover during last 3 years ending 31st March 2021 should be at least 10.5 Lac each year only for manufacturers of Lift or service agencies, authorized by manufacturer.
- (b) Experience of having successfully completed as follows:

- (i). At least three similar CAMC works of 40% (Rs.4.17 lakhs) value or two similar CAMC works of 50% (Rs. 5.22 lakhs) value or one similar AMC work of 80% (Rs. 8.34 lakhs/-) for **M/s Schindler make** during the last three years in Central / State government officers / PSU. Documentary proof in support of successfully completing the above works shall be produced along with technical Bid failure which the offer may be disqualified

- (c) Has to be the OEM M/s Schindler or its Authorized Sales, Manufacture & Service agencies of M/s Schindler Lifts. Certificate or any other appropriate document as proof to be attached.

- (2) **Bid Price:-** The bidder shall give the total price inclusive of all taxes, levies, GST etc. The Basic unit price and all other components of price need to be indicated individually against price schedule given in financial Bid. The price indicated in the financial bid is firm and no further modification in the price will be accepted.

- (3) The bid should remain valid for 90 days from the date of opening of tender.

- (4) The CAMC will be in force for a period of three years from the date of acceptance of contract.

- (5) The contractor shall continue the service on same terms until a new contract is in place. The contract is extendable for a further period of 1+1+1+1 year on same terms and conditions at the discretion of the Institute.

- (6) **Payment Terms:-** Payment will be made quarterly through Electronic mode directly in the bidders A/C. Advance payment would be done only after submission of bank guarantee by the agency equivalent to billing amount (including GST) and the Bank guarantee must be valid throughout the period of which bill has been raised. Advance payment shall be done only if approved by the competent authority.

- (7) Taxes, if any, will be deducted from bill / Tax invoice at the prevailing rates.

- (8) This is a Comprehensive Annual Maintenance Contract which includes all minor and major parts, consumables etc. Scope of work excludes battery replacement, lift fans repair/replacement. Only luminaries will be provided by the Institute which will be fitted by the respective agency.

- (9) All spares to be used in this work shall be genuine spare parts and the same should be from authorized dealer / manufacturer.

- (10) The scope of contract includes all major / minor repair / replacements etc except battery, lights and fans repair/replacement. All servicing, maintenance and

replacement shall be done with the knowledge of Executive Engineer / Asstt. Executive Engineer (E), IISER Mohali.

- (11) The Agency shall attend unlimited breakdown calls in between routine service calls immediately on receipt of breakdown calls.
- (12) Bidder shall inspect the system before quoting. A bidder shall deem to have full knowledge of installation whether he inspects it or not.
- (13) The contract covers servicing and comprehensive maintenance of Lifts, cables termination and connected accessories of the equipment are also included in the contract.
- (14) Recoveries will be made if the services and maintenance are not attended properly as per the general terms and conditions attached herewith.
- (15) The Institute reserves the right to accept or reject any or all the tenders in part or in full or may change the tender conditions at any stage, even during contract period, without assigning any reasons or to distribute the whole work between two or more contractors.
- (16) No additional amount will be paid to the contractor what has been specified in the terms and conditions of this contract.
- (17) The contractor shall not sublet full or any portion of the contract to any other agency/ firm for maintenance of Passenger Lifts.
- (18) The repair work is to be carried out within the premises of the Institute. In the event of major repairs, if any of the machines required to be taken outside Institute premises, the same will be allowed to be taken outside only with the written permission of the Institute like Gate pass. No separate charges on account of labour and transportation would be paid by the Institute for the purpose.
- (19) Erasing or overwriting in the tender will render the same invalid.
- (20) Taxes will be deducted at the source as per rules.
- (21) The Tenderers are requested to go through the instructions, terms and conditions given in the tender document and the general terms and conditions attached herewith. Failure to furnish all required information duly indexed and page numbered will be at the tenderer's risk and may result in the rejection of the tender.
- (22) Canvassing directly or indirectly, in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.
- (23) At any time, prior to the date of submission of the tender, the Institute may for any reasons, modify/ amend bid document.
- (24) The Institute, may at its discretion, extend the deadline for submission of tender.
- (25) The Institute reserves the right to terminate the contract at any time without assigning any reason by giving one month's notice to the agency.
- (26) The Institute shall be at liberty to test representative sample(s) of each item provided in the machines at the time of repair/ replacement of parts. The sample for

testing shall be provided by the contractor/ supplier.

- (27) Only OEMs or their authorized service dealers/distributors with valid TIN & PAN nos. are eligible to participate in the tender bid.
- (28) Conditional tenders are liable to be summarily rejected.
- (29) The work in full or part shall not be subletted to other agency. If such a violation comes to the notice of the Institute, the Institute shall be free to forfeit the entire amount of earnest money/ performance guarantee deposited by the firm.
- (30) The Executive Engineer, IISER Mohali may be contacted at his office for any clarification.
- (31) The contractor shall be responsible for behaviour and conduct of it's workers. Worker with doubtful integrity or having a bad record shall not be engaged by the contractor. In this regard, it is also to be stated that the antecedents of the mechanics/ labourers to be deployed by the firm for execution of CAMC work, may be got verified from the local police.
- (32) The Institute will be at the liberty to ask for source and proof of procurement of materials used to repair/ replacement of the machines.
- (33) All the substandard material if brought by contractor shall be rejected and shall have to be removed by him at his cost from the site immediately and this office will not be responsible for the safe custody of the same.
- (34) In case of any dispute, the decision of the Director IISER Mohali shall be final and binding upon both the parties.

FORCE MAJEURE

- (I) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfilment or for the delayed fulfilment of any of its Contractual obligations, if the affected party within 15 days of its occurrence informs in a written form to the other party.
- (II) Force Majeure shall means fires, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lock outs beyond the control of either party
- (III) Jurisdiction:- Any legal jurisdiction area shall be Mohali only.

-sd/-
Executive Engineer

TERMS AND CONDITIONS

1. The CAMC work to be carried out in the presence of AEE (Electrical).
2. The work should be executed to the entire satisfaction of the Engineer-in- Charge.
3. The agency will comply with all statutory requirements in respect of the work.
4. The agency will be responsible for the safety of technicians deployed by him for the work at the site.
5. All breakdowns calls will be attended free of cost.
6. The undersigned for and on behalf of the Director IISER, Mohali reserves the right to reject, amend or alter this order without assigning any reason.
7. The agency will provide minimum twelve (12) free services in a year.
8. The agency shall attend unlimited breakdown calls in between routine service calls immediately on receipt of breakdown calls free of cost.
9. The agency will have to attend any breakdown call within three hours of intimation during working hours and by the beginning of the next day if intimated after office working hours, otherwise penalty @ Rs. 1000/- per day of down time will be levied. The same applies in case of a major fault or overhauling, if it is not rectified and the lift is not made working within five days. The agency will have to ensure that all necessary spare or replacement parts arrive on time to the site to make the lift working in time. Maximum penalty is limited to 10% of the contract value.
10. While handing over the passenger lift at the end of the contract these should be in perfect working condition. Any defects found have to be rectified by the agency or else the net cost of the repairs will be charged on the agency's account.
11. During the currency of the contract, if any mishap occurs due to faulty lift or any of its part, it will be the responsibility of the agency to compensate the loss on account of injury to any person/property. IISER, on any account, shall not be responsible for the loss. OEM/Authorised agency to indemnify IISER for the same.
12. All Government regulations must be followed during examination and repairs of the lifts.
13. No living accommodation or stores will be provided to the agency.
14. Proper service reports/log books have to be maintained by the agency.
15. Only qualified, skilled and experienced technicians have to be deployed by the agency to carry out the lifts related work.
16. All other terms & conditions are as per agency's quotation submitted for the lifts.

Annexure-A

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/CAMC/21-22/09

Name of Tender/Work:- Comprehensive Annual Maintenance Contract (CAMC) of lifts of Schindler Make lifts in Administrative Building 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)

Services Included in the All-in Maintenance Contract

1. Schindler ALL-IN Maintenance

SCHINDLER undertakes to regularly check, inspect, and preventatively maintain the installation(s) and to perform the repair work described herein.

a. Inspection and Preventative Maintenance

While observing IS14665, 14671, 15785:2007 & relevant applicable state rules SCHINDLER performs on the elevator installation(s) regular inspection and preventive maintenance. This comprises:

- functional checking and adjustment of the drive unit, means of suspension, gearbox, brakes, traction sheave and drum, ropes, deflector sheave, hoistway doors, and guidrails of the elevator installation(s);
- greasing the aforementioned subassemblies to the extent appropriate for the use made of the elevator installation(s);
- checking and adjustment of the travel properties of the elevator installation(s), especially of their stopping accuracy;
- visual and functional check of the switching, control, monitoring, and other safety equipment, and of the display and lighting equipment;
- checking of the elevator installation(s) for functioning and damage;
- checking the oil level of the drive unit;
- to the extent required to preserve their functioning, cleaning the aforementioned subassemblies of the elevator installation(s) of dirt originating within the installation;
- cleaning the machine room, car roof, and dry hoistway pit of dirt originating within the installation. Lubricating of guide rails and wire ropes will be carried out by Housekeeping team.

b. Operational Failures

SCHINDLER corrects operational failures which are detected during regular inspections and preventative maintenance or which occur between them and are reported to SCHINDLER call centre by the Customer.

SCHINDLER will respond to operational failures from **Monday to Saturday 9am to 9pm** at no additional charge. If the operational failures are caused by abuse or misuse then the CUSTOMER will be charged according to the actual outlay including incurred costs.

c. Repairs

SCHINDLER repairs or replaces following parts which have become unusable through wear in order to ensure the safety in accordance with the legal regulations for elevators.

- VF drive unit, Automatic rescue device (if applicable), car and landing door shoe liners, contacts, switches, door operator motor, drive belts, coupler unit, door safety sensors, emergency alarm unit, door drive unit, car and landing call registration buttons and all electronic PCBs

SCHINDLER periodically examines, lubricates, adjusts and as needed repairs or replaces the covered components listed above. Also faulty emergency lamps in the car will be replaced during regular inspection and preventive maintenance of the elevator installations.

At regular intervals SCHINDLER changes the oil in the drive unit(s) of the elevator installation(s) according to the manufacturer's instructions and properly disposes of the old oil.

Ownership of replaced component: AMC price offered is considering return of defective material back to Schindler

d. Availability of spares and Obsolescence

Schindler holds spare parts with the following availability periods:

- Schindler original spare parts for a period of fifteen (15) years; and
- Other spare parts for a period of fifteen (15) years or as long as available from the original equipment manufacturer, whichever period is the shorter.

The availability period starts on the date of the first installation of the complete Schindler installation(s).

For components and/or spare parts containing electronic devices no availability period is granted.

On expiry of the availability periods such spare part is deemed obsolete and Schindler proposes its replacement or modernization at the customer's expense.

Schindler original spare parts are defined as spare parts for which Schindler is the sole supplier.

Schindler ensures proper disposal of disassembled spare parts and components as well as changed oil and lubricants at the customer's expense.

e. Safety Test

The service provider will carry out customary annual safety test as per the standards in order to examine all the safety devices of the Equipment. The Service Provider shall not carry out any other tests during contractual period. CPSI (Confirmation of Periodic Safety Inspection Test) 1Y/5Y/2Y

f. Support of notified body

All statutory permissions for running of the lift from concerned authorities shall be obtained by the Customer. As per statutory requirements, Schindler shall send a service technician for such periodic check by notified bodies provided a written request is sent to Schindler's authorised person by customer at least 3 days prior to such inspection.

Any fees, charges, pertinent to license inspectorates and incidental charges for getting Lift certificate renewed will be solely borne by the customer.

g. Additional Services

The Customer reimburses SCHINDLER for maintenance work being outside the scope of Services separately.

2. Additional Services

a. Response Time

SCHINDLER starts to correct the reported failure on the elevator installation within 4 hour/s since notification by the Customer to the 24-hour call center.