

No.11-1/2010-Genl
Government of India
Ministry of Women & Child Development

Shastri Bhavan, New
Dated 8th October,2010

To

As per list

Sub:- Quotations for maintenance/repair of Hot & Cold Water Dispensers (different type) in respect of Ministry of Women and Child Development.

Sealed tenders are invited from reputed, experienced and financially sound Firms/Agencies for Comprehensive Annual Maintenance Contract for Hot & Cold water dispensers installed in various rooms at Shastri Bhavan, Jeevan Deep Building, Hotel Janpath, Krishi Bhavan and 8, **Tuglak Lane**, New Delhi as per the Terms & Conditions enclosed as **Annexure-I**. The number of water dispensers may be reduced or increased depending upon the requirement.

2. The bid should be submitted in a **sealed cover** in two parts as under:-
 - a. **Technical Bid:** Envelope should be superscribed "Technical Bid for Repair/Maintenance of Water Dispensers" and it should contain all technical details as per **Annexure-II**
 - b. **Financial Bid:** The second cover should contain the rates etc. as per **Annexure-III**, and it should be superscribed "Financial Bid for Repair/Maintenance of Water Dispensers "

Both of these sealed covers are to be put in a bigger cover, duly superscribed as "Bid for AMC for repair /maintenance of Water Dispensers."

3. The last date for receipt of tender is 26.10.10. The Technical Bids shall be opened in Room No. 310, A Wing at 3.00 PM on 26.10.10.in the presence of such of the bidders or their representatives, who may wish to be present. Financial Bid(s) of only those bidder(s) will be opened on a later date whose bids are considered technically acceptable after evaluation. Date of opening of financial bid will be intimated later on. Hypothetical Conditions/ Incomplete bid will not be entertained. Late Bids received after the specified date and time shall not be considered.

4. Submission of the bid in the above stated period shall be the responsibility of the bidder. however, the bids are liable to be rejected outright and shall not be evaluated if the bidder fails to meet the deadline. MWCD will not be responsibility for postal delay, if any.

5. The bidders shall be required to submit a demand draft of Rs.5000/-(Rupees Five Thousand Only) as earnest money to be drawn in favour of Pay & Accounts Officer, Ministry of Women and Child Development, Shastri Bhavan, New Delhi along with the quotation. A quotation not accompanied by the Demand Draft will be summarily rejected.

6. Forms (technical bid and financial bid) along with terms and conditions can be obtained on any working day between 1000 hours to 1300 hours from Room No. 629, 'A' Wing, Shastri Bhavan, New Delhi. The tender document can also be

downloaded from the Ministry's website i.e <http://wcd.nic.in/> For any clarification as to the tender document, Section Officer(Genl) of the Ministry may be contacted within 10 days of issue of tender on telephone No. 23382972 or in person after prior appointment

7. The sealed quotations in the prescribed form (technical bid and financial bid) cover may be addressed to Under Secretary (General), Ministry of Women and Child Development, Room No. 310, A Wing, Shastri Bhavan, New Delhi and **dropped in the Tender Box of this Ministry kept at IFC, Ground Floor, Garage No. 17, Shastri Bhawan, New Delhi.**

8. The competent authority in the Ministry reserves the right to reject any or all applications (offers) without assigning any reasons thereof. The decision of Competent Authority will be final and binding.

Yours faithfully,

(Jai Kishore)
Under Secretary to the Govt. of India
Tel. No.23382743

Copy to:- Director (NIC) of the Ministry with the request that the Tender Notice may please be uploaded on the website of the Ministry of Women & Child Development.

ANNEXURE-I

TERMS AND CONDITIONS

1. The work includes Comprehensive AMC for Hot & Cold water dispensers owned by the Ministry and installed at various rooms at Shastri Bhavan, Jeevan Deep Building, Hotel Janpath, Krishi Bhavan and 8, **Tuglak Lane**, New Delhi.
2. The initial servicing of the water dispensers will have to be completed within 15 days from the date of commencement of contract.
3. Cleaning of water dispensers should be carried out fortnightly. Failing which security deposit will be forfeited.
4. All complaints/ repairs shall be attended to within 24 hours.
5. The contract shall exclude repair of voltage stabilizers, chassis, water tank, grills, painting, change of installation location, water purifiers etc.
6. Prior permission of concerned authority shall be taken for taking the air conditioners or air conditioners parts out of premises for repair, if any, and no extra charges shall be paid on this account.
7. Whenever any part is to be replaced, the make and type of the part should be got approved in advance. However, only standard and branded product of good quality company should be used. The Compressor should not be repaired beyond second repairing and has to be replaced with a new Compressor of quality. The firm must return the old parts replaced to General Section.
8. In case any Water Dispenser is required to be taken out to workshop for repair, the transportation charges including loading/unloading and dismantling/reinstallation will be borne by the selected Firm. The firm will also provide standby arrangement without any extra cost till the repaired water dispenser is brought back and re-installed.
9. The complaints lodged with the Service provider through General Section will be required to be attended by him on the same day. Any complaint that cannot be attended to by the same day due to any unforeseen reasons will be required to be attended by the next day positively.
10. No water dispenser will be taken out by the selected firm to the workshop without written prior approval of the Competent Authority. 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 regularly performed.
11. During currency 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 persons/property.

12. The Comprehensive Repairs/Maintenance Charges for Water Dispenser shall be firm and inclusive of cost of spare parts, its replacement and labour charges etc. and including all taxes and other charges,

if any. The term "Comprehensive Servicing and Maintenance" will include oiling, cleaning, greasing (general servicing), and replacement/repair of any or all spare parts including wires/plugs of water dispenser during the period of contract.

13. The contract will be award on "as is where basis is". However, the firms may inspect the machines and satisfy themselves, if they desire to do so, on any working day from Monday to Friday, between 11.00 AM to 4.00PM , with prior permission of SO(Genl), Ministry of WCD. It may be noted that no charges for such inspection shall be payable to the firms by this Ministry

14. It will be the responsibility of the firm to hand over all the Water Dispenser to the Ministry of Women and Child Development in working condition at the completion of the contract

ANNEXURE-II

1. The contract will be valid for a period of twelve months (12) commencing from date of award of contract.
2. The agreement may, with notice in writing, be renewed for a further period of one year on same terms and conditions.
3. The firm must be authorized dealers/ having authorized workshop of at least any one leading brand of water coolers approved by DGS &D. A proof in this regard may be submitted.
4. The firms/ contractors should be registered with tax department or any other agency which is entrusted with collecting the tax which is leviable on maintenance contract (**TIN No. & PAN NO**). A proof in this regard may also be furnished.
5. **Tax at source (TDS)** will be deducted from each bill of the Contractor as applicable under rules in respect of Income Tax and Sales Tax etc.
6. No claim on account of sales tax or any other material used for executing work awarded under this contract will be entertained by the DST and all such taxes should be paid by the contractor himself.
7. The selected firm should be capable of attending to all the complaints and has the experience of 3 years for attending such services. If the firm fails to attend to a complaint within stipulated time, a penalty on 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 out side agency to get 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 cost and responsibility of the selected firm. Proforma for giving technical details is also enclosed.

ANNEXURE-III

1. An Earnest Money Deposit of Rs.5,000/- shall be deposited in the form of DD/Pay order. The DD/Pay order shall be in favour of the DDO, Ministry of Women & Child Development, New Delhi. EMD of unsuccessful bidders shall be returned within 30 days from the date of closure of tender. The EMD deposited by successful tenderer will not be refunded and will be kept as Security Deposit.
2. Tenders which are not complete in all respects are liable to be rejected.
3. While submitting the tender for this work the tenderers will be **deemed to have read, understood and accepted** all the terms and conditions stated in this letter.
4. Tenderers will indicate the complete address of their firm/ office along with telephone numbers.
5. Rate should be quoted per unit per year.
6. During the entire period of the contract, no request for any increase in rates will be entertained.
7. Tender shall remain valid for a period not less than 60 days after the deadline date specification.
8. The Ministry will award the contract to the tenderer whose tender has been determined to be substantially responsive and who has offered the lowest evaluated tender price.
9. Notwithstanding the above, the Ministry reserves the right to seek previous work orders, references etc. and to accept or reject any quotations and to cancel the process and reject all tenders at any time prior to award of contract.
10. The tenderer whose rate is accepted will be notified of the award of contract by the Ministry prior to expiration of the tender validity period. The terms and conditions in the tender notice will be incorporated in the work order.
11. The contractor will submit the bill on quarterly basis and after completion of each quarter.
12. 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 be required to be rectified and compliance reported. It further reserves the right to suo-moto terminate the contract by giving one month's notice at any point of time.
13. No quotations received without demand draft will be entertained in any case.
14. **Proforma for Financial Bid is also enclosed.**

15. EMD of Rs. 5000/-(Rupees Five Thousand only) must accompany by way of DD/Pay Order in favour of Pay and Accounts Officer, Ministry of Women and Child Development, payable at New Delhi. This EMD is to be kept in Technical Bid. Bids with EMD will be rejected.

16. The EMD of unsuccessful bidders shall be returned. No interest will be paid on EMD amount.

17. That MWCD reserves the right to reject any or all quotations without assigning any reason thereof.

18. In case if there is nay lapse found in the service provided, MWCD reserves the right to terminate the contract without any notice/reason/explanation

(Jai Kishore)
Under Secretary to the Govt of India

(For Technical Bid)

PROFORMA

- 1 Name of the Firm
- 2 Service Tax No./TIN No.
3. PAN No.
4. Experience for attending the Complaints/maintenance of Water Dispenser for the last 3 years (attached necessary documents)
5. Rate for Comprehensive maintenance/repair of Water Dispenser per unit for one year.

(Signature of authorized person of the firm)

Financial Bid

1	Complete address of the firm	
2	Details of Bank Draft	
3	Rate per unit per year	

(Signature of authorized person of the firm)

