



NORTH EASTERN REGIONAL INSTITUTE OF WATER AND LAND MANAGEMENT

(An Institute under the Ministry of Water Resources, River Development and
Ganga Rejuvenation, Govt. of India)
(Registered under the Societies Registration Act, 1860)

No.NRW/COMP/AMC/UPS/40/2015-16/ 3209

Dated 03.09.2015

NOTICE INVITING TENDER

Sealed tenders are invited by the Director, NERIWALM, Dolabari, Tezpur-784 027 from Government Registered Contractors/Firms having experienced in similar nature of works of “**Annual Maintenance Contract (AMC) of UPS of NERIWALM, Tezpur**”. Detailed tender paper (schedule of works, terms and conditions as Annexure –I & II respectively) may be collected from the EAD, NERIWALM on depositing Rs. 100.00 (One hundred) only to the Accounts section in cash up to 4.00 PM of 28.09.2015. The tender documents may also be downloaded from website www.neriwalm.gov.in.

The dully filled up tender (schedule of works, terms and conditions as Annexure –I & II respectively) along with copies of valid documents is to be send to the Director, NERIWALM, Dolabari, P.O : Kaliabhomora, Tezpur – 784 027 either through by “**REGISTERED POST**” or drop TENDER BOX kept in the Administrative Building of NERIWALM, Dolabari, Tezpur. The last date for receipt of sealed tender documents is upto 5.00 PM of 29.09.2015. In the body of the sealed envelopes “**Tender for Annual Maintenance Contract (AMC) of UPS of NERIWALM, Tezpur**” is to be inscribed to avoid misplacing or pre opening of the tender documents.

The tenders will be opened at 11.00 AM on 29.09.2015 in presence/absence of the tenderers or their authorised representatives. Tender documents received after last date/time will be rejected. In the event of 29.09.2015 being declared a holiday the tender papers will be opened on the next working day at the same time.

Name of work : Annual Maintenance Contract (AMC) of UPS of NERIWALM, Tezpur
Estimated amount : Rs. 2,05000.00 (Rupees two lakh five thousand) only.
Earnest money : Rs. 4,100.00 (Rupees four thousand one hundred) only.



A.K. Sharma
03/09/15
(A.K. Sharma)
Deputy Director i/c

TENDER DOCUMENT

SCHEDULE OF WORK: Annual Maintenance Contract (AMC) for UPS Systems of UNILINE, POWERWARE & DELTA make.

LOCATION OF ITEMS/ WORK: IN THE PREMISES OF THE ADMINISTRATIVE BUILDING, LABORATORY, TRAINEES HOSTEL, AUDITORIUM OF NERIWALM CAMPUS.				
Specification of Uninterrupted Power Supply (UPS) systems for AMC				
Sl. No.	Items/Work	Unit & Quantity	Rate (Rs.) (in figure & in words)	Amount (Rs.) (both in figure & in words)
i.	1 KVA Online UPS system connected to Battery Bank. Make :Uniline	04 nos.		
ii.	2 KVA Online UPS connected to Battery Bank. Make:Uniline	05 nos.		
iii.	2 KVA Online UPS system connected to Battery Bank. Make: Delta Make	04 nos.		
iv.	6 KVA Online UPS system connected to Battery Bank. Make: Powerware	04 nos.		
v.	6 KVA Online UPS system connected to Battery Bank. Make: Delta Make	07 nos.		
			TOTAL (Rs.)	
			Service Charge @ 14% (Rs.) (or as per applicable)	
			Grand Total (Rs.)	

(Rupees) per annum

Name of the Contractor/ Firm.....

Address of the Contractor/ Firm

.....

Contact No (mobile/phone)

Signature of the Contractor/ owner of the Firm with Seal.....



TERMS & CONDITIONS FOR: Annual Maintenance Contract (AMC) UPS Systems of NERIWALM for UNILINE, POWERWARE & DELTA make.

1. **Location of the work:** The firm has to provide all service, maintenance, repair and installation related to UPS at site i.e. at the different locations of the equipment within the premises of NERIWALM, Tezpur. In case, any item is to be taken to workshop for repairs, approval should be taken from the competent authority and standby arrangement is to be made by the firm.
2. **Period of contract:** The initial period of contract will be for one year from the date of award of AMC. The contract can further be extended after the expiry on one year, subject to the satisfactory performance of the firm. The Director, NERIWALM reserves the right to cancel the agreement without any compensation at any time during the contract period if the performance of the firm is found to be un-satisfactory.
3. **Nature of works:**
 - i. The contract shall cover both preventive as well as corrective maintenance services. The maintenance (both preventive and corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified components free of cost except batteries. AMC will also cover replacement of burnout parts, if any.
 - ii. During the contract period it will be the responsibility of the Firm/Contractor to keep the equipment (UPS) in perfect working order.
 - iii. All equipments (UPS) will be allowed for inspection by the service engineers of the firm/contractor to ascertain the condition of the equipments at the time of agreement.
 - iv. The firm shall provide its services from 9.00 a.m. to 5.00 p.m. on all working days. For Sundays / closed holidays services may need to be provided on demand and exigency. However, during any other urgent nature of work, the firm/contractor shall have to provide its services beyond the prescribed timings, as and when needed without any extra payment and at the sole discretion of the NERIWALM.
 - v. The firm/contractor shall also provide quarterly preventive maintenance for every machine which shall include thorough cleaning, checking of hardware/ software and replacement of any part showing signs of wear and tear which if not replaced is likely to cause trouble in functioning, rectifying the fault of the UPS.
 - vi. The Service Engineer of the firm/contractor should have experience in the field of maintaining hardware and trouble shooting of UPS and should be capable to diagnose and provide quick solutions. Service Engineers should also be well dressed, polite and well behaved. The firm/contractor will be held responsible for any misconduct on the part of the Service Engineers in the NERIWALM during office hours.

Signature of the Contractor/owner of the Firm



- vii. The Service Engineer will maintain a complaint register-cum log as prescribed by NERIWALM. Record of Preventive Maintenance done will also be kept in the register.
 - viii. The firm/contractor will be entirely responsible for any loss caused to the property of NERIWALM as a result of negligence or carelessness on the part of the firm/contractor or its authorized service engineer/representatives and cost of which shall be recovered from the AMC charges. The decision of the Director, NERIWALM in this context shall be final and binding on the firm/contractor.
 - ix. Materials in the UPSs to be used in brand new condition without any defects whatsoever and the work should be completed within the stipulated date and time.
- 4. Security Deposit:** The successful firm shall be required to deposit an amount of Rs. 5000/- (Rupees five thousand) only in the form of Demand Draft drawn in favour of Director, NERIWALM, Tezpur should be deposited before taking up the maintenance works which is refundable after successful completion of the AMC. The earnest money may be adjusted with the security deposit.
- 5. Terms of payment:**
- i. The payment of AMC will be made on quarterly basis on submission of bills in duplicate addressed to the Director, NERIWALM, Tezpur, against satisfactory report of the concerned officer in-charge.
 - ii. No advance payment shall be made under any circumstances.
 - iii. Income tax, sales tax, VAT and other tax as applicable, if any, shall be deducted at source from the contractor's/firm's quarterly bill.
- 6.** An agreement has to be signed by Contractor/Firm for the AMC with the NERIWALM before undertaking the AMC in a Non-Judicial Stamp Paper of appropriate value.

Signature of the Contractor/owner of the Firm



TERMS & CONDITIONS FOR PREPARATION AND SUBMITTING THE TENDER FOR Annual Maintenance Contract (AMC) for UPS Systems of UNILINE, POWERWARE & DELTA make.

The tender should be accompanied with the following **DOCUMENTS** without which the tender will be summarily rejected:

1. Earnest money amounting to **Rs 4,100.00 (Rupees four thousand one hundred)** only in the form of Demand draft / Banker's cheque drawn in favour of Director, NERIWALM, Tezpur payable at Tezpur.
2. Attested copies of **up-to-date** registration of the firm/contractor, GRN Number under VAT Rules, TIN and PAN card, experience certificates etc., as applicable.
3. The quoted rates should be inclusive of all taxes and levies as applicable and **legibly written both in figure and in words**. Any correction on the rate should be properly initialed. No request for change of rate will be entertained after opening of the tender.
4. Taxes such as Income tax, VAT etc., will be ducted at source and deposited in the Govt. Account. The party will be made available with the receipt of tax deposited certificate in due course.
5. The contractor/firm should provide necessary risk to service engineer for any type of accident that may arise at the work site or within the NERIWALM campus.
6. Each of the tender documents should be signed by the contractor/firm failing which the tender document will be treated as invalid.
7. In respect of unsuccessful tenderer (s), their EMD will be returned without interest. The EMD of the successful tenderer will be returned without interest only on receipt of performance security. EMD of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of the tender. Further if the successful tenderer fails to furnish requisite security deposit within specified period, its EMD will be forfeited.
8. Conditional Tender will not be accepted.
9. Violation of any of the provisions of the terms and conditions will be treated as breach of contract and penal action, as deemed fit, will be imposed by NERIWALM.
10. Terms and conditions (**Annexure-II**) laid down in this tender notice is to be submitted along the tender document duly signed by the tenderer in token of having understood and agreed to the same.
11. In case, the firm/contractor with whom the AMC has been entered into, backs out/withdrawn the service in mid-stream of the contract period without any explicit consent of NERIWALM, the security deposit shall be forfeited.
12. The undersigned will not be responsible for non-delivery, miss-delivery in the tender in due date and time.
13. Tenders received after due date or without sealed cover and without inscribing on the sealed envelop as "**Tender for Annual Maintenance Contract (AMC) for UNILINE, POWERWARE & DELTA make UPS Systems**" and rates not quoted in the specified tender document (**Annexure-I**) will not be accepted.
14. Any other terms & conditions which are not covered above will be decided by the Director; NERIWALM and his decision is final and binding on all the parties/contractors/firms
15. The Director, NERIWALM reserves the right to accept/reject any or all tender without assigning any reason thereof.



Ashwini
02/09/15
(A.K. Sharma)
Deputy Director i/c