



**NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS  
WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)**  
Department of Empowerment of Persons with Disabilities (Divyangjan)  
(Ministry of Social Justice & Empowerment, Government of India)  
Manovikas Nagar, Secunderabad-500 009  
(An ISO 9001:2015 Institution)



NIEPID/Pur.10(119)/2023-24

**Notice Inviting Tender and Schedule of Events**

Tenders are invited under single bid system from reputed experienced and financially sound parties for the following work:

Name of Work	Comprehensive AMC of Water Purifier and RO Systems (18 nos) at NIEPID Secunderabad
Contract Period	The period of contract will be initially for one year. The contract may be extended by another one year on the basis of satisfactory performance.
Issue of Tender	The tender document can be downloaded from the Institute website – www.niepid.nic.in. Please keep visiting our website for any corrigendum/amendments and submit the bid document accordingly.
Query (if any)	In case of any query, it may be clarified / asked till 19.12.2023
Submission / Receipt of Tender	Up to 15:00 hrs on <b>19.12.2023</b> through GeM
Opening of Tender	The tenders shall be opened on <b>19.12.2023</b> through GeM at 15:30 hrs.
Contact Person (for any clarification)	Office Supdt., NIEPID Secunderabad Phone: 040-27751745, Ext.258 email: niepid.purchase@gmail.com
Tender details	The tender is required to be submitted through GeM online under single bid system (for bid document please visit our website www.niepid.nic.in).

Interested agencies/firms may visit this institute for checking of above RO filters from Monday to Friday from 10 to 5.00 PM before submitting the quotation in GeM.

**Technical Bid**

**Description of Services [Comprehensive Annual Maintenance Contract Of ROs & water purifiers (various makes & models including RO)]**

<b>Sl. No.</b>	<b>Description of Services [Comprehensive Annual Maintenance Contract Of ROs &amp; water purifiers (various makes &amp; models including RO)]</b>	<b>Make</b>	<b>Qty</b>	<b>Rate per machine</b>	<b>GST</b>	<b>Total Amount Inclusive of GST (for all qty)</b>
<b>1.</b>	<b>RO system water purifier 25 ltr/Hr capacity</b>	Kent Elite	10 nos			
<b>2.</b>	<b>RO system water purifier 10 ltr/Hr capacity</b>	Dolphin	05 nos			
<b>3.</b>	<b>RO system water purifier 10 ltr/Hr capacity</b>	Honey Bee	03 nos			
		Total	18 nos			
Total Amount in Words:						

## **Scope of Work**

- a) NIEPID Secunderabad is proposing to enter into a rate contract for the period one year For comprehensive Annual Maintenance Contract (C.A.M.C.) for water Purifiers / Ro Systems as mentioned in Annexure-2 fitted at NIEPID Secunderabad from the reputed manufactures/vendor/supplier/authorized dealers/franchise/ authorized service provider dealing in concerned items. The rates are to be submitted in Price Bid by Tenderer,
- b) The rates to be quoted for the period of one year from date of signing of agreement.
- c) The contract may be extended for the following period of one year based on satisfactory services and subject to mutual agreement of both the parties.
- d) The bids shall not include any conditions whatsoever. In case any conditions are included in the bids the same may not be taken into consideration. The bids in such cases is liable to be rejected. Clarification if any shall be obtained from the NIEPID Secunderabad before submission of the bids. The decision of Director, NIEPID Secunderabad will be final in this regard.
- e) The bids be evaluated for all category comprehensively and overall lowest bidder (L-1) in all category will be eligible for the award of the tender.

In case of any complaint/breakdown/fault in any equipment, the firm has to attend the fault within 72 hours of reporting on phone/E-mail etc. failing which will invite a penalty as follows:

- a. Attending to complaint between 72 hours – 90 hours of intimation- Rs. 200/-
- b. Attending to complaint between 4 days to 7 days of intimation- Rs. 500/-
- c. Attending to complaint beyond 7 days - Rs. 1000/-

- 2 The AMC is for preventive as well as for break down maintenance and includes repair and replacement of the following parts free of charge during AMC Period:-

- a) All Kinds of Filters
- b) Pre- filter candle (compulsory change once in six month)
- c) Compressor
- d) Thermostat
- e) Transformer
- f) Relay
- g) Carbon
- h) Worn out parts etc.
- j) Pumps, Adapter and SMPS.

The parts will be replaced as and when required during the year. Regular service of all the machines covered under the AMC would be undertaken by the vendor. At least one monthly checking /inspection is mandatory.

- f) It may be ensured that rates for parts of authorized brand only should be quoted and supplied for repair AMC accordingly. In case if it is found at a later stage that sub-standard / inferior quality items supplied necessary action will be taken against such supplier. Including forfeiture of their Performance Security and debarring them for quoting future tenders.
- g) If the tenderer fails to undertake the job satisfactorily at any period of time or withdraws his services permanently for more than three consecutive weeks. The NIEPID Secunderabad has every right to cancel the contract and forfeit the Security Deposit without assigning any reason what so ever.

- h) All bids should be submitted online through GeM only.

### **Terms and Conditions**

1. The Tender
  - a) The original tender document must be duly signed and stamped by the authorized signatory on each page.
  - b) The bidder shall indicate the prices for each and every item indicated in the specifications.
  - c) The prices quoted must be per unit as shown in the Schedule and must include all charges including Taxes & Cartages for delivery at NIEPID, Secunderabad.
  - d) The rate must be stated for each item separately both in words and figures. If there is discrepancy between the prices quoted in word and figures. The price quoted in words would be treated as final.
  - e) The price quoted by the tenderer should be firm and inclusive of all tax (GST), Freight and forwarding charges, handling charges. Loading and unloading charges, insurances charges, any other tax/charges inclusive of GST.
  - f) No tender shall be allowed to revise its original price.
  - g) The prices once accepted by NIEPID Secunderabad shall remain valid till the period of rate contract and during extension or renewal of contract if any.
2. Terms of Annual Maintenance Contract (A.M.C.)
  - a) The vendor should preferably be authorized by the concerned / any brand of machine to service/repair and take AMC of their machine. (Proof of document to be attached if available.)
  - b) The bids shall not include any conditions whatsoever. In case, any conditions are included in the bids the same may not be taken into consideration. The bids in such cases are liable to be rejected.
  - c) The present quantity may vary due to condemnation of equipment or new purchase during the period of AMC. Payment in such cases would be made on proportionate basis considering the period of such AMC for actual number of machines.
  - d) Incomplete and unsigned bids are liable to be rejected.
3. The contractor shall be responsible for smooth and satisfactory working of the ROs/ water purifier and shall obtain certificate from the user at periodic intervals to the effect that the ROs/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 is case equipment remains out of order for more than 72 hours on each occasion.
4. It shall be obligatory on the part of the contractor to carry out repair/maintenance of ROs/water purifiers under his direct control and supervision and under no circumstances the work shall be assigned to sub-contractor.
5. 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 hygienic working condition during the currency of the contract at the exclusive risk, responsibility and cost of the contractor.
6. The work shall be carried out in the premises of the Institute. Only such work execution of which is not possible in the premises of this Department may be allowed to be done in the workshop of the firm. In no case, any ROs/water purifiers or parts thereof shall be taken out of the premises without formal written permission of the NIEPID, Secunderabad.
  7. 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.
  8. The agency shall be responsible for handing over all the ROs/water purifiers in working condition along with all the accessories the NIEPID Secunderabad on the expiry of the contract and the cost of shortcoming, if any, shall be borne by the outgoing contractor.
  9. The damage caused, if, any, either to ROs/ water purifiers or to any other property of the Government 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 the NIEPID Secunderabad in this context shall be binding on the contractor.
  10. No extra payment/compensation whatsoever on account of natural calamity/accident or otherwise will be made to the firm except the offered rates permitted under the contract.
  11. No advance payment will be made. Payment will be made in four quarters of the CAMC period. A certificate from the user department towards satisfactory completion of the work will be obtained by the firm and submitted along with bills on completion of the quarter.
  12. The NIEPID Secunderabad reserves the right to reject or to accept any bids, whole or in part without assigning any reason thereof. It will also not be obligatory on the NIEPID Secunderabad to accept the lowest bids and no explanation shall be given with regard to reason for rejection. The NIEPID Secunderabad also reserves the right to extend/renew the contract for such period(s) as it may deem necessary taking into account, of course, the satisfactory services rendered by the contractor during the currency of the contract.
  13. The NIEPID Secunderabad reserves the right to terminate the AMC in full or part at any time during the contract period of the services of the contractor are not found satisfactory. In all matters of dispute relation to the proposed AMC, the decision of the NIEPID Secunderabad in both cases shall be final and binding on the contractor.
  14. ROs/water purifiers etc. those are under warranty period will be added in the contract after completion of their warranty Period for which the pro rate amount may be paid as per the offered unit rates of tender.
  15. The tenderer whose tenders finally accepted, shall have to furnish performance security of a sum equivalent to 3% of the contract amount by means of FDR/DD/Performance bank guarantee of any Commercial bank pledged in favor of Director, NIEPID, Secunderabad.
  16. All legal disputes shall be subject to the Jurisdiction of Hyderabad.
  - 17.

**FORM****COMPREHENSIVE AMC FOR MAINTENANCE OF ROs/WATER PURIFIERS IN NIEPID, SECUNDERABAD**

1. Name of the tenderer (in Block letters) \_\_\_\_\_
2. Address \_\_\_\_\_  
\_\_\_\_\_
3. Telephone No. & email \_\_\_\_\_  
\_\_\_\_\_
4. Name of the Bank \_\_\_\_\_
5. Registration No. of the Firm (Please  
Enclose the copy of registration if applicable) \_\_\_\_\_
6. GST No. (If available / applicable) \_\_\_\_\_
7. Experience in maintenance of ROs/water purifiers/RO in Govt. Department/ Organization/ or any other entity having minimum value of **Rs.50,000/-** or above:-

Name of Deptt/Org.	Period	Nos. of water purifiers/RO Contract/Maintained
1.		
2.		
3.		

Note-Please attach document proof if available.

9. The agency should submit the Income tax returns for the previous 03 financial years alongwith turnover certificate signed by CA

I/We hereby declare and affirm that I/We have read and understood the terms and conditions of the Contract as stipulated in the tender notice----- Accordingly, I/We hereby accept the terms and conditions and offer the rate for maintenance of ROs and water purifiers and RO at ANNEXURE-II.

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
(in Block letters)  
Official seal of the firm

**RATE BID**

<b>Sl. No.</b>	<b>Description of Services [Comprehensive Annual Maintenance Contract Of ROs &amp; water purifiers (various makes &amp; models including RO)</b>	<b>Make</b>	<b>Qty</b>	<b>Rate per machine</b>	<b>GST</b>	<b>Total Amount Inclusive of GST (for all qty)</b>
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<b>4.</b>		Total	<b>18 nos</b>			
Total Amount in Words:						

I/We hereby undertake that we shall make good any loss/damage caused to ROs/water purifiers/RO unit or any other property the Government through our negligence. I/We also undertake that the decision of the Director, NIEPID, Secunderabad in this regard as well as the matter of dispute arising due to the provision of this contract shall be final and binding on us. I/We undertake not to make any representation against the decision of the Director, NIEPID, Secunderabad.

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
(in Block letters)

Official seal of the firm