



**PRASAR BHARATI  
(INDIA'S PUBLIC SERVICE BROADCASTER)  
DOORDARSHAN KENDRA ,GUWAHATI  
RGB ROAD, GUWAHATI – 781024.**



No:DDK / GHY/HPT/ AMC -UPS/ e-Tender/2020-21

Dated: 05/11/2020.

**Notice Inviting e-Tender**

E-tenders are invited online website <https://prasarbharati.eproc.in> under **single bid system** for Comprehensive Annual Maintenance Contract for 100KVA UPS (Riello make) at Doordarshan HPT, Narakasura Hills of Doordarshan Kendra, Guwahati.

S.No.	Description	Qty (No.)	Remarks	Estimated cost
1.	Comprehensive Annual Maintenance Contract for 100KVA UPS (Riello make).	1No	The price quoted should include charges for inspection, maintenance, servicing and faulty spares for one year.	Rs 1,00,000/-

**NOTE:**

Tender document, bid forms, General Instructions to Bidders and other details including amendments/changes can be viewed /downloaded from the website <https://prasarbharati.eproc.in/>

**The tenders will be received online up to 14.30 Hrs on 17/11/2020.,and the bid will be opened at 15.00 Hrs. on the same day.**

**S .CHINNASAMI  
DEPUTY DIRECTOR ( E)  
For Deputy Director General (E)  
Website: <https://prasarbharati.eproc.in>**

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E-tenders are invited online through <https://prasarbharati.eproc.in> under **single bid system** for comprehensive Annual Maintenance Contract for 100KVA UPS (Riello make) **for a period of one year** as per the details given below:-

S.No	Description	Qty (No.)	Tender Fee (In Rs.)	Estimated Cost of work /procurement (In Rs.)	EMD (In Rs)
1	Comprehensive Annual Maintenance Contract for 100KVA UPS (Riello make).) in Doordarshan HPT, Narakasura Hills of Doordarshan Kendra, Guwahati.	1 JOB	NIL	1,00,000/-	2000/-

\*NOTE :

**1. Bidders are requested to also go through “Annexure-A” Instruction to bidders and the list of document to be scanned and upload with the tender for e-procurement system.**

#### **Important Instruction**

1. The tender will be governed by the **Instruction to bidders, General Instruction and Technical Specification(ANNEXURE-B)**.
2. The tender should take due care to submit tender on line in accordance with the requirement as specified in “**Instruction to bidders**. Bid evaluation criteria at Annexure- A Shall be basis for evaluation of tenders.
3. One Agent/Dealer/Supplier shall not represent two manufacturers or quote on their behalf in particular tender.
4. Tender document submitted by the tenders shall be serially page numbered.

## **SCOPE OF WORK:**

The contractor shall provide maintenance service to upkeep, the **Comprehensive Annual Maintenance Contract, for 100KVA UPS (Riello make)** in good and efficient working condition covered under this contract. In addition to this, the contractor should provide preventive and corrective maintenance of **100KVA UPS (Riello make)** and should get verified from authorized official of the concerned in the Kendra. He should also carry out necessary repairs and provide exact replacement of defective part(s)/ equipment as required. AMC period will be **one year** from the date of issue of this order.

### **1. Terms and Conditions:-**

1. The contract will be comprehensive in nature that is including labour and material. No cost of parts excluding batteries replaced by contractor will be borne by this office. The spare parts to be replaced should be from OEM only.
2. The complaint should be attended within 24 hours from the time it is logged in and there is no limit of breakdown calls to be attended with no extra cost. If the is not repaired within 3 working days after reporting of the complaint, liquidated damages will be levied at the rate of 0.5% per week of AMC value and thereafter the machine shall be repaired from outside at the risk and expense of the contractor firm.
3. The service provider will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer of the contractor firm.
4. All the electrical contact points and connections should be checked and minor adjustments be made if found necessary. No advance payment on any portion of service will be made under any circumstances.
5. The preventive maintenance (PM) is to be carried out once in a month. The Preventive maintenance includes:
  - Cleaning of UPS and Batteries.
  - Checking fitment of internal and external hardware and heating of the system.
  - Cleaning of PCBs if any and operating power parameters.
  - Checking of tripping devices.
  - All the components should be checked thoroughly to work in perfect conditions and it should be ensured that all the safety devices work perfectly.
6. The agency shall depute a Qualified Service Engineer to support and carryout the maintenance works. The service Engineer of the company will have to visit **once in a month**. In addition to that he will have to attend the urgent calls for rectifying the faults for keeping the machines in good working condition at any time on short notice.
7. All the essential spares are kept ready stock to replace the defective spares to bring the **100KVA UPS (Riello make)** in working condition as early as possible.
8. Modification / alteration in the design / specification of any equipment / material will not be permitted.

9. For repairing or replacement the contractor should use OEM or OEM approved spares only.
10. After the completion of contract period **100KVA UPS (Riello make)** should be handed on good working condition in all respect.
11. The agency who has quoted the lowest shall be awarded the AMC work for a period of ONE year which may be extended further on mutual consent of both the sides.
12. The successful tenderer will have to deposit an amount of equivalent to 10% of the order value as Security Deposit in the form of an Account Payee Demand Draft drawn in favour of "**Drawing and Disbursing Officer, Doordarshan Kendra, Guwahati**" or in the **form of Bank Guarantee** has to be submitted within seven days from the date of intimation, failing which this offer will be cancelled. The Security Deposit will be retained by the Kendra till the end of the contract period and will be returned on satisfactory completion of the work (AMC).
13. The contracting agency will have to sign a contract form before the Commencement of the work wherein it will give an undertaking that, you accept and adhere to the Terms & conditions of contract.
14. The contract will be valid for a period of one year from the date of issue of the order. The period can be extended on mutual agreement. If the firm wishes to discontinue the agreement in the event of any circumstances beyond their control, they shall have the right to cancel the agreement giving prior notice to The DEPUTY DIRECTOR GENERAL (ENGINEERING) DDK, Guwahati. In such an event, the agreement shall cease to have effect on the expiry of 60 days from the receipt of the notice and the firm may not be considered for participating in the future tenders and also the security deposit submitted by the firm will be forfeited.
15. No advance payment will be made by the Kendra. Payment for the AMC will be disbursed on **Quarterly** basis after submission of bill in duplicate along with Bank details and duly certified for satisfactory completion of work by the Competent Officer of this Kendra. The Nodal Officer of the Kendra (Asst. Director (Engg.) / Asst. Engineer), will coordinate and supervise the works.
16. The Dy. Director General (Engg.), DDK, Guwahati reserves the right to terminate the agreement at any time by giving one month advance notice and levy penalty on account of breach of the conditions stipulated in the agreement, on the part of the firm, including not maintaining the equipments in optimum working condition.
17. The contract shall be deemed to have been concluded at Guwahati and all the settlement of disputes, if any emanating from the resultant contract shall be within the jurisdiction of Guwahati. The resultant contract will be interpreted under Indian Laws.
18. The firm should adhere to the security instructions and obtain permission for the entry during the period of the contract.
19. The firm should have their service centre within Guwahati City.

**2.INSTRUCTIONS TO BIDDERS**

1. The scope of work or stores to be tendered is available in the complete bid documents which can be viewed/downloaded from e-tender portal of AIR <https://prasarbharati.eproc.in>
2. Financial Bid will be submitted concurrently duly digitally signed in the website <https://prasarbharati.eproc.in>
3. No claim shall be entertained on account of disruptions of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical snags.
4. All Corrigendum/Amendment/Corrections, if any, will be published on the website <https://prasarbharati.eproc.in>
5. All documents/papers uploaded submitted by the bidder must be legible.
6. It is mandatory for all the applicants to have Class-III Digital Signature Certificate (in the name of person who will sign the bid document) from any of the licensed certifying Agency.
7. To participate in the e-tendering submission, it is mandatory for the applicants to get registered their firm/joint venture with the e-tendering portal of Prasar Bharati <https://prasarbharati.eproc.in>, to have user ID & Password from **M/s C1 India Pvt Ltd**, The Annual registration charges for vendor/supplier are Rs. 450/-plus 18% per annum.
8. To participate in bidding, bidders have to pay Tender Processing Fee of Rs.475 plus 18% GST (Non-refundable) per tender per Bid through online mode (net banking/debit card/credit card). Bidder may contact **M/S C1 India Pvt. Ltd.** at Mobile No. +91-8130606629 for DSC related quires or can email at [vikas.kumar@c1india.com](mailto:vikas.kumar@c1india.com)
9. Bid document contains certain conditions for Manual submission of tender and are now redundant. Document shall be deemed to have been modified to that extent.
10. Page No. shall be given on each and every paper/documents serially uploaded in the technical bid.
11. Bidders shall ensure to quote rate of each item. If any cell is left blank and no rate is quoted by the bidders, the rate of such item shall be treated as "0" (Zero).

12. Bidders should indicate at the time of quoting against this tender their full postal/ fax / E-mail addresses.
13. Bidders shall clearly indicate their legal constitution and the person signing the tender shall state his capacity and source of his ability to bind the bidder. The Power of Attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the bidder, shall be annexed to the tender. This organization may reject outright any tender unsupported by the adequate proof of the signatory's authority.
14. The tender will be on the basis of "Single Bid System" and offers are to be Submitted through e-tender.

### **3. Earnest Money Deposit (EMD):**

- a. The bidders must submit EMD OF **Rs.2000/-** (Rupees Two thousand only) in the form of Demand Draft from a Commercial Bank in favour of **DDO, DDK, Guwahati** . EMD should be placed in a sealed envelope super scribed with tender reference number and date of opening and should reach the "The Deputy Director General (Engg), Doordarshan Kendra, R G B Road, Guwahati – 781024 well in advance **before the prescribed tender opening date.** However exemption will be given to the firms/ Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)\* and Policy meant for only goods produced and services rendered by MSEs and Traders are excluded from the purview of Public Procurement Policy or registered with National Small Industries Corporation (NSIC) under Single Point Registration System (SPRS) or registered with the Central Purchase Organisation or the concerned Ministry or Department or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSME).
- b. Tenders without EMD shall summarily be rejected and their bid will not be opened and shall be rejected as non responsive at the bid opening stage.
- c. The Earnest Money deposited by the tenderer shall be forfeited by this Organisation in the following events:
- i. If tender is withdrawn during the validity period or any extension thereof.
  - ii. If tender is varied or modified in a manner not acceptable to this Organisation during the validity period or any extension of the validity duly agreed by the bidder.
  - iii. If a tenderer, whose tender has been accepted, fails to furnish Security Deposit within 2 weeks from the issue of the acceptance offer of the tender.
  - iv. If the successful tenderer fails to submit the duly signed agreement copy within 2 weeks from the date of issue of the order.
- d. The EMD of unsuccessful bidders will be returned on finalization of the tender. The EMD of successful bidder will be returned on receipt of security deposit or it may be adjusted in the security deposit if requested by the tenderer.

### **4. LIST OF DOCUMENTS (to be scanned and uploaded with tender)**

- a. Copy of EMD/ Copy of Registration of firms/ Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises(MSME)\* or registered with National Small Industries Corporation (NSIC) under Single Point Registration System (SPRS) or registered with the Central Purchase Organization or the concerned Ministry or Department or any other body specified by Ministry of Micro, Small and Medium Enterprises(MSME) for exemption of EMD (copy of registration certificate to be enclosed).
- b. Copy of GST Registration Certificate Number and HSN code for supply items.
- c. Original Equipment's Manufacturers (OEM) Authorization for servicing of Equipment quoted, wherever applicable.
- d. Past Performance along with the user certificate in respect of supply/repair of similar equipments.
- e. Full details of after sales service capability with the locations of service centres in Guwahati / across the country are indicated.
- f. The commercial bid in the prescribed format as per Annexure-B (Price Bid) shall be uploaded.
- g. TIN Number and HSN code for supply items.
- h. PAN NUMBER of the firm should be furnished.
- i. Income tax returns for past three years i.e. 2017-18, 2018-19 2019-2020 of firms should furnished.

## **5. Eligibility:**

The bidder should have supplied / serviced similar Equipment/works. Bids should be only from the OEM or their authorized agents in India. OEM authorization certificate must be enclosed and uploaded. Bids without OEM authorization will be rejected.

## **6. Performance Security Deposit:**

- a. The contractor shall furnish the security deposit within 2 weeks of placement of order at the rate of 10% of the total contract value at the time of signing the contract. The Security deposit shall be furnished in **favour of " Deputy Director General (E), Doordarshan Kendra, Guwahati "** in the form DD Payable at Guwahati, from a Commercial Bank valid up to the end of warranty /Guarantee period.
- b. Performance Security deposit shall be refunded to the /supplier/contractor after completion of all contractual obligations of the supplier, including warranty/guarantee obligations.

## **7. Payment of SGST/CGST/IGST (on ultimate products)**

- a. Payment of GST (on ultimate products), as applicable on the closing date of tender will be to the supplier's / contractor's account. Any statutory variation (both plus and minus) in the rate of GST after closing date of tender/revised

price bid but before the expiry of the contractual delivery / completion period will be to the account of the office.

- b. The bidder(s) will indicate, in their bid, the amount with exact rate of GST on ultimate finished product, as applicable at tendering stage, separately in the bid. In case the above information subsequently proves wrong, incorrect or misleading (a) this Organization will have no liability to reimburse the excess in the difference in rates of the item under which the duty/tax assessed finally (b) this Organization will have the right to recover the difference in case the rate of duty / tax finally assessed is on the lower side.
- c. Any increase in GST during extended period of the contract / supply order will be to supplier's / contractor's account where such extension in delivery of the materials/completion of the project was on the request of supplier / contractor. However, any decrease in GST during extended period of the contract / supply order, will be to the account of this Organization.
- d. In case of SITC of / SETC tenders, pro-rata breakup details of cost of all the identifiable store items of supply / work and ITC / ETC charges with HSN/SAC code shall be given along with a price bid.
- e. The taxes like GST service tax etc. as applicable on the goods / services shall be quoted separately in the price bids.

## **8. Validity:**

The offer submitted should be valid for the entire period of contract from the date of opening of the commercial bid.

## **10. Arbitration:**

- a. It is a further term of this contract that no person other than the person appointed by the Deputy Director General (E), Doordarshan, Guwahati as aforesaid shall act as arbitrator and that, if for any reason that is not possible, the matter is not to be referred to the arbitration at all. The arbitrator(s) may from time to time, with the written consent of all the parties to the contract enlarge the time for making and Publishing the award. It is a term of the contract that the party invoking arbitration shall specify the disputes to be referred to arbitration under the clause.
- b. It is also term of the contract that the contractor shall not stop the work under this contract and work shall continue as expected to continue whether the arbitration proceedings have commenced or not.



- c. The arbitrator shall give reasoned award in respect or each dispute or difference referred to him. The award as aforesaid shall be final and binding on all the parties to the contract in accordance with the law.
  
- d. The Venue of the arbitration shall be at Guwahati.

### **11.FORCE MAJEURE**

**a.** If at any time during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility acts of public enemy, civil commotions sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock-outs or acts of God (here-in- after referred to as events), provided notice of the happening of any such eventuality is given by the either party to the other within 21 days from the date of occurrence there-of. Neither party shall by reasons of such event be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non – performance or delay in performance and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the Doordarshan as to whether the deliveries have been so resumed or not shall be final and conclusive.

**b.** provided further that if the performance in whole or in part or any application under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days either party may opt to terminate the contract, provide also that if the contract is terminated under this clause, the purchaser shall have liberty to take over from the contractor at a price fixed by Doordarshan, all unused, undamaged and acceptable materials, bought-out components and stores in course of manufacture in the possession of the contractor at the time of such termination of such portion there-of as the purchaser may deem it fit except of such materials, bought out equipments and stores as the contractor may with the concurrence of the purchaser elect to retain.

## **12. TECHNICAL COMPLIANCE REPORT**

The Technical compliance report as per Annexure-A should be duly filled in along with deviation, if any, to be uploaded along with the Technical bid.

### **Compliance statement (Annexure –A)**

<b>SNo</b>	<b>ITEM</b>	<b>Attached (Yes)/(No)</b>	<b>Remarks</b>
1	EMD/EMD Exemption certificate		
2.	GST Registration certificate		
3.	Photograph/manual of the Riello make 100 KVA UPS.		
4.	OEM authorization certificate		
5.	Past performance certificate		
6.	Copy of IT returns for 2016-17,2017-18,2018-19		
7.	PAN Card copy		

Signature of the Bidder /Tenderer

Name  
Seal of the Company

**13. Bidders Past Performance Pro forma**

Sl. No.	Name & Address of client	Period Of supply	Description of /stores/ works in details	Service/supply provided successfully ( yes/No )	Remarks

Note: Certificate from clients to be enclosed along with this Performa.

PRASAR BHARATI DOORDARSHAN KENDRA GUWAHATI										
<b>PRICE BID</b>										
TENDER NO.				No:DDK / GHY/HPT/ AMC -UPS/ e-Tender/2020-21 Dated: 05/11/2020.						
DESCRIPTION OF WORK				Providing comprehensive Annual Maintenance Contract for 100KVA UPS (Riello make) at Doordarshan HPT, Narakasura Hills of Doordarshan Kendra, Guwahati.						
NAME OF THE BIDDER										
TENDERER'S QUOTATION NO.										
S.No.	Description of items/Works	Qty	Unit	HSN Code	PRICE					Total Amount including taxes in Rs.
					Unit Rate in Rs.(Amount per Annum)	SGST%	CGST%	IGST%		
1	Providing Comprehensive Annual Maintenance Contract for 100KVA UPS (Riello make) as per the terms and conditions.	One job (Service to be provided for One year)	One job							
GRAND TOTAL										
GRAND TOTAL IN WORDS										
ADDITIONAL INFORMATION										
1	Due Date of the Tender									
2	Validity of the quotation									
3	Delivery Period									
4	Warranty									
5	Additional Information on Taxes, if any									
6	GST Registration NO.									
7	Any Other Information									
<b>NOTE</b>										
1. The statutory charges like SGST/CGST/IGST & GST on Service Tax etc which will not be borne by the bidder must be indicated as applicable with rates of taxes in the relevant columns, failing which this Organisation will not be liable for payment of any such charges.										
2. SGST/CGST/IGST and other taxes which are collected by statutory bodies on the way during transportation of materials shall not be included in the price bid. These taxes, if paid, may be reimbursed as per actual on claim with original receipt of payment.										