

National Institute of Hydrology
[A Govt. of India Society under Ministry of Water Resources,
River Development & Ganga Rejuvenation]
Jal Vigyan Bhawan
IIT Roorkee Campus
Roorkee - 247 667 (Uttarakhand)

L.T.E No. 5(VIII)/2017-Pur-5

Date: 29.08.2017

To,

All Interested & Eligible firms (Manufacturer & authorized dealer can only participate)

Sub: Tender enquiry for: 1. Comprehensive (with spare parts + service/labour charge) and 2. Without spare parts (service/labour charge only) Annual maintenance contract (A.M.C.) of Audio- Video conference system (Annexure-I) installed in Society room and Audio system (Annexure-II) installed in Lecture hall of NIH Roorkee- (247667) (Preventive maintenance) at least once in three months and twelve corrective (Repair) maintenance for a period of one year from the date of commencement of contract.

Dear Sirs,

For and on behalf of the Director, National Institute of Hydrology, sealed bids are invited for 1. Comprehensive (with spare parts + service/labour charge) and 2. Without spare parts (Labour/Service Charge only) Annual maintenance contract (A.M.C.) of Audio-Video conference system (Annexure-I) installed in Society room and Audio system (Annexure-II) installed in Lecture hall of NIH Roorkee- (247667) (Preventive maintenance) at least once in three months and twelve corrective (Repair) maintenance for a period of one year from the date of commencement of contract and extendable on yearly basis depending upon the performance of the firm and compliance of terms & conditions stipulated in the tender document by the firm, as per the attached **schedule I**.

2. In case your firm is interested in the above said work, you are requested to quote your lowest prices in the enclosed Proforma (**Schedule II**) in a sealed cover alongwith the documents as mentioned in the tender document with an EMD amount of Rs. 10,000/- (Rupees ten thousand only) in the prescribed form. The sealed cover containing the bid should be super scribed "**Tender Inquiry for 1. Comprehensive (with spare parts + service/labour charge) and 2. without spare parts (Labour/Service Charge only) Annual maintenance contract (A.M.C.) of Audio-Video conference system (Annexure-I) installed in Society room and Audio system (Annexure-II) installed in Lecture hall of NIH Roorkee- (247667) (Preventive maintenance) at least once in three months and twelve corrective (Repair) maintenance for a period of one year from the date of commencement of contract" and not to be opened before 18.09.2017**" and should be dropped in the tender box of Procurement Section kept in the Admn. Section Jalvigyan Bhawan **latest by 1500 hours** on or before the 18.09.2017. Sealed bids received within the closing time limit will be opened on the same day at 1530 hrs in the chamber of Chairman, Tender Opening Committee, Admn. Block, Jalvigyan Bhawan, Roorkee- 247 667 in the presence of such tenderers who wish to be present. The Institute reserves the right to accept or reject any quotation/ estimates without assigning any reason thereof.

3. Successful bidder will be required to submit a performance security deposit of an amount equivalent to 10% of contract value (excluding taxes, duties, service charges, freight, insurance etc.) in the form of Demand Draft/ Fixed Deposit Receipt/ Performance Bank Guarantee from any Scheduled Commercial Indian Bank valid up to 31.08.2018. Unsolicited bids from parties not invited, if received, will be rejected straightway and will not be opened. No representation in this regard will be considered by the Institute.

3. The application form for Limited Tender Enquiry Notice also be downloaded free of cost from the Institute's website <http://nihroorkee.gov.in>.

4. Tendering firms fulfilling the requirements in this tender document are requested to quote their competitive lowest prices as per the requirements given in the attached schedules.

Yours faithfully,

(Sanjay Kumar)
Scientist E & Senior Admn. Officer

IMPORTANT INFORMATION, GENERAL INSTRUCTIONS AND TERMS AND CONDITIONS

1. PURCHASER:
Director, National Institute of Hydrology, Roorkee - 247 667 (Uttarakhand)
2. SINGLE BID SYSTEM:
This tender will be processed in single bid system
3. FIRMS AND FIXED RATES:
Prices should be quoted on net destination basis at NIH, ROORKEE and firm & fixed price basis. The prices/rates quoted should be indicated in words as well as in figures and in INR only. Request for enhancement of contracted rates shall not be considered under any circumstances during the contractual period. Tenders with variable prices or seeking provision for enhancement of prices/ contracted rates during the currency of the contract shall be rejected straightaway without any consideration.
4. NON-TRANSFERABILITY:
This tender is non-transferable.
5. TERMS AND CONDITIONS:
Terms & Conditions as set out in this Tender Document shall have to be complied with by the tendering firm. Offers not complying with such terms & conditions shall be ignored/ rejected.
6. EMD:
An amount of Rs. 20,000/- (Rupees twenty thousand only) has to be submitted by way of Demand Draft, Pay Order/Banker's Cheque in favour of National Institute of Hydrology along with the original copy of the tender submitted by the firm. Payment by any other mode shall not be accepted. Offers received without EMD shall be ignored straightaway and will not be considered under any circumstances. EMD of tendering firms who submit the sealed quotation but withdraw the same before expiry of the tender validity date may be forfeited at the discretion of NIH. The EMD of the successful bidder and the unsuccessful bidders will only be released after submission of Performance Security of the successful bidder. **Any exemption for non-submission EMD will not be entertained by the Institute.** No interest will be paid on the EMDs submitted by the firms.
7. PERFORMANCE SECURITY:
Successful bidders awarded the work order for carrying out the jobs on the basis of this Tender Enquiry shall be required to furnish a Performance Security of the amount equivalent to 10% of the contract value in the form of DD/ Pay order, Fixed Deposit Receipt (FDR) in favour of National Institute of Hydrology, Roorkee or Bank Guarantee from any Scheduled Commercial Indian Bank to be submitted within 15 days of the receipt of the Contract by them. The format for Performance Bank Guarantee (PBG) will be provided by NIH along with the award of contract. In the event of failure on the part of the successful bidder awarded the Contract to furnish Performance Security, the contract awarded shall be cancelled. Non-submission of PBG in prescribed format or submission by other mode shall be viewed adverse performance which may further lead to de-registration/ suspension of business dealing with the Department.
8. PRESCRIBE FORMAT:
Tenders of firms received in the format prescribed in this tender document shall only be considered. Offers not received in prescribed format shall be ignored and no correspondence in this regard will be entertained. Telegraphic/ Telex/ Fax/ E-mail/ Letter head Quotations will not be accepted and ignored straightaway.
9. LATE/DELAYED TENDER:
Tenders received late/ delayed after prescribed closing time due to any reason whatsoever will not be accepted under any circumstances.
10. TIME & DATE OF RECEIPT AND OPENING OF BIDS:
In the event of any confusion, the time set in the clock in the room of Senior Admn. Officer will be taken as standard and decisive. Tenderers may note that if the date of tender opening given in this Tender Document is declared a closed holiday by the Central Government, the tender shall be opened on the next working day at the same time. In such an event the closing hours for receipt of tenders in NIH will stand automatically extended up to 1500 hours of the next working day in the Central Government offices.
11. PURCHASER'S RIGHT:
Purchaser reserves the right to reject any tender/all tenders in full or part thereof without assigning any reasons.
12. PURCHASER'S ADDRESS & WORK SITE:
The bid should be addressed to "Senior Admn. Officer, National Institute of Hydrology, Jalvigyan Bhawan, IIT

Roorkee Campus, Roorkee - 247 667 (Uttarakhand) and dropped in the Tender Box of Procurement Section kept near Admn. Section **on or before 1500 hours on 18.09.2017.**

13. **DUTIES & TAXES:**

Tenderers are requested to enclose a copy of their valid VAT, Service Tax Registration Certificate and PAN Details.

14. **INSPECTING OFFICER:**

Authorized representative of NIH, Roorkee.

15. **INSPECTION AUTHORITY:**

National Institute of Hydrology, Jalvigyan Bhawan, Roorkee.

16. **CONTRACT PERIOD:**

One year from the date of award of contract. Prices during the currency of contract shall remain firm & fixed.

17. **DISPATCH INSTRUCTIONS:**

Maintenance work shall be carried out at Jalvigyan Bhawan, Roorkee. The selected agency shall provide Service Engineer as per actual requirements. Any replacement of defective parts/ spare parts will be done only with written permission. For taking away such parts out of Jalvigyan Bhawan, Roorkee, proper markings & signatures of Estate Supervisor/ SO Admin should be obtained in indelible ink. Permission for taking the items from NIH premises will be allowed on working days.

18. **TOKEN LIQUIDATED DAMAGES:**

In case the firm does not complete the work within the work execution period as stipulated, action will be taken against the firm to recover from the contractor as agreed liquidated damages including administrative expenses and not by way of penalty a sum equivalent to 1% per week of the price of any stores which the contractor has failed to execute/ deliver/install within the stipulated time limit. Where delivery thereof is accepted after expiry of the aforesaid period, the total damages so claimed shall not exceed 10% of the total contract price.

19. **WARRANTY:**

One-year comprehensive from the date of completion of job. Any complaint shall be attended within a response time of 48 hours on 24X7 basis. Any defects in workmanship or deterioration in the quality or deviation from tender specifications coming to notice shall be rectified at site within 72 hours of the reporting of the same to the contractor. If system is required to be picked up and taken to contractor's premises for removing the defects, the same shall be picked up from the consignee latest by the next working day and dropped back to the consignee within 07 working days. Any component required to be replaced within the warranty period shall be totally new component and not reconditioned or repaired component.

20. **ELIGIBILITY OF PARTICIPATION IN THE TENDERING PROCESS:**

The participating firm should be a manufacturer or authorized dealer and the firms registered with DGS& D, NSIC, MSME and other Govt. Departments like CPWD/ MES etc. can also participate subjected to fulfilling the terms & conditions of the tender document. **No firm is exempted from submission of EMD as prescribed.**

21. **VALIDITY OF TENDER:**

Tender shall be kept valid for acceptance by NIH for a period not less than 60 days after the tender opening date.

22. **RATES:**

- a) Rate should be quoted with materials (Comprehensive) and without materials (Labour/Service Charge only) in the enclosed Performa as per **Schedule II** attached with the tender document.
- b) During the entire period of the contract, no request for any increase in rates will be entertained.

23. **SCOPE OF WORK:**

The scope of work includes: -

- a) Comprehensive (with spare parts + service/labour charge) and without spare parts (Labour/ Service Charge only) Annual maintenance contract (A.M.C.) of Audio-Video conference system (Annexure-I) installed in Society room and Audio system (Annexure-II) installed in Lecture hall of NIH Roorkee-(247667) (Preventive maintenance) at least once in three months and twelve corrective (Repair) maintenance for a period of one year from the date of commencement of contract
- b) The contract shall include the following: -
 - i) Replacement of defective cards, switches, terminals, wires and other hardware and software to maintain the function-ability of the system.
 - ii) Internal & external cleaning of the systems.
 - iii) All the protection circuits should be functional.
 - iv) All the indicators/digital meter should be functional.

- v) Any other work as per site requirement.
- vi) The contractor needs to depute experienced service engineer at the time of important Video conferencing meetings in NIH Roorkee.
- vii) All the delegate units and chairman unit of Audio system should be functioning properly at the time of Video conference and without video conference.
- viii) AMC services shall include all required man power, labour, tools etc. for the repair and maintenance activities.

24. TERMS OF PAYMENT:

- a) The contractor will submit the bill for payment on quarterly basis and after completion of each quarter.
- b) The Payment for System where work was not attended due to any reason whatsoever is will be deducted on pro rata basis from the bill submitted by contractor.

25. TAXES & DUTIES:

Tax Deduction at Source (TDS):- TDS will be deducted from each bill (as applicable) of the contractor under the statutory rules of Union Govt. in respect of Income Tax & other Taxes etc.

26. AWARD OF CONTRACT:

- (a) The Department 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.
- (b) Notwithstanding the above, the Institute 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.
- (c) The tenderer whose rate is accepted will be notified for the award of contract by the Institute. The terms and conditions stipulated in the tender document shall be fully applicable to the resultant contract and taken as an integral part of the contract concluded on the basis of this Tender Enquiry.
- (d) In case two firms offering the same lowest bundled evaluated prices, then the bid will be evaluated on the basis of past performance (Contract value and certificate issued by the organization) of the firm.

27. SUBMISSION, ACCEPTANCE AND REJECTION OLF TENDER:

- a) A complete set of the tender document may be collected personally from Admn. **Officer, National Institute of Hydrology, Roorkee.** Complete tender document is available on Institute website: <http://nihroorkee.gov.in> and may be downloaded and used for submission of the bid. The envelop containing the quotation should be duly sealed and super-scribed as **"Tender Inquiry for 1. Comprehensive (with spare parts + service/labour charge) and 2. without spare parts (Labour/Service Charge only) Annual maintenance contract (A.M.C.) of Audio-Video conference system (Annexure-I) installed in Society room and Audio system (Annexure-II) installed in Lecture hall of NIH Roorkee- (247667) (Preventive maintenance) at least once in three months and twelve corrective (Repair) maintenance for a period of one year from the date of commencement of contract" and not to be opened before 18.09.2017"** and should be dropped in the tender box of Procurement Section kept in the Admn. Section Jalvigyan Bhawan **latest by 1500 hours** on or before the 18.09.2017 which will be opened on the same day at 3.30 PM in the presence of one representative of such tenderers who wish to be present.
- b) Tenders which are not complete in all respects are liable to be rejected.**
- c) 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 the tender document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions stipulated in this Tender Enquiry, may be got clarified from NIH at least 03 days before tender closing date. Requests for postponing the tender opening date for the same shall not be accepted.
- d) Tenderers will indicate the complete address of their firm/ office along with telephone numbers.
- e) Contract shall be awarded to the firm offering the lowest / net bundled price (Schedule wise) and not with reference to the lowest prices quoted for the sub-items. However, if prices for each & every item are not quoted, Net- bundled price offered shall not be accepted.

28. TERMINATION OF CONTRACT:

- i) On expiry of period given in the contract. Further, the contract can be terminated at any time during the currency due to unsatisfactory performance established on the part of the contractor or any such material complaints.
- ii) The contract can be terminated at any time by giving a Notice of three months in advance from either party. Any complaints pending on the day of giving notice & also the expiry of the Notice served shall have to be attended to in accordance with the terms & conditions of the contract.

29. GENERAL TERMS AND CONDITIONS:

- a) The tenderer shall not enter into sub contract with any person or transfer the contract or any benefit there under to any person or firm without written approval of the Institute.
- b) The person signing the tender document on behalf of the contractor or on behalf of the firm, shall attach with the tender a proper power of Attorney, duly executed by all the partners, stating that he has the authority to bind such other persons of the firms whatever the case may be in all the matters pertaining to the contract, including the arbitration clause.
- c) Acceptance of the tender by the Institute shall be communicated to the successful tenderer by a formal letter of acceptance of tender.
- d) The firm may inspect the location of System and their conditions before submitting the tender.
- e) All System are to be maintained properly to ensure desired efficiency during requirement/ exigencies.
- f) This contract shall include comprehensive maintenance of all parts and it shall be got done from the manufacturer/ authorized dealer, by replacement with sealed unit.
- g) The firm has to provide stand by unit in case of removal of units for overhauling for major repairing.
- h) In case in the opinion of the Institute, any machine is defective needs to be brought back to proper working order, same shall have to be done by the firm within the rate quoted and within 15 days of start of contract period. In case of failure to bring the machine to proper order within stipulated period, damages/penal charges shall be applicable.
- i) The firm must be authorized dealer/ having authorized workshop (should submit the authorization).
- j) The firm should maintain a log book of each & every complaint of System and obtain satisfactory report from the officer concerned.
- k) The firm should instruct its representative to sign the attendance register maintained in NIH on periodical basis.

30. APPLICABLE LAW:

The resultant contract shall be interpreted in accordance with the laws of Union of India. Settlement of disputes and shall be within the jurisdiction in Roorkee.

31. DISPUTES:

Any disputes/ differences arising shall be settled through arbitration. The purchaser and contractor shall first try to resolve the differences/ disputes amicably by mutual consultation. If they fail to resolve the disputes by such mutual consultation within 21 days, then, depending upon the position of the case, either the purchaser or the contractor shall give notice to the other party of its intention to commence arbitration as per the Indian Arbitration and Conciliation Act, 1996.

32. GENERAL:

- a) 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, Service Tax Registration etc.**)
- b) The firm should submit the address proof.
- c) The firm should submit the Bank account details duly certified by the bank concerned.
- d) Copies of IT returns for last three years including FY 2016-17.
- e) Attested copies of past performances for similar type of jobs with other Central & state Govt. Departments/ PSUs/ Autonomous Bodies etc. during the last three years. This will include copies of work orders & completion certificate.
- f) Copies of existing contracts, if any, with Central & state Govt. Department/ PSUs/ Autonomous bodies etc. for similar nature of jobs.
- g) Representative of the firms may visit at site any working days (9.00 AM to 6.00 PM) before quoting their rates, if they so desire.

33. TENDER FEE:

The Bidder should have deposited an amount of Rs. 568/- as tender fee (non-refundable) in cash or submit a Demand Draft issued in favour of National Institute of Hydrology payable at Roorkee.

Certificates: -

- i) I/ we (including all partners) certify that I/ we have read the Terms & Conditions mentioned in the tender enquiry form and shall abide by them.
- ii) I/ we certify that the information given is true to the best of my/ our knowledge. I/ we also understand that if any of the information is found wrong/ false at any stage. I/ we are liable to be deregistered from panel of approved contractors/ banned for doing any business dealings with Government Departments or blacklisted or subject to any monetary penalties that be deemed fit and appropriate by DST/ Government.

Signature of the bidder with seal & date

FINANCIAL BID

NATIONAL INSTITUTE OF HYDROLOGY, ROORKEE

Schedule II to T E No. 5(VIII)/2017-Pur-5, DATED: 29.08.2017

Tender Enquiry for : 1. Comprehensive (with spare parts + service/labour charge) and 2. Without spare parts (service/labour charge only) Annual Maintenance Contract (A.M.C.) of Audio-Video Conference (Annexure-I) installed in Society Room and Audio System (Annexure-II) installed in Lecture Hall of NIH, Roorkee - 247 667 (Preventive Maintenance) at least once in three months and Twelve Corrective (Repair) Maintenance for a period of one year From the date of commencement of contract.

Sl.No.	Items	Quantity	Rate (Rs.)	Amount (Rs.)
01	Comprehensive A.M.C. (with spare parts + service/labour charge)	List of equipment shown as per Annexure-I and Annexure-II		
02	A.M.C. (without spare parts) i.e. service/labour charge only	List of equipment shown as per Annexure-I and Annexure-II		

Name of the Firm:-

Address of the firm: -

Signature of bidder

Details of "AV Equipment' to be entered in the Annual Maintenance Contract (AMC)

Equipment installed in Society Room

Sl. No.	ITEM	Make/Model	Quantity
1.	High definition multi party call (MCU)	Peoplelink/UTP	01
2.	HD camera PTZ camera with 10X zoom	Peoplelink/lcam 1000 USB	01
3.	HD Data wall panel	LG/55wb7OB	04
4.	Data wall frame	Custom	01
5.	Wireless presenter	Barco/Clickshare	01
6.	Expansion module	Crestron/C2NI/O	01
7.	Push buttons	Custom	08
8.	Audio conference microphone	Yamaha/PJP50U SB	01
9.	Wireless touch screen with control processor	Crestron CP2/ST1700C	01
10.	Programming CPU with wireless accessories	HP	01
11.	Audio switcher	Kramer	02
12.	Scaling presentation switcher	Extron	01
13.	Base/Central unit	Beyerdynamics	01
14.	Chairman unit	Beyerdynamics	01
15.	Deligate unit	Beyerdynamics	21
16.	Network conference signal processor	BSS/BLU-102	01
17.	Ceiling speaker	JBL	10
18.	Amplifier	Crown	01
19.	12 channel mixture	Mackie	01
20.	Handheld Microphone	Audio Technica	02
21.	Lapel Microphone	Audio Technica	02
22.	Equipment Rack	Custom	01

Details of "AV Equipment' to be entered in the Annual Maintenance Contract (AMC)

Equipment installed in Lecturer Hall

Sl. No.	ITEM	Make/Model	Quantity
1.	Interactive podium with dual monitor	AHA	01
2.	Ceiling speaker	JBL	06
3.	Projector (Hitachi make) Cat. No.	Hitachi/CPW X 4021M	01
4.	Motorized screen	Liberty/120 Inches	01