



F. No. 06/04/2017-G

भारत सरकार
कर्मचारी चयन आयोग
कार्मिक और प्रशिक्षण विभाग
कार्मिक लोक शिकायत और पेंशन मंत्रालय
ब्लॉक नं. १२
केन्द्रीय कार्यालय परिसर, लोधी रोड
नई दिल्ली-110003

Government of India
Staff Selection Commission
Department of Personnel & Training
Ministry of Personnel, Public Grievances & Pensions
Block No.12
C.G.O. COMPLEX, Lodhi Road
New Delhi-110003

18th July , 2017

NOTICE INVITING TENDER

Subject: - Comprehensive Annual Maintenance Contract(A.M.C) for RO's system/Water purifiers of Lip purifier and Kent Models(02) at SSC (Hq.), New Delhi-110003.

Online bids are invited under two-bid system for award of a Annual Maintenance Contract (AMC) for RO Systems/Water purifiers of Lip purifier and Kent Models of 25/50 LPH in Staff Selection Commission, Block no. 12, CGO Complex, Lodhi Road, New Delhi as per details given in **Annexure-I**. from vendors involved in the relevant field. The specific details of the online tender are indicated in **Annexure – II**, to this document. Manual bids shall not be accepted.

Tender documents may be downloaded from SSC website www.SSC.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given in **CRITICAL DATE SHEET** as under:

CRITICAL DATE SHEET

Date of Publishing on CPP Portal	19-07-2017
Document Download Start Date	20-07-2017 (1600 hrs.)
Document Download End Date	07-08-2017 (1600 hrs.)
Bid Submission Start Date	21-07-2017 (1600 hrs)
Last Date & Time for Uploading of Online Tender	08-08-2017 (1600 hrs.)

Date & Time for Opening of Technical Bids	09-08-2017 (1630 hrs.)
Earnest Money Deposit (EMD)	Rs. 5,000/- (Rupees Five Thousand only)
Venue, Date and Time For Opening Of Financial Bid	Will be intimated to Technically Qualified Tenderer

GENERAL CONDITIONS:

1. The last date for submission of bids is **08-08-2017** at **4:00 PM**. The Technical bids would be opened at **4:30 PM** on **09-08-2017**.
- 2 Bids shall be submitted online only at CPPP website: **<https://eprocure.gov.in/eprocure/app>**.

Tenderer are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>'.

3 Procedure of Submission of Bids:

Bids should be submitted through **Central Public Procurement Portal (e-procurement)** only.

The tender shall be submitted online in two parts, viz., **Technical Bid** and **Price Bid**.

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Fax / e-mail or any other mode shall not be considered. No correspondence will be entertained in this matter.

(i) TECHNICAL BID

The bidder should submit the following documents duly signed by the authorized signatory along with the **Technical Bid** viz. :-

- a) Signed & scanned copy of PAN card;
- b) Signed & scanned copy of VAT/Service Tax
- c) Signed & scanned list of organizations where the firm has executed or is executing similar services along with copies of Work Order.
- d) Signed & scanned copy of Earnest Money Deposit (EMD) of Rs.5,000/-

(ii) **PRICE BID**

Schedule of price bid must be submitted in **Prescribed format** only. The bidder will strictly submit the rate in the proforma prescribed for Price Schedule (Annexure-II). **Rates should be quoted inclusive of taxes.**

4. The offer shall be valid for a period of minimum of 120 days.
5. The Staff Selection Commission reserves the right to reject the offer/offer without assigning any reason.
6. The rates should be as per Annexure-II, the Scope of Work and the applicable taxes may also be included in the cost.
7. The contractor shall use his labour, tools and plants required for the execution of work unless specified.
8. **Scope of Work:**

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

- a) All kinds of filters
- b) Pre-filter candle
- c) Carbon block
- d) RO Membrane
- e) Flow Restrictor Tube
- f) Post Carbon Filter
- g) RO Pump
- h) Adapter
- i) All Valves
- j) PCB (circuit)
- k) TDS Controller
- l) SV (Stopper)
- m) Motors
- n) Worn out parts etc.

ROs will be checked on monthly basis to ensure the TDS level is within the permissible limits. **Filter/candle and Membranes must be replaced quarterly.**

- 9 It may be ensured that rates for parts of authorized brand or of standard quality only will be considered for replacement/repair under AMC. In case it is found at a later stage that sub-standard/inferior quality items supplied, necessary action will

be taken against firm, including forfeiture of Performance Security and debarring them for quoting future tender.

10 If the contractor fails to undertake the job satisfactorily at any period of time or withdraws his services, the SSC(Hqrs), New Delhi has every right to cancel the contract and forfeit the performance security deposit without assigning any reason what so ever.

11 Demand Draft/Pay order for Rs. 5,000/-(Rupees Five thousand only) payable to the DDO(Cash), SSC New Delhi as Earnest Money Deposit(EMD) without which quotation will not be accepted. The EMD will not carry any interest. EMD of unsuccessful Tenderer will be returned/refunded once the work is awarded to successful bidder. EMD of successful Tenderer will be held as security by the Commission.

12 **The terms & conditions for AMC for the period of one year w.e.f. award of contract are as follows:-**

- a. The firm will start working immediately after award of the contract.
- b. The firm will maintain the ROs as it is and where it is basis and will not charge extra money for any repairs.
- c. The firm will attend to all complaints on receipt of information about breakdown/repair from the Commission directly. The services would be provided on regular basis during day time and in case of emergency beyond working hours including holidays.
- e. Proper record of servicing & repair etc. of the breakdown/maintenance would be maintained by the firm.
- g. No advance payment will be made in any case. The bills would be submitted after completion of each quarter.
- h. No increase in amount shall be considered during the full period of AMC i.e. for one year . Charges like transportation fare etc. for providing the services for attending the complaints covered under this AMC will not be admissible.
- J. Violation of the any clause mentioned above will entail cancellation of the contract.
- k. The Commission has the rights to terminate this AMC at any time without assigning any reason what so ever, if the services are found to be unsatisfactory.

13 The rates quoted will remain valid for one year from the date of acceptance of this Commission's award of contract. However, the contract can be extended for a further period of one year at the discretion of this Commission on the same rates and the same terms and conditions.

14 The bidder who has quoted lowest rates will be considered.

15 The firm must have experience of at least 04 years in the maintenance of ROs/Water purifiers. The prospective bidder must also furnish a copy of PAN, **Service Tax Registration Certificate**. In the absence of the above certificates, the quotation will not be entertained.

16 All quotations should be submitted before the time & date fixed for the receipt of quotations. Offline quotation will not entertained.

17 Earnest Money of Rs. 5,000/- in the form of DD in favour of DDO (CASH), STAFF SELECTION COMMISSION, NEW DELHI should be submitted on or before the closing date by the bidder who are not registered with NSIC/ Central Purchase Organization. Offer without Earnest Money will be ignored. The earnest money/bid bond deposited by the bidder shall be forfeited by Staff Selection Commission due to following reasons:

(I) If tender is withdrawn during the validity period i.e. completion of process of awarding the contract.

(II) If tender is varied or modified in any manner during the validity period or any extension thereof.

(III) If a Tenderer, whose tender has been accepted, fails to furnish security deposit/performance bank guarantee within 10 (Ten) days of award of the contract. The bid will be cancelled and Earnest Money forfeited. The earnest money/bid bond of unsuccessful bidders will be returned after completion of the process.

18 The EMD of successful Tenderer will be held as security deposit by the Commission. This will be refunded on successful completion of the AMC.

(Neetu Malhotra)
Under Secretary(G)

Location of ROs installed in the premises of the Commission

Room No.	Kent RO's (25/50 LPH)	Lip pure RO's (25/50 LPH)
Ground Floor(Facility Center)	00	01
2 nd Floor (Hall no 1 & 2)	00	02
3 rd Floor	00	01
4 th Floor	01	00
6 th Floor	01	00
7 th Floor	01	00
8 th Floor	01	00

Date:-

Signature of Bidder with stamp

(Financial Quotes)

BOQ for Maintenance and Repair of ROs in Staff Selection Commission (HQs).

Description of Work (Maintenance/Repair and Replacement	Rate in lump sum includes Maintenance/Repair and Replacement of equipments/items as listed in Scope of work. Preventive Visits and visits on calls. Replacement of Filter/candle and Membranes quarterly. (in Rupees) inclusive of GST/ Service Charges etc.
Maintenance/Repair and Replacement of equipments/items as listed in Scope of work. Preventive Visits and visits on calls. Replacement of Filter/candle and Membranes quarterly.	
Taxes Total(Rs.)	

Amount in Words: _____

Note:

1. All material/items shall be confirming to specifications/standards.
2. Stickers showing the service date and due date for service shall be pasted on ROs.
3. Monthly Preventive visits may be made.
4. Filter/candle and Membranes may be replaced quarterly.

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

REGISTRATION

1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

2. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Help Desk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Tender Document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with **100 dpi** with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log in to the site well in advance for bid submission so that they can upload the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender Document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the Tender Document. The original should be posted / couriered / given in person to the concerned official, latest by the last date of bid submission or as specified in the Tender Document. The details of the DD /any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the Tender Document, then the same is to be downloaded and to be filled by all the

bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers / bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e., after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid No. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

11) ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help Desk. The contact number for the Help Desk is 1800 3070 2232.