



TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai – 400 088.
(A Deemed University under Section 3 of the UGC ACT, 1956)

TISS/AMC-SWH/2018

06 April, 2018

**NOTICE INVITING TENDER FOR COMPREHENSIVE
ANNUAL MAINTENANCE CONTRACT FOR SERVICING, REPAIR &
REPLACEMENT OF SPARES OF SOLAR WATER HEATERS**

The Tata Institute of Social Sciences(TISS) invites sealed bids from established, reputed and experienced firms to provide Comprehensive Annual Maintenance contract for servicing, repair and replacement of spares in respect of Solar Water Heaters installed in the buildings of the TISS at V.N. Purav Marg, Deonar, Mumbai – 400 088. Details of the services required and other terms and conditions relating to the award of Contract are given in Annexure-I.

2. Tender Document is available on the website of the TISS i.e. www.tiss.edu. The intending bidders may download the tender document containing the terms and conditions and submit the same.
3. All interested service providers are requested to submit their sealed quotations as per prescribed procedure to this office on or before 1500 Hrs. of 20.04.2018.
4. The “Financial Bids” of only those firm(s) shall be opened who qualify the eligibility criteria of “Technical Bid” as stipulated in the tender document.

(MP Balamurugan)
Deputy Registrar (P&A)

ANNEXURE - I

TERMS & CONDITIONS

1. Last date & time of receipt of Quotations : 20.04.2018
1500 Hrs.
2. Date & time of opening of Technical Bid : 20.04.2018
1600Hrs.
3. Place of Submitting quotations: TATA Institute of Social Sciences, V.N. Purav Marg, Deonar, Mumbai-400 088.
4. **Site Visit** The tenderer is advised in his own interest to visit/ examine the site of work before submission of his tender. He may obtain all relevant information that may be necessary for preparation of the bid.
5. **Scope of work:** The selected Agency/Firm shall be responsible to provide the service, repair and replacement of defective parts of Solar Water Heater installed at Tata Institute of Social Sciences.
6. **Earnest Money Deposit (EMD):** The bidder shall furnish an amount of Earnest Money of Rs.10000 (Rupees Ten Thousand only) by way of Demand Draft drawn in favour of "Tata Institute of Social Sciences" payable at Mumbai. The earnest money in cash or any other shape will not be accepted. Earnest money is liable to be forfeited, if the contractor selected for the work fails to sign the formal agreement within 07 days from the date of issue of work award letter. EMD of unsuccessful bidder shall be returned after a decision on the tender is taken. EMD of successful bidder will be returned after receiving the Performance Security. No interest will be paid by "TISS" on the Earnest Money Deposit.
7. **Performance Security:**
 - (a) The successful bidder shall be required to deposit an amount equal to 7% of the contracted and accepted value within 15 days of issue of letter of intent, as Performance Security.
 - (b) Performance security shall be submitted in the form of Demand draft drawn in favour of "Tata Institute of Social Sciences" and shall be valid for a period of 18 months.
 - (c) Performance Security will be discharged after completion of contractor's performance obligations including warranty obligations under the contract.
 - (d) If the contractor fails or neglects any of his obligations under the contract, TISS reserve the right to forfeit either whole or any part of Performance security furnished by the bidder as penalty for such failure.
8. **Validity of the contract:** The period of Annual Maintenance contract shall be valid for a period of one year from the date of award of contract. The

contract may be extended for a further period of one year on mutual consent. TISS, however, reserves the right to terminate the contract by giving 15 days notice and without assigning any reason thereof.

9. Eligibility conditions:

- (a) The vendor should be authorized by the concerned brand of machine to service/repair and to take AMC of their machine. (Proof of document to be attached).
- (b) The agency/firm should have experience of at least 02 years in the relevant field and must have done such services for various reputed organizations/departments of Government of India/Public Sector Undertakings/statutory bodies/MNCs.
- (c) The agency/firm should be registered under GST/ Service Tax Registration/TIN/VAT Registration No. (copy to be attached)
- (d) The agency/firm should have a minimum turnover of Rs.10 lakh per year during the last three years.
- (e) The details of inputs/information required to be submitted by the agency are listed in the format for Technical Bid (Annexure II).
- (f) The details of current and previous clients are to be submitted by the agency incorporating the following details :
 - (i) Name of Office
 - (ii) Contact Person (Tel.No./Email ID)
 - (iii) Period and volume of work with the manpower deployed

10. Responsibilities of the Firm/Agency:

- (a) All complaints must be attended to within 24 hours after reporting by the institute staff failing which will invite a penalty as follows:
 - (i) Attending to complaint between 24 hours to 48 hours of Intimation - Rs. 500/-
 - (ii) Attending to complaint between 48 hours to 72 hours of intimation- Rs.1000/-
 - (iii) Attending to complaint beyond 72 hours - Rs. 1500/-
- (b) If contractor is not able to rectify the fault in 72 hours, then the same defect will be rectified through some other agency at the risk and cost of contractor. The amount will be deducted from AMC bill in addition to the penalty as stipulated above will also be imposed. However, the decision of the TISS in this regard shall be final and binding.
- (c) In case the component of the Solar Water Heaters is not repairable within the Office, the same shall be carried to your workshop at your own expenses with written permission of competent authority. The units carried to the workshop shall be repaired within two days failing which TISS shall be free to impose penalty @Rs.500 per day.
- (d) The workers/supervisors should be properly dressed (preferably uniforms with company's logo) to be identified separately.
- (e) The contractor must issue identity card to his workers/supervisors and submit police verification certificate for all work men engaged by him along with supervisors to TISS.
- (f) Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made on this part. The Contractor shall indemnify the Institute

from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor.

(g) It may be ensured that parts of authorized brand should only be used for repairs and replacement. If it is found at a later stage that sub-standard /inferior quality items are used during the AMC, necessary action will be taken against such firms, including forfeiture of their Performance Security and debarring them for quoting future tenders.

11. Submission of Tenders:

(a) The technical and financial bids must be submitted in separate sealed cover in the format as prescribed in Annexure-II and Annexure-III respectively.

(b) Both the technical and financial bids along with third envelope containing EMD are to be kept in a big sealed envelope.

(c) The envelope containing EMD should not be sealed and kept open.

(d) The big envelope containing the three envelopes must be superscribed "Tender for Annual Maintenance contract for Solar Water Heaters".

(e) The sealed envelope containing all bids must be dropped in the Tender Box kept at the Admin section of TISS at Deonar, VN Marg, Mumbai by 1500 Hrs. of 20.04.2018

(f) Commercial/Financial bids of only those bidders whose technical bids are acceptable/qualified will be opened.

(g) Late/delayed tenders due to any reason, whatsoever, will not be accepted/considered, at all, under any circumstances.

(h) Rates quoted by the Firm shall remain valid for a period of 60 days or more.

12. Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, and instruction herein before mentioned and as to the quality of the materials, as to any question, claim, right, matter or thing whatsoever, in any way arising out of or relating to the contract, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution of the same whether arising during the process of the work or after the completion or abandonment thereof shall be referred to the sole arbitration of a person nominated by the Director of Tata Institute of Social Sciences and if he is unable or unwilling to act to as the Sole Arbitrator or some other person appointed by him willing to act as such arbitrator. The submission shall be deemed to be submission to Arbitration under the meaning of the Arbitration Act, 1996 or any subsequent amendments of enactment thereof for the time being in force, conclusive and binding on all parties of the contract.

13. Payment: Payment to the selected firm will be made Half Yearly on the basis of successful completion of the desired work. Selected agency will have to maintain a proper log book to register complain, details of repair, replacement and services, which will be submitted along with invoice for half yearly payment.

14. TDS and any other Government levies applicable shall be deducted on

bill amount as per Government of India instructions issued from time to time.

15. TISS does not bound to accept the lowest tender and reserve the right to accept or reject any or all the Tenders without assigning any reasons whatsoever and no correspondence shall be entertained in this regard.

ANNEXURE - II

PROFORMA FOR TECHNICAL BID

SNo.	Items	Information/ Inputs to be filled by the tenderer (If required separate sheets may be enclosed)
1	Name and Address of the firm/agency, telephone number, fax, mobile number, email address	
2	Type of organization (Whether proprietorship, partnership, private limited, limited company)	
3	Name and Address of the directors proprietor /partners	
4	Whether blacklisted by any Organisation.	
5	Nature of business carried by the company	
6	Annual Turnover	
	2015-16	
	2016-17	
	2017-18	
7	Total number of employees of the firm	
8	Contact number in case of emergency	
9	Whether authorized service provider of any OEM/Manufacturer ?	
10	If yes, Name & Address of OEM (please furnish documentary proof)	
11	Details of registration with statutory authorities like PF and ESIC, etc (attach copies)	
12	(a) GST Details	
	(b) Service tax number/ Certificate	
	(c) PAN number	
13	Details of three prominent organizations served during the last three years with contact number of concerned officer	
14	Details of Earnest Money	
15	Infrastructure details	
16	Any other information	

Copies of relevant documents are to be enclosed in support of above information.

PROFORMA FOR FINANCIAL BID

1. Name, Address and Telephone Number :
of the Organisation
2. Name of CEO/Proprietor with Tel.No. :
3. Rates offered :

Comprehensive Annual Maintenance Contract for Servicing, Repair and Replacement of spares of Solar Water Heaters.

Sr No.	Description of work	Qty	Cost
1.	Annual Maintenance Contract of Solar Water Heater System.	8	

Place:
Date :

Signature.....
Name.....
Designation.....

Seal of the Company.....

Undertaking

I hereby certify that all the informations furnished above are true to my knowledge. I have no objection to TISS verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that, I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Signature of the authorized signatory of the agency
Official seal/ stamp

Date:
Place: