

e-Tender Notice

e-Tender is invited for Annual contract for comprehensive maintenance/repairing of Water Dispensers (approx. 300) in the Ministry of Home Affairs located in the various offices of this Ministry at North Block, NDCC-II, Jaisalmer House, Lok Nayak Bhawan, Sardar Patel Bhawan, Vigyan Bhawan & Major Dhyan Chand National Stadium, New Delhi. The contract will be valid for a period of **One Year (12 months)** beginning from **1st August, 2020 to 31st July, 2021**.

2. The Tender shall be accepted under Two Bid System (Technical & Financial Bid). The interested firms have to submit the Technical as well as Financial Bid through e-procurement portal <http://eprocure.gov.in/eprocure/app> only. Tenders sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also required to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.
3. The **Earnest money Deposit (EMD) of Rs.30,000/- (Rupees Thirty Thousand only)** in the form of Demand Draft/Pay Order/Bankers cheque drawn in favour of **Drawing & Dispersing Officer (Cash)**, Ministry of Home Affairs, New Delhi has to be submitted to the Under Secretary (Ad.III), MHA, New Delhi (Hall No. 2, Jalebi Chowk, North Block, New Delhi) by **10:00 A.M. till 03/07/2020**. The Earnest Money will be refunded to the un-successful tenderers/bidder's after finalization of the contract. After award of contract, the contractor has to deposit 10% of total value of the contract as Performance Security Deposit.
4. All entries in the tender form should be legible and filled clearly. No correction in the Bid is permitted.
5. The tenderer has to quote their rates for **comprehensive repair/maintenance/service of 300 (approx.) Water Dispensers for full one year i.e. rate per dispenser/per year**.
6. Conditional bids shall not be considered and will be rejected summarily.
7. The Bid shall be opened online on the scheduled date and time at **11:00 A.M. on 04/07/2020**.
8. No bidding firm will be allowed to withdraw its bid once the bids are opened. If any firm intends to withdraw after opening of technical bids their EMD will be forfeited.
9. The Ministry reserves the right to reject any or all the tenders at any time or relax/withdraw any of the terms and conditions contained in the Tender Documents without assigning any reason thereof, any inquiry after submission of the quotation will not be entertained.
10. The tender documents can be downloaded from the e-procurement portal/websites: <http://eprocure.gov.in/eprocure/app> from **10/06/2020 to 03/07/2020 upto 10:00 A.M.**


(S. SAMANTA)

Under Secretary to the Govt. of India.
Tele. No. 23094956

Terms & Conditions

- i) The Tender shall be comprehensive in nature which means all kinds of parts of Water Dispensers will be covered in the said maintenance contract. The contractor shall maintain/repair/replace the parts of Water Dispensers as and when required. However, all the water dispensers installed in this Ministry will be serviced/cleaned by the bidder firm on monthly basis.
- ii) No extra payment would be made for any part/repair or any item used to rectify dispensers covered under the said comprehensive annual maintenance contract.
- iii) Bidder firm may also inspect all the water dispensers working in this Ministry before participating into the bidding process and an undertaking be uploaded along with their e-bids stating therein that they have inspected the condition of all the dispensers and these can be kept under the comprehensive annual maintenance contract.
- iv) Firm should have an experience in repair/maintenance of Water Dispensers in any two Ministries/Departments during the last three years. The firm must have experience of servicing/maintenance of 200 Water Dispensers in at least one Ministry/Department during the last three years. Copy of the Contract order should be uploaded.
- v) The firms will have to submit proof of Annual Turnover for the last three years, which should not be less than **Rupees Ten lakhs per annum**. Copies of annual turnover/profit & loss statement/balance sheet must be duly verified by Chartered Accountant.
- vi) New Dispenser, as and when purchased by MHA, will be included in AMC as soon as expiry of its warranty.
- vii) All the calls/complaints should be attended by the firm on the same day. Whenever the Dispensers are not repairable on site within the specified time limits, the firm may take the equipment to their work-shop with prior approval and provide the alternate equipment of matching specification. This Ministry's equipment in any case will have to be repaired/set right and returned to this Ministry within 3 days failing which penalty @ Rs. 200/- per day shall be levied on the firm.
- viii) The firm will arrange their own transport for which no extra payment will be made.
- ix) The firm should submit the bills for repair/maintenance/servicing of the Water Dispensers on quarterly basis.
- x) The personnel of the firm will comply with all the security regulation in MHA premises. The firm will have to submit the Police Clearance Certificate of its workers.
- xi) The firm shall provide maintenance service through two experienced and competent mechanics that shall remain in MHA premises from 0900 hrs to 1800 hrs on all working days, and if required on Saturday/Sunday or holidays also without any extra payment/facility. The mechanic should be equipped with a mobile phone.
- xii) If any firm tries to mislead the Ministry/Department by producing the fake documents, it will be debarred from participating in all types of tenders in any Ministry/Department.
- xiii) Tenders received after the stipulated date and time will not be considered.
- xiv) The Ministry of Home Affairs reserves the right to amend or withdraw any of the terms and conditions contained in Tender Document or reserves the right to reject any quotation/bid as a whole or in part without assigning any reason.
- xv) The contract can be terminated by this Ministry at any time if the work is not found satisfactory.



- xvi) The contractor shall not employ any person who has not completed the eighteen years of age. It should be sole responsibility of the contractor to comply all the rules/norms as per the labour laws as well as instructions issued time to time by Govt. of NCT of Delhi. There should be not relationship between this Ministry and labour so engaged by virtue of this Contract.
- xvii) The department shall not be responsible financially or otherwise for any injury to the staff deployed by the contractor in the course of performing the duty for and on the behalf of the contractor.
- xviii) If any information furnished by the contractor is found to be incorrect at any time, the tender/contract is liable to be terminated without any notice.
- xix) No tenders through post / speed post / regd. post or courier will be accepted.
- xx) The firm should have not been black listed by any Ministry/Department of the Government of India. The tendering firm/bidders shall have to give a certificate stating that they have not been blacklisted & banned with the Government Ministries/Department.
- xxi) The contract will be initially for a period of One Year. However, the contract may be extended subsequently, on mutual consent, for the period of not more than one year at a time (up-to maximum of two years) on review of performance, depending upon the requirements and administrative convenience of this Ministry. The decision of the Ministry of Home Affairs in this regard shall be final.
- xxii) Each page of the tender must be signed with seal of the proprietor. Proper indexing and page numbering should be done on the uploaded documents.
- xxiii) The bidder firm has to upload copy of (i) Pan No. (ii) GST No. (iii) Tin No. etc.
- xxiv) Conditional bids shall not be considered and will be rejected summarily.
- xxv) A copy of the terms and conditions duly signed by the bidder in token of having understood and agreed to the same should be attached along with the tender.



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Copy to:

1. The Caretaker, North Block, NDCC-II Bldg., Jaisalmer House, Lok Nayak Bhawan, Sardar Patel Bhawan & Major Dhyan Chand National Stadium, New Delhi for pasting the copy of the tender documents on the Notice Board in their respective buildings.
2. SO (IT Cell) with the request to place it on Ministry's Website.



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