



MoES/NCCR/ITM/UPS AMC/29/2018

Date: 17.05.2019

Online Tender submission due date : 17.06.2019, 5PM

## **NOTICE INVITING E-TENDER (OPEN Tender – Two Cover System)**

Eligible bidders are requested to submit their most competitive **ONLINE** quotation through the **ONLINE e-Wizard portal** <https://moes.euniwizarde.com> in **Two cover system (Technical and Financial)** on or before the prescribed date and time for **Providing Annual Maintenance for UPS units**.

**Manual bids shall not be accepted except for the original documents/instruments if any mentioned in this tender.**

The details of tender items are available in the tender document (**Annexure 1**), which can be downloaded from <https://www.nccr.gov.in> and **ONLINE e-Wizard portal** <https://moes.euniwizarde.com> and the bid is to be submitted **ON-LINE** only on <https://moes.euniwizarde.com> on or before the due date and time of submission of tender.

### **1. Brief Details of Tender**

S.No.	Details	Description
(i)	Name of Supply/Work	Providing Annual Maintenance Service for UPS units (45nos)
(ii)	Tender reference No.	MoES/NCCR/ITM/UPS AMC/29/2018
(iii)	Required Validity of Bid	120 Days from the date of opening of Tenders.
(iv)	Tender document fees	Nil
	EMD Fee	Nil
(v)	Language of Bid	English
(vi)	Bid Currency	Indian National Rupee (INR) ONLY
(vii)	Tentative date of publishing tender	17.05.2019 or later

2. Complete tender can be viewed and submitted through <https://moes.euniwizarde.com> ONLY

### **3. Important instructions to bidders for online bidding**

1. Bidders are required to enroll on the e-Procurement Portal (<https://moes.euniwizarde.com>) with clicking on the link "Online bidder Registration" on the e-tender Portal by paying the Registration fee of Rs. 2360/- per year charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name 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 with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption 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.
7. The scanned copies of all original documents should be uploaded on portal.
8. For any Query contact helpdesk Number 011-49606060, Email: [helpdeskeuniwizarde@gmail.com](mailto:helpdeskeuniwizarde@gmail.com), Mr. Awesh – 9205898224.

### **4. SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Item/work id, Title, Date, etc.
2. Once the bidders have selected the tenders they are interested in, the bidder can pay the processing fee of Rs. 750 + 18 % GST-/ (NOT REFUNDABLE) by net-banking / Debit/ Credit card and then download the required documents / tender schedules, Bid documents etc. Once both tender fees are paid, it will be moved to the respective "requested" Tab. This would enable the e-tender Portal to intimate the bidders through e-mail in case there is any corrigendum issued to the tender document.

### **5. 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 /JPEG formats. Bid Original documents may be scanned with 100 dpi with Colored 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 Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" 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.

## **6. SUBMISSION OF BIDS**

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well 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 "DD" to pay the EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document & submit EMD fee manually at department end. The original bid 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 documents. 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. 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 opener 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 bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
10. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### 11. **ASSISTANCE TO BIDDERS**

For any Query contact to our helpdesk Number 011-49606060, Email [helpdeskeuniwizarde@gmail.com](mailto:helpdeskeuniwizarde@gmail.com), Mr. Shubhankar- +91 8076208996; Mr Awesh - 91 9205898224

Sd/-  
**Head of Office**

## Terms and Conditions to the Bidders

1. **Nature of Work:** Comprehensive AMC of UPS (batteries are excluded and they will be provided by National Centre for Coastal Research (NCCR, formerly as ICMAM Project Directorate), whenever required, available at NCCR, Chennai and the details are given in the following section.
2. The period of contract is approximately one year from the date of work order and it can be extended to one more year, with the same price and qty.
3. **Eligibility Criteria:**
  - 3.1 The firm should be in existence for over three years in the trade with the maintenance/sales business of UPS. **Necessary proof (Registration/Incorporation Certificate) should be submitted along with quotation.**
  - 3.2 The firm must be registered with the Service Tax Department (GST No.). The details of registration numbers of the firm for GST No. , PAN / TIN Numbers should be provided. **Necessary proof for GST, PAN /TIN should be submitted.**
  - 3.3 The bidder should be an OEM or authorised AMC service partner of APC / Schneider Ltd. Necessary proof in the form of letter of authorization OR valid dealership certificate (copy of other types of certificates not acceptable) from APC / Schneider, **should be enclosed with the quotation by the bidder** and **without this document, quotation will not be considered for evaluation.**
  - 3.4 The **Bidder should have a local office / service centre in Chennai** with minimum 3 service engineers so that they can attend the faults with minimal travel time of their service engineers. For this purpose, **complete address details of the firm and details of service engineers (name, designation, mobile nos & email id) should be furnished by the bidder, in their letterhead. In this regard, no partnership/consortium/joint venture will not be acceptable.**
  - 3.5 Average **Annual financial turn over during the last 2 years** ending 31<sup>st</sup> March of previous year should be at least **Rs.10 lakhs**. Necessary proof in the form of P&L account/balance sheet/CA certificate/Bank report should be enclosed.
  - 3.6 Experience of having successfully completed similar works as on date of tender should be either one of the following, executed during last 3 years:
    - a) 3 similar completed works OR from UPS sales, costing not less than Rs.3 lakhs each.
    - b) 2 similar completed works OR from UPS sales, costing not less than Rs.5lakhs each .

c) 1 similar completed work OR from UPS sales, costing not less than Rs.10lakhs.

Necessary proof in the form of **copies of work/supply orders should be submitted.**

**The TECHNICAL BID without the above said necessary documents (specified in points 3.1 to 3.6) will be rejected and will not be considered for evaluation. The TECHNICAL and FINANCIAL BIDS should be submitted ONLINE ONLY, through CPP E procurement Portal** (<https://eprocure.gov.in/eprocure/app>), on or before the due date of tender submission.

The bidder is expected to examine all instructions forms, terms and specifications in the tender document. **Failure to furnish all information required as per the tender document or submission of bids not substantially responsive to the tender document in every respect, will be at bidder's risk, and may result in rejection of the bid.**

## **5. Scope of Work**

- 5.1 The scope of work covers comprehensive maintenance of UPS located at (excluding batteries & the batteries shall be provided by NCCR and all necessary OEM spare components should be supplied/installed by service provider without any additional cost) National Centre for Coastal Research (NCCR), Chennai and the details of UPS units are given in the following section.
- 5.2 **On Call Maintenance:** The service provider should attend and restore UPS power to the system on the next working day in the case of minor faults or battery replacement and a maximum of 5 working days in the case of parts replacement, for which the service provider should provide a stand by unit within two working days from the date of complaint.
- 5.3 **Preventive Maintenance:** The service provider should complete preventive maintenance services for all UPS units capacity and they should monitor the status ( for ups  $\geq 2\text{kVA}$  only ) of batteries and submit report during PM calls. The status of batteries of individual users also report in general service reports.
- 5.4 **Other:** All the UPS units should be properly labeled for AMC identification and stock verification. The service provider shall be responsible for the maintenance, repair, replacements and supply of required parts, etc. The dismantled parts can be taken by contractor after the replacement. All spares to be used in this work shall be genuine spare parts and the same shall be procured / serviced from the OEM.

- 6 **Period of Contract:** The contract shall be initially for a period of one year (approximate) and extended to same duration on the basis of performance of past year with the same price & quantity mentioned in quotation.

However, the contract can be terminated at any time by either party after serving advance notice of one month. However, NCCR shall have the right to terminate the contract at any time without assigning any reason, whatsoever to the firm.

- 7 **Agreement:** The notice inviting tenders, conditions of the tender and the duly completed forms of the tender will be part of the agreement to be executed by the successful contractor and they will be part of the work order.

- 8 **Payment:** Payment shall be made pro-rata on quarterly basis at the end of each quarter after certification of satisfactory work, by scientist of NCCR. Penalty if any, shall be deducted from the running payments.

- 9 **Penalty:**

i) If during the contract period, the firm fails to maintain any UPS unit to the entire satisfaction of Scientist of NCCR then NCCR shall realize the cost of such particular unit as a penalty by way of deducting from the contractor's bill.

ii) Individual unit UPS should be attended and rectified within two working days and if not possible, the contractor should provide a standby unit.

ii) In case any UPS remains un-repaired for 3 weeks or more NCCR shall be at liberty to get the UPS serviced/repaired/ replaced from outside agencies available locally or at outstation at the risk and expense of the contractor and total expenditure in this regard by way of cost of spare parts, repair charges, traveling charges of service engineers of repair agency or NCCR personnel as the case may be, incurred by NCCR will be deducted from the contractor's bills.

iii) In case any UPS unit is not serviceable, the contractor should provide a replacement unit, which is equivalent or higher capacity of same brand without any cost from NCCR.

- 10 **Safety:**

- 10.1 It shall be the duty of the party/bidder to acquaint his staff with all safety regulations as proposed by any statutory authorities. All liabilities, owing to injury/death due to negligence or miscommunication or during discharging regular work of the staff of the party/bidder,

will be to the party/bidder and what so ever the work, in any case NCCR will not be responsible for any liabilities of injury/death, etc. It's the duty of party/bidder to guide the staff regarding the standard safety measures.

- 10.2 All staff of the contractor while working on electrical installation & infrastructure should use adequate safety/protection equipment such as: a) Electrical safety gloves. b) Rubber shoes/ chapal. c) Safety belt. d) Earthing discharge rod. e) Insulated line tester.  
f) The workmen shall execute the work as per IS code of practice of relevant equipments

**11 Force Majeure:**

The firm shall not be liable for forfeiture of any liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the firm and not involving the firm's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of NCCR either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Firm shall promptly notify NCCR in writing of such conditions and the cause thereof. Unless otherwise directed by NCCR in writing, the Firm shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event

- 12 **Resolution of Disputes:** All disagreements, disputes, difference that may arise between the Wildlife Institute of India and the Firm which cannot be resolved through mutual negotiations shall be referred to an Arbitrator appointed in accordance with the provisions of relevant Indian Law as the case may be. The venue of the proceedings and arbitration Shall be Chennai, Tamil Nadu, India
- 13 **Jurisdiction:** The obligations and liabilities arising out of this contract shall be construed in accordance with the laws of Union of India. The Court in Chennai, Tamil Nadu shall have the exclusive jurisdiction to try all or any of the dispute.
- 14 **Notices:** Any notice given by one party to the other pursuant to this contract/order shall be sent to the other party in writing or by cable, telex, FAX or e-mail and confirmed in writing to the other party's address specified in the contract. A notice shall be effective when delivered or on the notice's effective date, whichever is later



# 15. LIST of Items proposed for AMC

S.N	StockRegNo	Item & Year of Purchase	Sl.No.	AT
1	S. No.382, P.58	APC Smart UPS SUA1500I(2014)	B21447050022	AAO
2	S. No.382, P.58	APC Smart UPS SUA1500I(2014)	B21447050015	AO
3	S. No.355, P.46	SUA1500I (5/10) (2011)	AS1112111563	DM
4	S. No.355, P.46	SUA1500I (10/10) (2011)	AS1137243247	DM/Karth
5	S. No.355, P.46	SUA1500I (2/10) (2011)	AS1133123363	DM/Nag
6	S No.180, P. 82	APC BUP 1000I UPS(1/10)(2003)	BB0250001222 (Re)	DM/Nag
7	S. No.325, P.38	APC SURT2000XLI (1/2) (2010)	JS0939006015	DM/Nag
8	S. No.325, P.38	APC SURT2000XLI (2/2) (2010)	JS0939006030- ReplB21126000610	DM/SRM
9	S. No.352, P.46	APC SURTD5000UXI (2/2) (2011)	B21120000395	DM/SRM
10	S. No.374, P.54	APC Smart SUA1500I UPS (2014)	AS1219240822	KR
11	S. No.355, P.46	SUA1500I (7/10) (2011)	AS1129220814	PMA
12	S. No.382, P.58	APC Smart UPS SUA1500I(2014)	B214470500018	PMA/Dbar/GIS
13	S. No.382, P.58	APC Smart UPS SUA1500I (2014)	B214470500024	PMI
14	S. No.382, P.58	APC Smart UPS SUA1500I (2014)	B214470500027	PMI
15	S. No.382, P.58	APC Smart UPS SUA1500I(2014)	B21447050013	PMI
16	S. No.318, P.36	APC SU1500VA UPS (1/3)(2010)	AS0916232000	PMI
17	S. No.318, P.36	APC SU1500VA UPS (3/3)(2010)	AS0731220096	PMI/Subra
18	S No.249, P. 14	APC 2.2 KVA UPS(2/2)(2006)	JS0627026656	RSK
19	S. No.355, P.46	SUA1500I (4/10)(2011)	AS1137243296	RSK
20	S. No.355, P.46	SUA1500I (6/10) (2011)	AS1133123412	RSK/Aroc

21	S No.249, P. 14	APC 2.2 KVA UPS(1/2) (2006)	JS0627026704	RSK/Rajn
22	S. No.382, P.58	APC Smart UPS SUA1500I (2014)	B21447050010	RSK/Sath GISla
23	S. No.382, P.58	APC Smart UPS SUA1500I(2014)	B21447050008	RSK/GISlab Vip
24	S. No.382, P.58	APC Smart UPS SUA1500I(2014)	B21447050014	Office
25	S. No.374, P.54	APC Smart SUA1500I UPS(2014)	AS1211240362	SKD
26	S. No.349, P.44	APC SUA 1500VA UPS(2/3)(2011)	AS1114132897	SP
27	S. No.374, P.54	APC Smart SUA1500I UPS(2014)	AS1223130686	SRM
28	S No.180, P. 82	APC BUP 1000I UPS(9/10)(2003)	JB0315051696/YS00: TS 20584 (Re)	
29	S. No.318, P.36	APC SU1500VA UPS (2/3)(2010)	AS0612330944	TU
30	S. No.349, P.44	APC SUA 1500VA UPS(1/3)(2011)	AS1048141478	TU
31	S. No.355, P.46	SUA1500I (8/10)(2011)	AS0730110912	USP
32	S. No.352, P.46	APC SRC10000 UXI (1/1)(2011)	6S1026Z00032	VR
33	S. No.355, P.46	SUA1500I (9/10) (2011)	AS1112111557	VR
34	S. No.355, P.46	SUA1500I (1/10)(2011)	AS1129220745	VR
35	S. No.355, P.46	SUA1500I (3/10)(2011)	AS1112121120	VR
36	S No.180, P. 82	APC BUP 1000I UPS(4/10)(2003)	JB0315041716(F)	VR
37	S No.199, P. 88	APC 3 KVA UPS (2004)	JS0432022306/JA..5	VR
38	S No.255, P. 14	APC 2.2 KVA UPS (2006)	JS0627026693	VR/302
39	S. No.374, P.54	APC Smart SUA1500I UPS(2014)	AS1211240519	VR/302
40	S. No.349, P.44	APC SUA 1500VA UPS(3/3)(2011)	AS1114132952	VR/Comm
41	S No.180, P. 82	APC BUP 1000I UPS(3/10)(2003)	JB0315046615	VRR/Ezhilr
42	S. No.382, P.58	APC Smart UPS SUA1500I(2014)	B21447050023	VRR/Gay

43	S No.173, P. 80	APC SUA 1500 UPS(2003)	AS0211234311	VRR/Kumare
44	S No.214, P. 4	APC 3KVA (proc with equip)(2005	JS0439001613	VRR/LabVis
45	S. No.345, P.44	APC SURT 3000XLI (2011)	ES1014001712	VRR/LabVis

- 16 The Contract shall not be assigned or sublet in whole or in part by the Firm without prior written consent of NCCR. Any assignment of subletting of the contract or any interest there in or any money due or to become due by the reasons of the terms shall be null and void without prior written consent of NCCR having been obtained.
- 17 Tenders which do not fulfill any or all of the above conditions or incomplete, are liable for rejection.

**NOTE: For financial evaluation, the total AMC price only be considered for evaluation of L1 bidder and not on the basis of individual (line - item) AMC prices of the units.**

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