

No.D- 15014/1/ 2015-16/ Admn  
Government of India  
Ministry of Statistics & Programme Implementation  
National Sample Survey Office  
(Field Operations Division)

Dated: 07.04.2016

To

M/s.....  
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.....

8 APR 2016

Sub: Quotations for The Comprehensive Annual Maintenance Contract for ACs in NSSO (FOD), AS Wing, CGO Complex, NH- iv, FARIDABAD-121001.

Sir,

Sealed quotations are invited from reputed Security Agencies for The Comprehensive Annual Maintenance Contract for ACs to NSSO (FOD) AS Wing, CGO Complex, NH- IV, FARIDABAD-121001. The quotations should be submitted in the formats enclosed.

2. The quotation should be submitted in a sealed envelope super scribed as "**TENDER FOR The Comprehensive Annual Maintenance Contract for ACs AT NSSO (FOD) HQRS, Faridabad**". The quotations must accompany an Earnest Money Deposit of **Rs.4,000/-** in the form of a Demand Draft drawn in favour of PAO, Ministry of Statistics & Programme Implementation, New Delhi. The quotations submitted without EMD will be rejected summarily. The quotations should be addressed to the **Head of Office, NSSO (FOD), AS Wing, C.GO Complex, NH- IV, FARIDABAD-121001.**

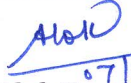
3. The various crucial dates relating to "**TENDER FOR The Comprehensive Annual Maintenance Contract for ACs AT NSSO (FOD), HQRS, Faridabad**" are cited as under:-

(a)	Date of issue of Tender Documents	<b>07.04.2016 at 10:00AM</b>	
(b)	Last date and time for submission of Tender Document:	<b>28.04.2016 upto 05:00PM</b>	
(c)	Date and time for opening of *	Technical Bid:	<b>02.05.2016 at 02:00PM</b>
		Financial Bid:	Will be decided after opening of technical bid.
(d)	Place of submission of tender	NSSO (FOD), AS Wing, CGO Complex, NH- IV, FARIDABAD	
(e)	Place of opening the tender	NSSO (FOD), AS Wing, CGO Complex, NH- IV, FARIDABAD	

**\*Technical Bids will be opened in presence of Purchase Committee of this office & the representatives of the firm may be present, if so desire.**


4. The quotations submitted after the stipulated time and date will not be entertained.

Yours faithfully,

  
(Alok Kumar)

Deputy Director & Head of Office

Copy to the Deputy Director General, Computer Centre, East Block, R.K.Puram, New Delhi, with a kind request to upload the tender documents on the website of MoSPI and the [tenders.gov.in](http://tenders.gov.in) under tender head.

  
(Alok Kumar)

Deputy Director & Head of Office



Government of India  
Ministry of Statistics & Programme Implementation  
National Sample Survey Office  
(Field Operations Division)  
AS Wing, CGO Complex, NH- iv, FARIDABAD

PHONE:0129-2412920  
Email: [hq.fbd-fod@gov.in](mailto:hq.fbd-fod@gov.in)

Tender No. No.D-15014/1/2015-16/Admn.  
Dated: 07.04.2016

**TENDER DOCUMENT**

**ANNUAL CONTRACT FOR  
THE COMPREHENSIVE ANNUAL MAINTENANCE FOR ACS  
AT**

**NATIONAL SAMPLE SURVEY OFFICE  
(FIELD OPERATIONS DIVISION)  
AS Wing, CGO Complex, NH- IV, FARIDABAD-121001**

**Last date for submission: Date : 28.04.2016 Upto 05:00PM**

**Opening of Technical Bid: Date: 02.05.2016 at 02:00PM**

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Sealed tenders are invited under **Two Bid System** i.e. (**Part-I Technical Bid and Part-II Financial Bid**) from reputed, professionally experienced and financially sound Security Agencies who can provide security guards to **NATIONAL SAMPLE SURVEY OFFICE (FOD), AS Wing, Faridabad (hereinafter called NSSO (FOD))**. The contract will be initially for a period of one year, which may be extended further for one more year depending upon the service to the satisfaction of the NSSO (FOD).

#### **A.SCOPE OF THE WORK**

- a) Providing maintenance of ACs services in the office premises of NSSO (FOD).

#### **B. ELIGIBILITY CRITERIA**

The Agencies that fulfil the following requirements shall be eligible to apply.

- Registration certificate of the Agency issued by appropriate authority.
- Registration under Labour Laws, EPF, ESI & Service Tax.
- PAN & TIN No. under Income Tax Act.
- Minimum **Two Years** experience in contractual security business after registration.
- At least three running contracts of total annual value not less than **Rs.5-10 lakh** in the large industrial/education office premises/office complex.
- Proof of at least **1-2** successfully carried out ACs contracts of **25-35** ACs in each contract, consisting of Voltas, Carrier Amtrex Hitachi, Hitachi during the last **2 years** in Govt./Semi-Govt./Central/State Autonomous bodies.
- An undertaking that the Agency has not been blacklisted by any Government Department/Autonomous bodies.

#### **C. INSTRUCTIONS TO TENDERERS**

- The Tender should be addressed to Head of Office, NSSO (FOD) AS Wing, CGO Complex, NH- IV, FARIDABAD-121001.**
- The tender is to be submitted in two parts comprising Part-I: Technical Bid & Part-II: Financial Bid. The Part-I (Technical Bid) should contain the Earnest Money Deposit (EMD) (Bid Security) of Rs.4,000/- (Rupees Four Thousand only) and statement showing compliance with the eligibility criteria/mentioned in the Section - B, above. The part-II (Financial Bid) should contain only the Financial offered as per the proforma G. Both the parts should be properly marked and enclosed in separate sealed envelopes for their proper identification. The envelopes superscribed **TECHNICAL BID and FINANCIAL BID** should again be sealed in a third bigger envelope super scribing the tender No. and **"Tender for Comprehensive Annual Maintenance Contract for ACs at NSSO (FOD)"**. The part-I (Technical Bid) will be opened in the presence of the tenders or their authorized representatives on the date of tender opening and the Part-II (Financial Bid) shall be opened after evaluation of Part-I. The Part-II (Financial Bid) shall be opened only those tenders who are found technically qualified to carry out the work, for which prior intimation shall be given indicating the date and time of Financial bid opening.
- The various crucial dates relating to the tender are cited as under :
  - Date of issue of Tender Document : **07.04.2016 from 10:00 A.M.**
  - Last date and time for submission of Tender Document : **28.04.2016 up-to 05:00 P.M.**
  - Date and time for opening of Technical Bid : **02:00 P.M. on 02.05.2016.**
  - Financial Bid : **At later stage**
  - Place of submission of tender : **NSSO (FOD) NSSO (FOD), AS Wing, CGO Complex, NH- IV, FARIDABAD**
  - Place of opening the tender : **NSSO (FOD), AS Wing, CGO Complex, NH- IV, FARIDABAD.**

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6. At any time, prior to the date of submission of bids, the NSSO (FOD) , for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid document by amendment.
7. Tenders should remain valid for 90 days from the date of opening of tenders with a provision for suitable extension.

**D. TERMS & CONDITIONS**

1. The Comprehensive AMC hereunder commences from the period of one year for the following ACs:-

i)	Voltax	06 Nos.	1½ Ton
ii)	Carrier	14 Nos.	1½ Ton
iii)	Amtrex Hitachi	<u>03 Nos.</u>	1½ Ton
<b>Total</b>		<b>23 Nos.</b>	

2. If the complaint is not attended within 4 hours and machines is put to in order within time, Rs.100/- per working day will be charged as penalty and debited from the quarterly payment. If the Agency is giving any replacement, then Rs.100/- will not be charged.
3. In case of any unsatisfactory service or delay in service the office NSSO(FOD) reserved the right to terminate the contract at any time without assigning any reason.
4. There will be a system of preventive maintenance of machine and an Engineer will be deputed by the Agency/firm on every month i.e. in the 1<sup>st</sup> week of every month to check the machine and for taking preventive action.
5. Whenever an engineer of Agency/Firm visits the office either on call or for preventive maintenance, he shall make an entry in the AMC Complaint/Preventive checkup Register of ACs. maintained by A.O. and at the time of presenting bill a copy of this attendance should be enclosed.
6. In case machine is taken to workshop, the transportation charge will be borne by the firm and the responsibility will be with the firm for its safe transportation & back.
7. Replacement of all the parts in the machine shall be done within the AMC charges.
8. NSSO(FOD), will have to ensure safe and proper custody of all the machines which are herewith brought under AMC.
9. The period of contract shall initially be for a period of one year from the date of awarding the contract extendable further for another one year on satisfactory performance with such amendments as may be mutually agreed upon and also subject to the necessary approval of the Competent Authority. NSSO (FOD) also reserves the right to terminate the contract after giving 30 days' notice without assigning any reason thereof.
10. The NSSO (FOD) shall have the right to check up, from time to time, the ACs are working in good conditions.
11. The contractor shall submit the **proof of having deposited the amount of contribution claimed by him on account of Service Tax at NSSO (FOD) in their names before submitting the bill for the subsequent quarter.** In case the contractor fails to do so, the amount claimed shall be withheld till submission of proof of payment by the contractor.
12. The Agency shall be responsible for :-
  - Proper maintenance of ACs. and maintenance of registers for every visit kept at the custody of the officer of NSSO(FOD).
  - Maintain liaison with the Administration of the NSSO (FOD).

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- Carrying out any other tasks in case of emergency or as may be assigned by the NSSO (FOD), in respect of ACs related work.
13. **The Agency shall obtain adequate Insurance Policy in respect of his workmen to be engaged for the work, towards maintenance of ACs. Liability of compensation arising out due to death/injury/disablement during performing the duties at work place etc.**
  14. The payment for services shall be made in four installments i.e. 25% on completion of every quarter, through cheque/RTGS, on production of pre-receipted bill in duplicate, duly supported with the requisite details of the visit records and other records, which shall be open for inspection by the NSSO (FOD). The final payment shall, however, be made only after the scrutiny of the bills.
  15. The persons employed by the Agency for the maintenance of ACs of the NSSO (FOD) will be the employees of the Agency and the NSSO (FOD) shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the NSSO (FOD) and the Agency shall have no right whatsoever to claim employment from the NSSO (FOD) .
  16. The Agency shall be responsible for the good conduct and behavior of its employees. If any employee of the Agency is found misbehaving with the employees, visitors of the NSSO (FOD), the Agency shall terminate the service.
  17. The Earnest Money Deposit (EMD) of **Rs.4,000/- (Rupees Four Thousand Only)** in the form of Demand Draft/Pay Order drawn in favour of **"PAO, Ministry of Statistics & Programme Implementation, New Delhi"** should be enclosed with the tender. The EMD should remain valid for a period of forty-five days beyond final bid validity period. The tender received without EMD would be summarily rejected. The earnest money deposit will be refunded to the Tenderers whose offer has not been accepted within 90 days of opening of tenders.
  18. In case of violation of any the terms & conditions of the contract, the NSSO(FOD), will be entitled for claiming damages from the firm or Contract of the Agency may be cancelled on violation of the contractual assignment.
  19. The successful Agency will be required to execute an agreement with NSSO (FOD) within the period specified in the award letter. In case the successful agency fails to enter into the Agreement with NSSO (FOD) within the specified date mentioned in the award letter, the EMD deposited by such Agency shall stand forfeited without giving any further notice.
  20. It is mandatory for the successful Tenderer to submit Performance Security Deposit amounting to 10% of the total contract value for one year in the form of Bank Guarantee/Fixed Deposit Receipt/Demand Draft of in favour of **"PAO, Ministry of Statistics & Programme Implementation, New Delhi"** as Performance Security. The Security Deposit should be valid beyond 60 days of the period of the contract. The Security Deposit will be returned without any interest after satisfactory completion of the contract process. This amount, however, be confiscated in case of refusal or failure to provide satisfactory services or backing out in midstream.
  21. **PENALTY CLAUSE:** - In case of any irregularities noticed, the penalty amount will be levied by NSSO (FOD) up to the extent of 10% of the monthly charges due for the relevant month, after issuing show cause notice to the agency and considering the explanation of the agency, if submitted with in stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.
  22. **ARBITRATION CLAUSE:-**In case of any disputes between the parties viz. NSSO (FOD) on one hand and the agency/firm awarded the Contract on the other hand, arising out on account of scope of the work and other mandatory liabilities as stated in the Tender Document/ Contract Agreement, the dispute shall be referred to an Arbitrator as per Arbitration and Reconciliation Act 1996, in Faridabad jurisdiction.

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23. Tenderers should sign at each page of the documents confirming the acceptance of all the terms and conditions.

**E. LIST OF DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID**

1. Earnest Money in the form of Bank Draft.
2. Attested copy of valid Registration No. of the Agency issued by the appropriate authority.
3. Attested copy of PAN No. Card under Income Tax Act.
4. Attested copy of valid Service Tax registration certificate.
5. Attested copy of Registration and License No. of the Agency under Contract Labour (Regulation & Abolition) Act.
6. Attested copy of registration under EPFO.
7. Attested copy of registration under ESI.
8. Proof of at least 1-2 successfully carried out ACs contracts of 25-35 or more ACs in each contract, consisting of Voltas, Carrier Amtrex & Hitachi etc. during the last 2 years in Govt./Semi-Govt./Central Autonomous bodies.
9. Proof of annual turnover **(Rs.5-10 lakh per year)** during the last 2 years.
10. List of Clients.
11. An undertaking that the Agency/Firm has not been blacklisted by any Government Department/autonomous bodies as on the date of submission of the bid.

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**F. PROFORMA FOR TECHNICAL BID (PART-I)**

1.	Name of the Agency :	
2.	Name of Proprietor/ Director of the Agency :	
3.	Office Address	
	Tel No.	
	FAX No.	
	E-Mail Address	
4.	Name of the Authorized Representative (s)	

5.	Documents	Enclosed	Not Enclosed
	Attested registration certificate of the Agency issued by the appropriate authority		
	Attested copy of valid labour license from the Regional Labour Commissioner for specific number required for the contract under Contract Labour (Regulation & Abolition) Act, 1970		
	Attested copy of valid Service Tax registration certificate		
	Attested copy of registration under EPFO		
	Attested copy of registration under ESI.		
	Proof of at least <u>1-2</u> successfully carried out ACs contracts of <u>25-35</u> or more ACs in each contract, consisting of Voltas, Carrier Amtrex & Hitachi etc. during the last <u>2</u> years in Govt./Semi-Govt./Central Autonomous bodies .		
	Copy of PAN Card.		
	An undertaking that the Agency has not been blacklisted by any Government Department/autonomous bodies as on the date of submission of the bid.		

**5. Turnover during the last two years**

Years	Turnover in Rupees ( in words and figures)
2013-14	
2014-15	

This should be duly certified by the Chattered Accountant of the Company/Firms, etc.

**8. EMD of Rs.4,000/- enclosed vide**

DD No. ....

Bank.....

Date.....

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9. Details of the experience in Govt. / PUC/ Corporate offices during the last two years as per the attached proforma : -

Years	Name of the Employer / Address / Tel No.	Details of Experience Period of Contract with dates of Commencement and termination covering last 2 years.	Total Number of ACs in contract
2013-14			
2014-15			

Enclose extra sheets if required.

- I, ..... Son/Daughter/Wife of Shri..... Proprietor/ Director/authorized signatory of the Agency mentioned above, is competent to sign this declaration and execute this tender document;
- I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
- The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

(Signature of the authorised person of the Agency with seal)

Place:

Date:

*Alor*  
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**G. PROFORMA FOR FINANCIAL BID (PART-II)**

Sr. No.	Item Description	Charges for per AC per month	Charges for 23 ACs per month
1.	Minimum wage per month		
2.	Service Charge on minimum wages (%)		
3.	TOTAL (1to 4)		
4.	Service tax (%)		
5.	Grand Total per month		

1. We also confirm that we will abide all the terms and conditions and we do not have any counter conditions. We have inspected the Security Point/areas sight in NSSO (FOD) Office premises and fully understood the operational aspects.
2. We are aware that we will be solely responsible for observing the service conditions of the personnel deployed as per the prevailing statutory directives from the relevant Controlling Authorities, including Police Verification.

(Signature of the authorised person of the Agency with seal)

Place:

Date:

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