

**Office of The Principal Accountant General (General & Social Sector Audit) Uttar Pradesh,**  
**Allahabad**

**No.:PAG(G&SSA)/GD(M)/AMCRO/2018-19/335/**

**Date: 09.07.2018**

To,

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Subject: Limited Sealed Quotations for Comprehensive Annual Maintenance Contract (C.A.M.C.) of Water Purifiers/RO Systems of Eureka Forbes and KENT Models for the period of one year i.e. 01.08.2018 to 31.07.2019.

O/o The Pr. A. G. (G&SSA) UP, Allahabad, invite you to quote your lowest possible rates in Chapter-4 (Price Bid for Tenderer) for Comprehensive Annual Maintenance Contract (C.A.M.C.) for Water Purifiers/RO Systems of Eureka Forbes and KENT Models specified in Chapter-3 (Schedule for Requirement) from the authorised, interested, reputed and resourceful service provider dealing in concerned items.

**1. Minimum Eligibility of the bidders:**

- i. Intended bidders should have to submit certificates issued from various client offices stating therein the concerned firms' performance so that this office may get a notion regarding the standard of their rendered services against RO/Water Purifiers.
- ii. It is desirable that the concerned firms would be authorized dealer of concern brand. 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).
- iii. If the firm happen to be having no dealership/authorised with the said manufacturer, an under taking regarding authenticity of the spare parts including consumables to be supplied is needed to be provided.
- iv. Have minimum two years of work experience (of minimum amount of Rs. 25,000/-) during last two years 2016-17 and 2017-18 for the same type of work at Govt. Depts./PSUs.
- v. Not have been blacklisted by the Depts./Ministries of the Govt. of India/PSUs.

**2. This tender enquiry has Schedules and appendices as follows:**

- i. Chapter-1: General Information of the Tender
- ii. Chapter-2: Terms & Conditions of the Contract
- iii. Chapter-3: Schedule of Requirement
- iv. Chapter-4: Price Bid (Rate offered) by Tenderer (Bidder)
- v. Chapter-5: Other Standard Forms, if any to be utilized by the bidders

a. Annexure-I: Bid Declaration Letter

b. Annexure-2: Information of the Firm

| S. No. | Key Event                               | Date  |
|--------|---|---|
| 1      | Last Date for Submission of Bids        | 23.07.2018 (12.00 AM)   |
| 2      | Date of opening of Bid                  | 23.07.2017 (03.00 PM)   |
| 3      | Cost of Limited Tender                  | NIL   |
| 4      | Earnest Money                           | Rs. 10,000/- (Rs. Ten thousand only) in form of Demand Draft/ FDR/ Banker's Cheque in favour of PAO, O/o The Accountant General (A&E) – I UP, Allahabad |
| 5      | Venue for Submitting and Opening of Bid | Chamber of Dy. Accountant General (Admn.), II <sup>nd</sup> Floor of SatyaNishthaBhawan , O/o The Principal Accountant General (G&SSA) UP, Allahabad    |

3. Detailed Tender document can be downloaded from our official website "<http://www.agup.nic.in>" and from CPP Portal "<http://www.eprocure.gov.in>". The tenders may be sent only through one of the following two modes:

i. The Tender may be deposited in the Tender Box placed at Cell of Dy. Accountant General (Admn.), II<sup>nd</sup> Floor of SatyaNishthaBhawan , O/o The Principal Accountant General (G&SSA) UP, Allahabad and should be addressed to The Dy. Accountant General (Admn.), II<sup>nd</sup> Floor of SatyaNishthaBhawan , O/o The Principal Accountant General (G&SSA) UP, Allahabad-211001.

OR

ii. The Tender can also be sent through post addressed to Dy. Accountant General (Admn.), II<sup>nd</sup> Floor of SatyaNishthaBhawan , O/o The Principal Accountant General (G&SSA) UP, Allahabad-211001. The bidder shall be solely responsible for postal delay, if any.

Sd

(Jai kishan)  
Audit Officer / GD

**General Information****SCOPE OF WORK :**

a) O/o The Pr. Accountant General (G&SSA) UP, Allahabad is proposing to enter into a rate contract for the period 01.08.2018 to 31.07.2019 for Comprehensive Annual Maintenance Contract (C.A.M.C.) of Water Purifiers/RO Systems/Cleaning Machines of Eureka Forbes and KENT Models listed in Schedule of Requirement (Chapter-3) from authorised, interested, reputed and resourceful service providers dealing in concerned items. The rates are to be submitted in Price Bid by Tenderer, i.e., Chapter-4.

b) The rates to be quoted for the period of one year i. e. 01.08.2018 to 31.07.2019.

c) The contract may be extended for the following period of one year (01.08.2019.31.07.2020)subject to mutual agreement of both the parties.

d) The quotations shall not include any conditions whatsoever. In case, any conditions are included in the quotation the same may not be taken into consideration. The quotation in such cases is liable to be rejected. Clarification, if any, shall be obtained in writing before submission of the quotation.

e) The bids will be evaluated for each category separately and lowest bidder (L-1) in each category will be eligible for the award of the tender.

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(Jaikishan)  
Audit Officer / GD

## TERMS AND CONDITIONS OF THE CONTRACT

### 1. The Tender

- a. The original tender document must be duly signed and stamped by the authorized signatory on each page.
- b. The bidder shall indicate the prices for each and every item indicated in the specifications.
- c. The prices quoted must be net per unit as shown in the Schedule and must include all charges including Taxes & Cartages.
- d. The rate must be stated for each item separately both in words and figures. If there is discrepancy between the price quoted in word and figures, the price quoted in words would be treated as final.
- e. The price quoted by the tenderer should be firm and inclusive octroi, freight and forwarding charges, handling charges, loading insurance charges, any other tax/charges inclusive of GST.
- f. No tenderer shall be allowed to revise its original price.
- g. The prices once accepted by this office shall remain valid till the period of rate contract for all machines.

### 2. Terms of Comprehensive Annual Maintenance Contract (C.A.M.C.)

- 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 quotations shall not include any conditions whatsoever. In case, any conditions are included in the quotation the same may not be taken into consideration. The quotation in such cases is liable to be rejected. Clarification, if any, shall be obtained in writing from the O/o the Pr. A. G. (G&SSA) UP, Allahabad before submission of the quotation.
- c. The present quantity may vary due to condemnation of equipment or new purchase during the period of AMC. Payment in such cases would be made on proportionate basis considering the period of such AMC.
- d. Incomplete and unsigned quotations are liable to be rejected. The office has full right to cancel the tender without assigning any reason to the firm.
- e. Penalty for delay in attending complaints:  
In case of any complaint/ breakdown/fault in any equipment, the firm has to attend the fault within 24 hours of reporting on phone/FAX/ Email etc. failing which will invite a penalty as follows:
  - a. Attending to complaint between 24 hours — 48 hours of intimation- Rs. 200/-
  - b. Attending to complaint between 2 days to 5 days of intimation- Rs. 1000/-
  - c. Attending to complaint beyond 5 days - Rs. 2000/-
- f. The AMC is for preventive as well as for break down maintenance and includes repair and replacement of the following parts free of charge and cleaning of water tanks of all water coolers once in three months during the AMC Period to maintain the TDS below 100:
  - a) All kinds of Filters
  - b) Pre-filter candle
  - c) Compressor

- d) Thermostat
- e) Transformer
- f) Relay
- g) Carbon
- h) Worn out parts etc.

**At least one replacement during AMC period for all Consumables (Membranes, Filters etc.) is necessary.**

- g. It may be ensured that rates for parts of authorized brand only should be quoted and supplied for repair and AMC accordingly. In case if it is found at a later stage that substandard /inferior quality items supplied, necessary action will be taken against such supplier, including forfeiture of their Performance Security and debarring them for quoting future tenders.
- h. If the tenderer fails to undertake the job satisfactorily at any period of time or withdraws his services permanently for more than three consecutive weeks, the O/o The Pr. A. G. (G&SSA) UP, Allahabad has every right to cancel the contract and forfeit the Performance Security without assigning any reason what so ever.
- i. Price should be quoted as indicated in the prescribed pro-forma in Chapter-4 (Price Bid by Tenderer) in figures and words. In case of variation of price, the rates quoted in words would be considered as final.
- j. The representative/engineer of the firm has to make a monthly mandatory visit to check that all the equipments under AMC are working properly. At the end of the period of AMC, all machines under AMC will be handed over as functional machine along with treated Water Quality Analysis Report of the last month of the AMC.
- k. The quotations should be accompanied with Bid Security, Certificate of authorization from company, work experience certificate (of minimum amount of Rs. 25,000/-) during last two years 2016-17 and 2017-18 for the same type of work.
  - 1). The Registration Number of the firm along with GST, allotted by the Authorities should invariably be given in the bid.
  - 2) Copy of the PAN/TIN may be submitted along with Annexure-4 (a self attested copy should be enclosed).
  - 3) Self attested copy of valid certificate which authorize the firm to service the KENT/ Eureka Forbes machine.
- l. Alternations in the tender, if any should be attested by the bidder properly, failing which the tender is liable to be rejected.
- m. O/o The Pr. A. G. (G&SSA) UP, Allahabad is not responsible for any delay in receipt or submission of Tender due to postal delay.
- n. It will be the responsibility of successful bidder to submit the treated Water Quality Analysis Report from any reputed lab of all the RO Systems on six monthly basis.
- o. The vender may quote for all category or any single or two categories of any Make Water Purifier/ R.O. as mentioned in Chapter-4 subject to the condition that the required EMD is compulsory failing that the bid will not be considered for further processing. Lowest Quotation-1 will be selected on the basis of lowest rates of total

price of each category given in Chapter-4. The decision of O/o The Pr. A. G. (G&SSA) UP, Allahabad arrived at as above will be final and no representation of any kind will be entertained on the above.

- p. In case of bidders whose quotations are not considered for selection, the Bid Security deposit will be refunded.
- q. A Performance Security Deposit of 10% of the contracted value should be submitted on receipt of work order vide Demand Draft/ Pay order and will be returned by the O/o The Pr. A. G. (G&SSA) UP, Allahabad, valid for 60 days beyond the AMC period.
- r. The repair of equipments should be done as per schedule failing which O/o The Pr. A. G. (G&SSA) UP, Allahabad reserves the right to get any other authorized party to service the machine and the cost if any in such cases will be recovered from the supplier's bills. If any damage/loss is caused to the office properties by any of the workers deputed by the contractor for the maintenance job, it will be the responsibility of the contractor.
- s. If any of the machines required to be taken outside office premises, the same will be allowed to be taken outside only with the written permission of the office. No separate charges on account of labour and transportation would be paid by this office for the purpose.
- t. The tenderer should take into account basic price and GST. the rates quoted should be inclusive of all taxes. The O/o The Pr. A. G. (G&SSA) UP, Allahabad shall entertain no extra claim what so ever during the pendency of the contract.
- u. The contractor has to maintain a register for the periodical inspections, which have to be countersigned by officer-in - charge (O/o The Pr. A. G. (G&SSA) UP, Allahabad). The contractor should depute only qualified/experienced technicians for carrying out the preventive maintenance work.
- v. The payment shall be released on quarterly basis on completion of the respective part of year, against the bill provided by the party on due certification of satisfactory services by officer in-charge in O/o The Pr. A. G. (G&SSA) UP, Allahabad. Quarterly shall mean three months completion from starting of AMC. Payment shall ordinarily be made within 60 days of receipt of the goods/services along with pre-receipted bill (in triplicate), as well as on acceptance of the item/job card.
- w. O/o The Pr. A. G. (G&SSA) UP, Allahabad reserves the right to accept or reject quotation without assigning any reason whatsoever.
- x. The vendor should quote the rates ONLY for that Brand/Category of machine for which they have been authorized by the Company.
- y. Quotations of those who do not have authorization certificate from Brand/company will not be entertained until unless an undertaking regarding authenticity of the spare parts including consumables to be supplied is needed to be provided by the firm happen to be having no dealership/authorised with the said manufacturer.
- z. Successful bidder will sign an agreement with O/o The Pr. A. G. (G&SSA) UP, Allahabad.
- Z1. The bid should be sent in a properly sealed cover envelopes superscribed "**Quotations for Comprehensive Annual Maintenance Contract (C.A.M.C.) for Water**

**Purifiers/RO Systems/Cleaning Machines of Eureka Forbes and KENT Models".**

The envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened if required.

- Z2. Bids should be either placed in the tender box or may be sent by post at the aforementioned address on or before the above mentioned date and time. If the date on which the tender is opened for acceptance is declared to be a holiday, the tenders shall be deemed to remain open for acceptance till the next working day.
- Z3. Bid shall be opened by the Tender Opening Committee on the date, time and the place specified in the Tender document. The bid will be opened in the presence of bidders' representatives, who choose to attend the same. In the event of date of opening of the tender being declared as closed holiday for Central Government offices, the bids will be opened on the following day at the same time.
- Z4. The Successful Vendor will furnish performance security in favour of the PAO, O/o The Accountant General (A&E)-I UP, Allahabad for an amount of 10% of the contract value for a period of 60 (sixty) days beyond the date of completion of all contractual in shape of an Account Payee Demand Draft/Fixed Deposit Receipt from a Commercial bank/Bank Guarantee from a Commercial bank. The Performance Security can be forfeited, if the work is not done within stipulated time or as per the requirement. The performance security shall remain with the office beyond 60 days of the date when the rate contract is over.
- Z5. All disputes and differences arising out after in connection with this order shall be subject to the exclusive jurisdiction of courts at Allahabad.

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(Jai Kishan)  
Audit Officer / GD

**Details of Machines for Comprehensive Annual Maintenance Contract**  
**(SCHEDULE OF REQUIREMENT)**

| <b>S. No.</b> | <b>Description</b>                                    | <b>No. of Machines</b> | <b>CAMC Period</b>    |
|---------------|---|------------------------|-----------------------|
| 1             | AquaguardPure Chill RO 80SS                           | <b>07</b>              | 01.08.2018-31.07.2019 |
| 2             | AquaguardPure Chill RO 80SS                           | <b>02</b>              | 01.11.2018-31.10.2019 |
| 3             | Kent Pearl Mineral RO                                 | <b>10</b>              | 01.08.2018-31.07.2019 |
| 4             | Blue Star Water Cooler With Aquaguard BSSWCSDLX680ROA | <b>02</b>              | 01.08.2018-31.07.2019 |
| 5             | Kent Perk in built RO                                 | <b>03</b>              | 01.08.2018-31.07.2019 |
| 6             | Water Cooler Voltas from TATA                         | <b>02</b>              | 01.08.2018-31.07.2019 |

Sd

(Jai Kishan)  
Audit Officer / GD



**PRICE BID BY TENDERER****(To be utilized by the bidders for quoting their prices on their letter head)**

Full name and address of the tenderer in addition to telephone No. and mobile No. if any should be quoted in all the communication

To

The Dy. Accountant General  
(Admn.)  
O/o The Principal Accountant General (G&SSA) UP,  
Allahabad.

Date: \_\_\_\_\_

**Subject:** Limited Sealed Quotations for Comprehensive Annual Maintenance Contract (C.A.M.C.) of Water Purifiers/RO Systems of Eureka Forbes and KENT Models for the period of one year i.e. 01.08.2018 to 31.07.2019.

Dear Sir,

- 1) I/ we have carefully read the content of the tender for providing services mentioned below and hereby offer to take CAMC of the machines mentioned below at the rate given below.
- 2) I/We undertake to pay all taxes, as required under law, on aforesaid supplies/services. Purchaser will pay only the agreed Price less any discount quoted.
- 3) I/We understood the instructions to the tenders and conditions of contract in the schedule to the Tender form and accept them.
- 4) I/We am/are fully aware of the nature of service to be provided in maintenance and service and my/our offer is to provide service strictly in accordance with your requirements.
- 5) I/We agree to install only parts manufactured by Original Equipment Manufacturer.

| S. No. | Description   | Qty. of Machines | Period of AMC         | Rate (Inclusive all taxes) per machine in Figure & in Words (Rs.) | Total Amount (Rs.) |
|--------|---|------------------|-----------------------|---|--------------------|
| 1      | AquaguardPure Chill RO 80SS                           | 07               | 01.08.2018-31.07.2019 |   |                    |
| 2      | AquaguardPure Chill RO 80SS                           | 02               | 01.11.2018-31.10.2019 |   |                    |
| 3      | Kent Pearl Mineral RO                                 | 10               | 01.08.2018-31.07.2019 |   |                    |
| 4      | Blue Star Water Cooler With Aquaguard BSSWCSDLX680ROA | 02               | 01.08.2018-31.07.2019 |   |                    |
| 5      | Kent Perk in built RO                                 | 03               | 01.08.2018-31.07.2019 |   |                    |
| 6      | Water Cooler Voltas from TATA                         | 02               | 01.08.2018-31.07.2019 |   |                    |

Signature of the authorized official  
of the Company/Firm

**BID DECLARATION LETTER**

From

M/s. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To

The Dy. Accountant General  
(Admn.)  
O/o The Principal Accountant General (G&SSA) UP,  
Allahabad.

Date: \_\_\_\_\_

Sir,

1. Having read, understood the content of the tender and examined the bidding documents, we, the undersigned hereby submit the bid for supply of goods and services as per the schedule of requirements and in conformity with the said bidding documents.
2. I/We also confirm that in the event of my/our tender being accepted, 1/we hereby undertake to furnish Performance Security, as applicable, in the form of Demand Draft/Fixed Deposit Receipts (FDR).
3. We do hereby undertake that, in the event of acceptance of our bid, the supply of Goods/Services shall be made as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
4. We enclose herewith the complete Bid as required by you. We agree to abide by our offer and that we shall remain bound by a communication of acceptance within that time.
5. I/We further undertake that the firm was not previously black listed / banned by any Government/PSUs.
6. I/We further undertake to report to the office immediately after we are informed but in any case not later than 15 days about black listing of the firm.
7. We hereby offer to supply/service the required item(s) at the prices and rates mentioned in chapter-4.
8. We enclose herewith the complete Bid as required by you. This includes:
  - a. Earnest Money Deposit (EMD) of Rs. 10,000/- (Rs. Ten thousand only) in form of Account Payee Demand Draft/Fixed Deposit Receipt, Banker's Cheque in favour of the PAO, O/o The Accountant General (A&E)-I UP, Allahabad.
  - b. Authorised Dealership Certificate issued by KENT/Eureka Forbes Company.
  - c. Bid Declaration Letter (in Annexure-1 of Chapter 5)
  - d. Technical Information of the Firm (in Annexure-2 of Chapter 5)
  - f. Self- attested copy of:-

- i. Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)
- ii. Valid GST Registration Certificate.
- iii. Permanent Account Number (PAN)
- iv. Proof of work experience (of minimum amount of Rs. 25,000/-) during last two years 2016-17 and 2017-18 for the same type of work at Govt. Depts./PSUs. (Copies each Contract Orders should be enclosed)
- v. Declaration regarding blacklisting or otherwise by the Govt. Departments.
- vi. Self Attested copy of Chapter-2 (as a token of acceptance of Terms and Conditions of the contract)

9. We do hereby undertake, that, until a formal work order is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the work order, shall constitute a binding contract between us.

**Certified that the bidder is:**

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor,

or

A partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/ by virtue of general power of attorney,

or

A Company, and the person signing the bid document is an authorized person of the company and he has authority to refer to arbitration disputes concerning the business of the company by virtue of the general power of attorney,

(NOTE: Delete whatever is not applicable. All corrections / deletions should invariably be duly attested by the person authorised to sign the bid document.)

Dated this ----- day of----- 2018

Yours faithfully,

Signature of the Tenderer  
Name & Designation with Seal of the Firm

**INFORMATION OF THE FIRM**

|  |   |                      |
|--|---|----------------------|
| 1  | Name of the bidder  |                      |
| 2  | Address of the bidder   |                      |
| 3  | Contact details of the bidder   |                      |
| a  | Telephone No. with STD  |                      |
| b  | Mobile No.  |                      |
| c  | Email Address   |                      |
| 4  | Name of Proprietor/Partners/Directors of the firm/agency  |                      |
| 5. a.  | Bidder's Bank and Place of the Branch   |                      |
| b.   | Current Account No.   |                      |
| c.   | RTGS/NIFT Number  |                      |
| d.   | IFSC Code   |                      |
| 6  | Registration and incorporation particulars of the bidder indicating legal status such as company, partnership / proprietorship concern, etc (Pl. attach copies of the relevant documents/ certificates) |                      |
| <b>Attach the following documents duly self-attested</b> |   |                      |
| 7  | Attach work experience certificate (of minimum amount of Rs. 25,000/-) during last two years 2016-17 and 2017-18 for the same type of work at Govt. Depts./PSUs   |                      |
| 8  | Declaration regarding blacklisting or otherwise by the Govt. Departments  |                      |
| 9  | GST/TIN, etc. registration details (Pl. attach copies of the relevant documents/certificates)   | GST<br>PAN<br>Others |
| 10   | Details of Earnest Money Deposit:-<br>DD No. _____ Dated _____<br>_____ for Rs-_____./- drawn on _____<br>Bank  |                      |

N.B. Bidders to ensure that:

- i. **All pages have been signed and stamped by the authorized persons**
- ii. **Pages have been numbered**
- iii. **Documents are legible (clearly readable)**

I/we certify that the information furnished above is true and correct. The terms and conditions are acceptable to us and I have the authority to bid a tender.

**Dated** -----

**Name & Address of Firm**

**Authorised Signature & Seal of the firm**