



Ref: INCOIS:PUR: 38/2019



November 25, 2019

**Request of Proposal for "All-in-All" Comprehensive Annual Maintenance Contract of 4 x 22TR, 3 x 7.5 TR & 2 x 2.0 TR Air Cooled Precision Air Conditioning System at INCOIS, Hyderabad for a period of 3 Years.**

Dear Sirs,

On behalf of Director, INCOIS tenders are invited in "Two Bid System" (Technical Bid and Price Bid) from tenderer's with appropriate registration having adequate resources and setup and deals on regular basis for "2 TR to 22 TR Air Cooled Precision Air Conditioning System". The offers, in the prescribed format, shall be submitted online at <http://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, email or any other such means. The intending, bidders must be registered with Public Procurement <http://eprocure.gov.in/eprocure/app>.

1.	Name of the work	:	"All-in-All" Comprehensive Annual Maintenance Contract of 4 x 22TR, 3 x 7.5TR & 2 x 2.0 TR Air Cooled Precision Air Conditioning System, at INCOIS, Hyderabad for a period of 3 Years.
2.	Submission of Bid	:	Please note that the subject tender has to be submitted online via e-tender portal i.e, <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> only.
3.	Type of Bid	:	Two Bid Cover I - Techno-Commercial Bid , EMD of Rs 80,000/- Cover II - Price Bid in the prescribed format.
4.	Last date for seeking the clarifications	:	On or before 09 00Hrs of December 03, 2019
5.	Bid submission due date online	:	On or before 1500 Hrs of December 18, 2019
6.	Bid opening date	:	After 15 00 Hrs. of December 19, 2019
7.	Bid validity	:	90 days from the date of opening of tender
8.	Contract Period	:	Within 03 Years from the date of acceptance of work order.
9.	*Acceptance of the Order by the successful bidder upon AOC	:	* Within 10 days from the date of issue of the PO/Order.

Being an e-tender the bid has to be submitted online in the e-tender portal i.e., <http://eprocure.gov.in/eprocure/app>. kindly refer **Appendix** for the detailed procedure. For any assistance, please contact help line of e-Tender portal or the following persons also may be contacted: Mr. Devendra Kumar /Mr. R V Giridhar, Phone No. 040-2388 6055/2388 6074, email: [devendra.kumar@incois.gov.in](mailto:devendra.kumar@incois.gov.in) / [rvgiridhar@incois.gov.in](mailto:rvgiridhar@incois.gov.in)

INCOIS may, at its discretion, extend the deadline for submission of bids by issuing an Amendment, in which case all rights and obligations of the Owner and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Postal Address	Location Address
Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Pragathi Nagar (BO), Nizampet (SO), Hyderabad - 500 090.	Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Survey No.342/3, Beside ALEAP, Near Pragathi Nagar, Opp. JNTU- Kukatpally, Hyderabad-500 090 Ph.No.040-2388 6000 ; Fax No.040-23892910

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### **1. Introduction:**

- 1.1. Indian National Centre for Ocean Information Services (ESSO\_INCOIS), a unit of Ministry of Earth Sciences, Govt. of India is a premier scientific Institute of the country, functioning on 24X7 basis to provide Ocean data, information and advisory services to society, industry, Government and Scientific community through sustained ocean observation and constant improvement through systematic and focused researching information and Ocean modeling.
- 1.2. INCOIS is located at approximate 3km from Pragathi Nagar at Ocean valley, Pragathi Nagar PO, Nizampet SO, Hyderabad - 500090, near besides ALEAP in 60 acre premises. It had started functioning at its premises w.e.f 2004 after construction of various buildings along with related services were completed and occupied in year 2004.
- 1.3. The requirement is for "All-in-All" Comprehensive Annual Maintenance Contract of 4 x 22TR, 3 x 7.5TR & 2 x 2.0 TR Air Cooled Precision Air Conditioning System, at ESSO - INCOIS, Hyderabad for a period of 3 Years installed at various buildings of INCOIS viz., Main Building – G/F Information Block(Glass Room),G/F Tsunami Block & Amenity Building – Ground Station Room.

### **2. Inventory Details for Precision Air Conditioning System:**

#### **2.1 Details of 4 x 22 TR Air Cooled PAC System at G/F Information Block (Glass Room) Main Building INCOIS:**

- 2.1.1 The system comprises of 4 Nos of 22 TR Air Cooled Precision AC Units installed in the year 2010 of Emerson make, Model No PEX390FA100, Serial No's – 093040390131, 093040390132, 093040390133, 093040390134 filled with eco-friendly R407C refrigerant along with all the related accessories like indoor/outdoor units, interconnected refrigerant piping, Microprocessor based programmable logic controller for each PAC unit, control centre near each condensing unit, cabling between indoor and outdoor units etc, each PAC unit contains 3 No's condenser fans.
- 2.1.2 The indoor unit basically consists of air handler complete with fan coil/evaporator coil, coil units are assembled into a compact, heavy gauge steel cabinet which consists of twin circuited high efficiency cooling coil, stainless steel and insulated drain pan assembly, forward curve, centrifugal blower, capable to deliver CFM at 270 Pa external static pressure with adjustable belt drive powered by Totally Enclosed Fan Cooled squirrel cage induction motor, metallic viscous type filter, adjustable super heat expansion valve, refrigerant filter drier with shut off valves, controls, HP cutout, humidifier, electrical heating with suitable controls, drain piping and water piping for humidifier etc.

The indoor units are installed in the glass room of Information block in the Main building for providing Precision Air Conditioning for high performance computing racks (and other servers also), which are also located within the glass room. The air distribution arrangement from these units is through the false floor and through the diffusers fixed on the false floor in front of the various servers.

- 2.1.3 Each condensing unit is assembled into a compact weather proof cabinet with common base which consists of twin circuited high efficiency condenser coil complete with twin horizontal air discharge, direct driven propeller type aluminum fans powered by – TEFC squirrel cage induction motor.

The outdoor units are installed nearby car parking building; Outdoor units are connected with indoor units through the refrigerant piping laid inside the outdoor trench under floor inside the rooms etc similarly outdoor and indoor units are electrically interconnected through cables laid inside the outdoor trench/under floor inside the rooms etc.

- 2.1.4 Out of 4 No's PAC units 2 No's are stand by with automatic switch over arrangement.

- 2.1.5 The operation of two PAC units (out of four) is to maintain the temperature inside the glass room in the range of 19 - 21°C & 50 % RH at all the times on 24x7 basis and under all the loading conditions of all the servers. In case of failure or shut down of one of the unit the stand by unit automatically restarts as soon as power supply to the units is restored.

- 2.1.6 All the indoor units operate on 3 Ph 415 v Ac power supply & outdoor units operate on 3 Ph 415 v Ac power supply.

- 2.1.7 A control panel for manual/auto changeover of the PAC units incorporating all the necessary components like relays, timers, control cabling etc to integrate all the four PAC units is installed in information Block AHU room. This control panel is programmed in such a way so as to allow two PAC units working at a time.

- 2.1.8 The supply to all the PAC units is fed from the electrical panel located in the existing car parking building and routed through independent isolator switch installed in the nearby electrical panel room. Power supply to the outdoor units is from indoor units.

## **2.2 Details of 3 x 7.5 TR Air Cooled PAC System at G/F Tsunami Block, Main Building, INCOIS:**

- 2.2.1 The system comprises of 3 No' of 7.5 TR Air Cooled Precision AC Units installed in the year 2007 of Emerson make, Model No PEX130FA100, Serial No's - 073140130178, 073140130179, 073340130196 filled with eco-friendly R407C refrigerant along with all the related accessories like outdoor condenser units, interconnection between the outdoor and indoor units, ducting arrangement with the diffusers from the units up to the adjoining server room.

- 2.2.2 Indoor units are installed in a separate room of Tsunami Early Warning Centre and outdoor units are installed at nearby outdoor location.

- 2.2.3 Out of 3 No's of PAC Units, one unit remains as standby and the system is provided with an automatic change over system, so that in the event of failure/shut down of one unit other unit automatically takes over. Similarly in the event of restoration of power supply after power failure, the units get restarted automatically.

- 2.2.4 In the event of power failure from the local electricity authority the power supply to the entire system is fed from the DG units.

- 2.2.5 The operation of two PAC units (out of three) is to maintain the temperature inside the Tsunami server room in the range of 19 - 21°C & 50 % RH at all the times on 24x7 basis and under all the loading conditions of all the servers. In case of failure or shut down of one of the unit the stand by unit automatically restarts as soon as power supply to the units is restored.

2.2.6 All the indoor units operate on 3 Ph 415 v Ac power supply & outdoor units operate on 3 Ph 415 v Ac power supply.

2.2.7 Power supply to these PAC units is provided from the electrical panel located in the adjoining UPS/ Electrical panel room..

**2.3 Details of 2 x 2.0 TR Wall Mounted Mini Air Cooled PAC System at Ground Station Room, G/E, Amenity Building, INCOIS:**

2.3.1 The system comprises of 2 No' of 2.0 TR Wall Mounted Mini Air Cooled Precision AC Units installed in the year 2018 of Vertiv make, Model No SRC07ET, Serial No's - 18164SRC07ETF761, 18164SRC07ETF762 filled with eco-friendly R407C refrigerant along with all the related accessories like indoor/outdoor units, interconnected refrigerant piping, Microprocessor based programmable logic controller for each PAC unit.

2.3.2 Indoor units are installed in the Ground station room and outdoor units are installed on the terrace of the Amenity building.

2.3.3 Out of 2 No's of PAC Units, one unit remains as standby and the system is provided with an automatic change over system, so that in the event of failure/shut down of one unit automatically takes over. Similarly in the event of restoration of power supply after power failure, the units get restarted automatically.

2.3.4 In the event of power failure from the local electricity authority the power supply to the entire system is fed from the DG units.

2.3.5 The operation of two PAC units is to maintain the temperature inside the Ground station room in the range of 19 - 21°C & 50 % RH at all the times on 24x7 basis and under all the loading conditions of all the servers. In case of failure or shut down of one of the unit the stand by unit automatically restarts as soon as power supply to the units is restored.

2.3.6 All the indoor units operate on 3 Ph 415 v Ac power supply & outdoor units operate on 1 Ph 415 v Ac power supply.

2.3.7 Power supply to these PAC units is provided from the GF electrical panel room of Amenity Building.

**3. Scope of Work under Vendor for Precision Air Conditioning System:**

3.1 The details of the PAC systems along with the inventory have been described at SI No.2. The systems as described above will be under the scope of vendor. It includes routine monthly servicing/preventive maintenance, attending to complaints and breakdown calls, replacement of worn out or defective components including supply of all spares and consumables except for complete replacement of Condenser Assembly, Condenser coils & Evaporator coils. Preventive maintenance and servicing of equipment & accessories should be done by the vendor in a planned manner in consultation with concerned engineer of INCOIS.

3.2 Vendor should check the entire systems once in every bi monthly and should furnish service report which has to be signed by INCOIS engineer.

3.3 Vendor will be responsible at all times, during the entire period of contract for satisfactory performance of entire system (including accessories) with no down time. During emergency or breakdown nature of work, vendor's representative should be available immediately even though it may be beyond normal working hours or on public holidays till the system is restored back into normal satisfactory condition.

3.4 INCOIS will ensure the power supply up to the input point of each PAC units. Vendor will be responsible for ensuring the satisfactory performance of the PAC unit.

3.5 Preventive maintenance/shut down should be planned by vendor in advance with all the required material and manpower well in time and should be carried out as per the program fixed by the vendor in consultation with the concerned INCOIS Engineer.

- 3.6 Electrical power supply will be ensured by INCOIS up to the input point of each system and from there onwards, power supply up to the individual equipment/component of the system will be responsibility of the vendor.
- 3.7 Vendor will be responsible for upkeep of all the equipments and accessories of each system including cleaning and repainting whenever necessary.
- 3.8 Normally repairs/servicing works should be done by vendor at site up to maximum possible extent. However, in case any equipment or accessories is essentially required to be taken by vendor out of INCOIS premises for repairing/servicing; all necessary arrangements including to and fro transportation will be the responsibility of vendor. Vendor will have to inform concerned engineer of INCOIS for doing procedure formalities (like issue of gate pass etc); prior to taking out the materials out of premises.
- 3.9 Vendor should arrange and maintain separate logbook & service report registers for servicing maintenance of systems. Record of works done for services maintenance etc will be maintained in these registers. These registers should always with updated records and should be produced to INCOIS as and when required.
- 3.10 Vendor will be fully responsible at all times for the safety of the personnel engaged by them.
- 3.11 Service Engineer should check all the equipments & accessories bi monthly for each PAC system to ensure that the units will continue be in satisfactory condition. He should also furnish report to INCOIS for the inspection done by him.
- 3.12 As the Precision Air Conditioning Units are used to maintain the 19 - 21°C & 50 % RH in the server rooms which are very critical for INCOIS operational activities, vendor should be always alert and should ensure that all the PAC units perform to their best of operation with minimum down time.

**4. Eligibility Criteria:** Only those bidders fulfilling the following criteria should respond to the tender.

4.1 The bidder must be a Company registered under Indian Company Act 1956 or a registered firm. (Proofs for Registration of company, PAN and GST certificates to be submitted).

4.2 Vendor should have well established service / support centre in Hyderabad. The details of location of service / support centre are to be submitted (Bidder should provide profile of their company including its infrastructure, technical manpower and their expertise).

4.3 Vendor should have competence and adequate experience in CAMC of Air Conditioning equipments and should submit the documentary evidence for the same along with details of past experience.

4.4 The bidder should have an average annual financial turnover of Rs. 15.26 lakhs or more during the last three years ending March 31, 2019. The bidding companies should be profit making /earning company at least during two (02) years in the last three (03) years. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.

4.5 Tenderer should have past experience in CAMC of Air-conditioning equipment including Precision Air Conditioners during last seven years ending previous day of last date of submission of the online Bid. Out of which one work of value to be Rs. 30.53 lakhs or two works each of value Rs. 23.00 lakhs or three works each of value Rs. 15.26 lakhs. Client certificates / PO to be enclosed in this regard. (Copies of POs, Work Completion Certificate / Experience certificate / letter stating that project is on-going specifying the status of work along with the P.O Number to be attached as proof). In case of private firms work order copies, TDS certificate shall also be enclosed.

4.7 The value of the executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% p.a calculated from the date of completion to last date of receipt of application of bids. Client certificates / PO to be enclosed in this regard. (Copies of POs, Work Completion Certificate / Experience certificate / letter stating that project is on-going specifying the status of work along with the

P.O Number to be attached as proof).

4.8 Earnest Money Deposit (EMD) as per Section 9, Point 8.

4.9 Consortium is not allowed.

4.10 Start ups: In order to promote make in India and startups, the prior turnover and prior experience for all startups shall be relaxed subject to their meeting of quality, technical specifications and tender conditions as per tender. The bidder who intends to participate as "start up" company should enclose the certificate towards startup enterprise registration/recognition issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant.

**NOTE:**

- a. Offers of bidders who do not fulfill the eligibility criteria or who fail to submit documentary proof for all the points under eligibility criteria will not be considered for further evaluation.
- b. No further communication in this regard will be entertained.

**5. Contents of Proposal:**

**(i) Technical Bid:** Technical bid should contain all the information as listed below without which the offer will not be considered further.

**NOTE:**

- Technical bid should contain filled-in Table-1 and Table-2 along with legible documentary proof, without which the offer will not be considered further.
- Part/conditional/incomplete quotations will not be accepted.

**Table 1: Technical - cum - Eligibility**

S No	Description	Complied (Yes/No)	Page No. of documentary Proof Attached	Remarks, if any
1.	The bidder must be a Company registered under Indian Company Act 1956 or a registered firm. (Proofs for Registration of company, PAN and GST certificates to be submitted.)			
2.	Vendor should have well established service / support centre in Hyderabad. The details of location of service / support centre are to be submitted. (Bidder should provide profile of their company including its infrastructure, technical manpower and their expertise.)			
3.	The bidder should have an average annual financial turnover of Rs. 15.26 lakhs or more during the last three years ending March 31, 2019. The bidding companies should be profit making/earning company at least during two (02) years in the last three (03) years. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.			
4.	Tenderer should have past experience in CAMC of Air-conditioning equipment including Precision Air Conditioners during last seven years ending previous day of last date of submission of the online Bid. Out of which one work of value to be Rs. 30.53 lakhs or two works each of value Rs. 23.00 lakhs or three works each of value Rs. 15.26 lakhs. Client certificates / PO to be enclosed in this regard. (Copies of POs, Work			

	Completion Certificate / Experience certificate / letter stating that project is on-going specifying the status of work along with the P.O Number to be attached as proof). In case of private firms work order copies, TDS certificate shall also be enclosed.			
5.	Earnest Money Deposit (EMD) as per Section 9, Point 9.			
6.	Signature on all the pages of the tender document, including addendum, if any, issued by INCOIS.			
7.	Compliance to the "Scope of the Work" mentioned in Section 3 and "General Terms and Conditions" mentioned in Section 8.			
8.	Compliance to the details of Inventory given at Section 2.			
9.	Client side contact details of completed / on-going Work orders of similar nature.			
10.	Escalation matrix with full contact details, for the resolution of reported issues during contract period.			

**Table-2: Compliance Statement - 2 (un-priced bid)**

**NOTE:**

- Technical bid should contain filled-in Table-1 and Table-2 along with legible documentary proof, without which the offer will not be considered further.
- Part/conditional/incomplete quotations will not be accepted.
- Bidder has to quote for all the components given in the Price bid. Hence, please indicate as Yes or No in the table given below.

S No.	Item Description	Qty	Units	Please confirm whether prices are Quoted in commercial bid or not. (Yes/No) Please do not mention prices here.
1	"All in All" Comprehensive Maintenance for 4 x 22 TR Air Cooled Precision AC units installed at Information Block G/F(Glass Room) of Main Building area comprising of bi monthly servicing /preventive maintenance, attending to complaints and unlimited breakdown calls, replacement of worn out or defective components including supply of all spares and all consumables etc except for complete replacement of Condenser Assembly, Condenser coils & Evaporator coils at INCOIS as per the details indicated under Tender Document.	36	Month	
2.	"All in All" Comprehensive Maintenance for 3 x 7.5 TR Air Cooled Precision AC units installed at Tsunami Block G/F, Main Building area comprising of bimonthly servicing /preventive maintenance, attending to complaints and unlimited breakdown calls, replacement of worn out or defective components including supply of all spares and all consumables etc except for complete replacement of Condenser Assembly, Condenser coils & Evaporator coils at INCOIS as per the details indicated under Tender Document.	36	Month	
3.	"All in All" Comprehensive Maintenance for 2 x 2.0 TR Air Cooled Wall Mounted Precision AC units installed at Ground Station Room, Amenity Building area comprising of bi monthly servicing /preventive maintenance, attending to complaints and unlimited breakdown calls, replacement of worn out or defective components including supply of all spares and all consumables etc except for complete replacement of Condenser Assembly, Condenser coils & Evaporator coils at INCOIS as per the details indicated under Tender Document.	36	Month	

## 6. Quality of Service:-

- 6.1 The purpose of two bid system (technical and commercial) is to evaluate all the firms on technical basis with reference to the tendered specifications, performance of similar service rendered elsewhere and obtaining users views with reference to the earlier services. This will enable the technical committee to arrive at a fair recommendation in the interest of the organization.
- 6.2 In the event of seeking any clarification from various bidders by INCOIS, the bidders are required to furnish only technical clarifications that are asked for. No amendment to commercial bid will be entertained at that stage. In case, if a bidder fails to quote for a particular item, it amounts to noncompliance and such bid will not be considered for further evaluation. Further, during this process, if any bidder indicates the price during the clarification, such bids also will not be considered for further evaluation.
- 6.3 Technical bids will be opened on due date.
- 6.4 The bids submitted will be examined vis-a-vis the tendered specifications and evaluation is made accordingly.
- 6.5 Bids complete in all respects will qualify for further evaluation.
- 6.6 After completion of technical evaluation, the commercial bid of the technically qualified bidders will be opened through e-Portal.

### Penalty Clauses:

S No.	Type of Break Down	Period to be attended	Penalty in case of Delay-Day wise
1.	Minor Break Down like damages of blower belts, water leakages, HP/LP alarms, Electrical issues etc	Within 48 Hours	Double the amount of Quoted rates on prorate basis will be recovered per each day of delay after 48 hrs.
2.	Major Break Down, such as compressor failures, Gas leakages, Blower Fan failures, Control board failures etc.	Within 7 Days	Double the amount of Quoted rates on prorate basis will be recovered per each day of delay after 7 hrs.

- 6.7 If the contractor is NOT able to locate and rectify the fault and the reasons attributable to non performance of contractor as assessed by INCOIS Engineer, the penalty clause is applicable as System remained nonfunctional penalty will be applicable as per the above table.
- 6.8 If contractor is not able to rectify the fault and incase INCOIS desires then the same may be got done through some other agency at the risk and cost of contractor and the same amount will be deducted from Running Bill and penalty as stipulated above will also be imposed. However, the decision of the Director, INCOIS in this regard shall be final and binding.

## 7. **Technical Evaluation Criteria**

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a vendor or vendors:

- Completeness of the Proposal
  - Financial Status of the Firm
  - Project Management Strategies
  - Track Record of similar projects executed
  - Technical Compliance of the Products Quoted
  - Price & Acceptance to Payment Terms
- 
- The purpose of two bid systems (technical and commercial) is to evaluate all the firms on technical basis with reference to the tendered specifications, performance of similar service rendered elsewhere and obtaining users views with reference to the earlier services. This will enable the technical committee to arrive at a fair recommendation in the interest of the organization.
  - In the event of seeking any clarification from various bidders by INCOIS, the bidders are required to furnish only technical clarifications that are asked for. No amendment to commercial bid will be entertained at that stage. In case, if a bidder fails to quote for a particular item, it amounts to non-



compliance and such bid will not be considered for further evaluation. Further, during this process, if any bidder indicates the price during the clarification, such bids also will not be considered for further evaluation.

- Technical bids will be opened on due date.
- The bids submitted will be examined vis-a-vis the tendered specifications and evaluation is made accordingly.
- Bids complete in all respects will qualify for further evaluation.
- After completion of technical evaluation, the commercial bid of the technically qualified bidders will be opened through e-Portal.
- Preference will be given to the eligible Make in India offered products for this scientific requirement.

## 8. Commercial Evaluation Criteria

- Generally the contract is awarded to the technically qualified eligible bidder whose bid has been determined as the lowest evaluated commercial bid.
- Notwithstanding anything stated above, INCOIS reserves the right to assess Bidder's capability and capacity to perform the contract. Should circumstances warrant such an assessment in the overall interest of the organisation, INCOIS reserves the right to reject any or all tenders/ bids at any time prior to award of contract, without assigning reasons thereof, and without thereby incurring any liability to the affected Bidder or Bidders.

## 9. General Terms and Conditions:-

SNo.	Details
1.	<b>Quotation:</b> Quotation have to submitted online in the e-tender portal i.e., <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> only
2.	A two bid system will be followed in selecting the vendor
3.	<b>Validity Period:</b> Bids/Offer shall have the validity period of 90 days from the tender closing date.
4.	<b>CAMC Period:</b> 3 years from the date of acceptance of the same. Any defects noticed in the items/components during the CAMC period shall be rectified by the vendor immediately without any additional charges.
5.	<b>* Acceptance of the order by successful bidder upon AOC :</b> Within 10days from the date of issue of the PO/Order. If the acceptance communication is not received with in 10days. Then PO would be deemed as accepted and binding to the successful bidder
6.	Bidders are requested to visit INCOIS for better understanding of Infrastructure installations and to understand the scope of the work more clearly before they submit their offers.
7.	<b>Payment Terms:</b> Payment will be released on quarterly basis, against submission of the invoice in triplicate (Original, Duplicate and Triplicate) and subject to satisfactory performance.  The following documents are to be accompanied while submitting the quarterly invoice:- i. Joint Log/Service Report for the quarter, ii. Tax payment copies as applicable  <i>Net payment will be released after statutory deductions. No advance payment will be allowed and no other payment terms will be considered.</i>
8.	Tenders not in complete shape or not conforming to technical specifications or not conforming to terms and conditions are liable for rejection.
9.	<b>Earnest Money Deposit (EMD) :</b> An amount of Rs. 80,000/- has to be submitted by way of Demand Draft/Bank Guarantee/ NEFT/RTGS electronic transfer from any Nationalized Bank in favor of

	<p>“Director, INCOIS payable at Hyderabad”.</p> <p>The Scanned copy of the Demand Draft/Bank guarantee/UTR details is to be uploaded to the CPP tender Portal while submitting the offer. Bank guarantees should be obtained from any of the Nationalized bank of India with a validity of 90 days from the date of opening of tender +60days claim period and should be sent/forwarded by the issuing banker directly to the office of INCOIS, Hyderabad and must reach on or before 14 30Hrs of 18.12.2019. Offers received without EMD will be summarily rejected.</p> <p>The original DDs/BG/NEFT/RTGS transfer should reach to INCOIS on or before 14 30rs of December 18, 2019 ie., before opening of the Technical Bid of the tender. Offers received without EMD will be summarily rejected.</p> <p>Vendors registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD only if, the vendor is manufacturing /supplying/providing the servicing for the tendered products for this particular tender. A copy of valid registration certificate should be submitted along with the technical bid.</p> <p>This deposit will be free of interest. The EMD submitted by the unsuccessful bidder shall be returned to the respective bidder.</p>
10.	<p><b>Tender Document Cost:</b> Tender document can be downloaded from tender portal or our website on Free of Cost. However, if the bidder wishes to collect the tender document personally from our office (INCOIS, Hyderabad), needs to submit a written request letter along with a demand draft for an amount of Rs. 500/- issued by any Nationalized Bank in favour of “Director, INCOIS payable at Hyderabad”.</p> <p>Vendors registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of Tender fee only if the vendor is manufacturing /supplying/providing the servicing for the tendered products for this particular tender. A copy of valid registration certificate should be submitted along with the technical bid.</p> <p>Tender fee/Tender document cost/DD received towards the tender is non refundable.</p>
11.	<p>If any bidder withdraws his tender after price bid is opened, within the validity period or makes any modifications in the terms and conditions of tender, which are not acceptable to the ESSO-INCOIS, then ESSO-INCOIS shall without prejudice to any other right or remedy available to it, be at liberty to forfeit the entire or part of Earnest Money Deposit.</p>
12.	<p><b>GST:</b> The bidder should specifically/particularly state GST if any applicable as extra and the rate at which the same are chargeable, failing which, the prices quoted, will be deemed to be inclusive of such levies. If a particular bidder is not registered under the GST Act, the prices quoted by him will be treated as net and inclusive of all taxes and statutory levies and that any future claims made by him for reimbursement of those levies on account of retrospective registration under the GST Act will in no circumstances be entertained by the INCOIS and that liability for payment of these levies will be wholly and exclusively that of the bidder quoting against our tender.</p>
13.	<p>Performance Deposit: Successful bidder has to submit 05% of the Order value within 15 days from the date of receipt/dispatch of order towards Performance Deposit by means of Demand Draft drawn in favor of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for a period of 3 years 60 days. The EMD submitted by the successful tenderer shall be converted as Security Deposit and the balance amount required for 05% of order value to be submitted in the form of Demand Draft / Bank Guarantee for the purpose of fulfillment of the contract. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations.</p>
14.	<p>PBG is liable to forfeiture in the event of :</p> <ol style="list-style-type: none"> <li>Withdrawal of order during validity period of the contract</li> <li>If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our tender terms and conditions.</li> <li>Any unilateral revision made by the successful bidder during the validity period of the contract.</li> </ol>

15.	Please note that any falsification/suppression of information could lead to the disqualification from the tender.
16.	The successful bidder should commence the services immediately upon receipt/dispatch of the award of contract or from the date as decided by INCOIS and this will be binding on the bidder.
17.	If any loss or damage is caused to our property by your workmen, the cost of the same will be recovered from the agency/contractor
18.	A formal Agreement is to be entered within 15 days after receipt of the Work Order and successful bidder should attend this office along with India Non Judicial Stamp paper of Rs.200/-.
19.	The authorized person who signs the tender should indicate his/her e- mail ID and Telephone No. for prompt communication, if required.
20.	<b><u>Force Majeure Clause:</u></b> If the execution of the contract order is delayed beyond the period stipulated in the contract as a result on out-break of hostilities, declaration of an embargo's or blockage or fire flood, acts of nature or any other contingency beyond the supplier's control, Director, INCOIS may allow such additional time by extending the delivery period as he considers to be justified by the circumstances of the case and his decision shall be final, conclusive and binding. If and when additional time is granted by the INCOIS, the contract/supply shall be read and understood as if it had contained from its inception the delivery date as extended.
21.	Preference to Make In India: Preference will be given to the eligible Make in India offered products meeting the tender specifications and tender conditions for this scientific requirement.
22.	Start ups: In order to promote make in India and startups, the prior turnover and prior experience for all startups shall be relaxed subject to their meeting of quality, technical specifications and tender conditions as per tender. The bidder who intends to participate as "start up" company should enclose the certificate towards startup enterprise registration/recognition issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant.
23.	Bidder shall carryout the work directly themselves till the completion of work and not through power of attorney.
24.	The bidder shall sign and upload the Bids with the exact name and address of the firm, for which is submitted. The Only signed and stamped bids shall be uploaded by authorized officer of the firm.
25.	The acceptance of tender will solely rest with Director, INCOIS who does not bind himself to accept the lowest or any other tender. No reasons will be furnished for acceptance or rejection of any tender.
26.	Director, INCOIS reserves the right to cancel the tender at any stage due to any technical /administrative reasons. The bidder shall not have any claim under what so ever reasons.
27.	Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of bidder ineligible.
28.	INCOIS reserves the right to alter the scope/or reduce quantum of work, before issue of work order and bidder shall not have any claim whatsoever on this account. INCOIS also reserves the right to spilt the tender and award to separate bidder(s) if necessary and bidder shall not have any claim whatsoever on this account.
29.	<b><u>Termination Clause:</u></b> Director, INCOIS reserves the right to terminate the contract either whole or part of contract with one month notice.
30.	In case of any un resolved dispute or differences arising at any time between this Institute and the firm holding the contract, these shall be resolved in terms of the Arbitration and Conciliation Act 1996 and held at Hyderabad, Telangana only. Further, this contract is subject to laws of India alone.

**10. Technical Clarifications:-** INCOIS has made every effort to bring out the requirements to facilitate the Firms to make their proposals. However, keeping in view that Firms may require clarifications on certain points in this Document before submitting their Proposal, such queries or clarifications on tender document, if any, may be submitted by the firms (via e-mail) on or before 0900 Hrs of 03.12.2019. Note: Firms may submit a consolidated query only once. e-mail: vijay@incois.gov.in; E-mail subject should be mentioned as "Queries on tender for "All-in-All" Comprehensive Annual Maintenance Contract of 4 x 22TR, 3 x 7.5TR & 2 x 2.0 TR Air Cooled Precision Air Conditioning System,, at ESSO - INCOIS, Hyderabad for a period of 3 Years". All the clarifications will be consolidated and clarified to the bidders and corrigendum/addendum will be uploaded in the tender portal and added in the tender column at INCOIS Web site (if required only).

**11. Contact/Delivery Address:-**

1)Director  
Indian National Centre for Ocean Information Services (INCOIS)  
Ministry of Earth Sciences, Govt. of India  
"Ocean Valley", Pragathi Nagar (BO), Nizampet (SO)  
Hyderabad - 500 090, T.S., India  
Fax: 040 2389 5001 / 23892910  
e-mail: [director@incois.gov.in](mailto:director@incois.gov.in)

*We have read and understood the above terms and conditions in detail and the same are accepted by us.*

Signature of the Bidder/ Authorized Signatory & date

Name

OFFICE SEAL,

Address

*Note: The bidder has to sign & stamp on all pages of tender document and upload the same.*

**Instructions for Online Bid Submission:**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.

The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

**REGISTRATION:**

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click **here to Enroll**" on the CPP Portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username 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 from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing 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.

**SEARCHING FOR TENDER DOCUMENTS:**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

**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 / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option. 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. 4. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" 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.

#### **SUBMISSION OF BIDS:**

1. Bidder should log into the site well in advance for bid submission so that he/she upload the bid 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 "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, 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 colored (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. The confidentiality of the bids is maintained using the secured. Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
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 bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS:**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800-3070-2232.