

Request of Proposal for "All-in-All" CAMC of 02 No. of 8 Passenger Cum Equipment Lifts installed at Main Building and Guest house of INCOIS, Hyderabad for a period of 3 years

Dear Sirs,

On behalf of Director, INCOIS tenders are invited in "Two Bid System" (Techno Commercial Bid and Price Bid) from Contractors with appropriate registration having adequate resources and setup and dealing with similar works for Comprehensive Annual Maintenance Contract of Passenger Cum Equipment Lifts. 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, e-mail 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" CAMC of 02 No. of 8 Passenger Cum Equipment Lifts installed at Main Building and Guest house of INCOIS, Hyderabad for a period of 3 years
2.	Submission of Bid	:	Please note that the subject tender has to be submitted online via our e-tender portal http://eprocure.gov.in/eprocure/app
3.	Type of Bid	:	Two Bid Cover I - Techno-Commercial Bid , EMD of Rs 15,000/- Cover II - Price Bid in the prescribed format.
4.	Last date for seeking the clarifications	:	On or before 09 00Hrs of January 29, 2020
5.	Bid submission due date online	:	On or before 1500 Hrs of February 12, 2020
6.	Bid opening date	:	After 15 00 Hrs. of February 13, 2020
7.	Bid validity	:	90 days from the date of opening of tender
8.	Contract Period	:	03 years from the date of acceptance of the 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 through the e-tender portal i.e., <https://eprocure.gov.in/eprocure/app>. Kindly refer **Appendix** for the detailed procedure. For any assistance, please contact help line of e-Tender portal. The following personnel may also be contacted: Mr. Devendra Kumar (email: devendra.kumar@incois.gov.in; Phone No. 040 23886074)/Mr. R V Giridhar (email: rvgiridhar@incois.gov.in Phone No. 040-2388 6055)

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. There are two OTIS make 8 Passenger cum Equipment Lifts installed at INCOIS each at Main Building & Guest house Building. Now the requirement is Comprehensive AMC of these Lifts for a period of 3 years as per the detailed scope of work mentioned below.

2. Scope of work :-

- 2.1. Comprehensive AMC of 8 Passenger cum Equipment Lifts installed at Main Building and Guest house of INCOIS, Hyderabad:-
 - a) Vendor shall deploy trained and appropriately skilled personnel which it directly employs and/or supervises. The deployed manpower should be qualified to keep THE EQUIPMENT properly adjusted and should use all reasonable care to maintain THE EQUIPMENT in efficient, reliable and safe operating condition.
 - b) PLANNED MAINTENANCE: Vendor shall in accordance with the terms hereof, regularly examine, lubricate and adjust THE EQUIPMENT and generally carry out planned maintenance in a systematic and controlled manner using developed techniques and expertise. The frequency of examination & servicing is monthly for each lift.
 - c) EQUIPMENT COVERED : Vendor shall renew all wire ropes and chains (Where fitted) as often as required to maintain an adequate factor of safety, to equalize the tension on all hoisting ropes, repair or replace conductor cables and hoistway and machine room elevator wiring.

Systematically examine and adjust the following components:

- Machine, Worm Gear, Thrust Bearings, Drive Sheave, Drive Sheave Bearings, Brake Contact, Linings and Components.
 - Motor, Motor Generator, Motor windings, Rotating Elements, Commutator, Brushes, Brush Holders, Bearings, Coils, Resistance for Operating and Motor Circuits, Magnet frames and other Mechanical parts.
 - Controller, Selector, Leveling Devices, Cams, Relays, Solid state Components e.g PCBs, Transducers, Resistors, Condensers, Power Amplifiers, Transformers, Contacts, Leads, Dashpots, Timing Devices, Steel Selector Tapes and Mechanical and Electrical Driving Equipment.
 - Governor, Governor Sheave, Shaft Assembly, Bearings, Contacts and Governor Jaws; Car and Hall Mechanical Buttons, Car and Hall Position Indicators, Hall Lanterns, Car direction Indicators and all other Car and Landing Signal Fixtures.
 - Deflector or Secondary Sheave, Bearings, Car and Counterweight Guide Rails and Buffers, Top and Bottom Limit Switches, Governor Tension Sheave Assembly, Compensating Sheave Assembly, Car, Counterweight and Counterweight Guide shoes including Rollers or Gibs.
 - Interlocks on Hoistway Door Hangers, Guides, Automatic Power Operated door Operator, Car Door Hanger, Car Door contact, Safety shoe, Load Weighing Equipment, Car Safety Mechanism and Platform.
 - Furnish lubricants compounded to OEM specifications/ schedule.
 - Examine periodically all safety devices and governors and make all customary safety tests.
- d) SPARE PARTS INVENTORY: Vendor during the term of this contract maintain, in its local service depot, a reasonable stock of frequently used replacement parts and lubricants selected to meet the specific requirements of the units. Vendor shall further agree to maintain a supply of major components available for express delivery in case of emergencies in its service centre.
- e) QUALITY CONTROL: Vendor shall perform an annual survey of the equipment to verify that it conforms to quality standards requirements. Vendor shall also conduct periodic field audits of its personnel to maintain quality standards. Vendor field engineers shall provide technical assistance, technical information, and code consultation to support its maintenance organization.
- f) SAFETY TESTS: Vendor during the monthly preventive maintenance shall examine safety devices and governor of the equipment to ensure user safety. In addition, Vendor shall conduct an annual no load safety on the equipment.
- g) PRIORITY: Vendor shall give priority in its service , repair and manufacturing facilities to restoring the equipment to normal service.
- i) WORK SCHEDULE : All work and services provided are to be performed during normal working hours on normal working days.
- j) EXCLUSIONS: The following list of items are not included in the scope of CAMC contract:-Car enclosure, door panels, hung ceiling, care gates, light diffusers, light bulbs, fluorescent tubes, hand rails, starters, chokes, floor coverings, carpets, other architectural features, hoistway enclosure, hoistway gates, door frames, doors, sills, batteries, security system, external wiring to elevator and hoistway/machine room.
- k) SERVICE: Vendor shall assign a representative who will periodically visit buildings and will be available for consultation in any matter relating to the maintenance of the elevators. Vendors's service representative should be available to discuss with the INCOIS, the elevator needs in the areas of modernization and proper use and care of the elevators.
- l) CAMC of 8 Passenger cum Equipment Lifts includes carrying out monthly preventive maintenance of all the Lifts, unlimited no. of service calls in case of breakdown, repair / replacement of all spares like Electronic Boards etc except the exclusions mentioned above at S.No. (j).

- m) The Vendor at all times will be responsible, during the entire period of contract for satisfactory performance of all Lifts (including accessories). The maintenance services should be available during normal working hours from 0930 hrs to 1800 hrs on all working days excluding Saturday, Sunday and holidays, while the breakdown services should be available on 24X7 basis.
- n) Vendor shall repair/replace system components, boards/cards and parts as & when required for the installed Lifts under CAMC.
- o) Vendor shall provide the telephonic consultation with product specific and system specific specialists during normal working hours and in emergency cases if required.
- p) Vendor shall undertake the measures to restore the system to working condition after the repairs, including tracing of the cause of the fault incase of problems, elimination of problems in the hardware, carrying out necessary installation and de-installation operations and also restoring the Lifts back to normal operation.
- q) INCOIS will ensure Power supply up to the power point near to Lifts systems. From there onwards, satisfactory functioning of the lifts shall be under the scope of Vendor.
- r) The contract shall commence from the date of issue of work order and the contract period shall be for a period of 3 years, extendable further at the discretion of INCOIS.
- s) At present the systems are being maintained by M/s OTIS Pvt. Ltd. Incase of a new prospective vendor a joint mutual inspection shall be conducted and any defects noticed shall be recorded for rectification by the existing vendor.

3. Inventory Details : The following are the details of the 8 Passenger cum Equipment Lifts installed at Main Building and Guest house of INCOIS:-

3.1. Lift installed at Main Building:-

OTIS make 8 Passenger Cum Equipment basically comprising of the following major components:-

S.No.	Description	Main Building
1	Make	OTIS Elevator Company (India) Ltd, Gen2-MR-ACD-GRL
2	Number of Lifts	1 nos - Machine Room Less Lift
3	Type of Lift	Passenger cum Equipment Lift
4	Capacity of the Lift	8 Passenger / 544 Kg
5	Speed	1.0 m/s
6	Type of drive	Variable voltage variable frequency drive (VVVF)
7	Type of control system	Microprocessor Based, Single Car Grouping, Selective Collective control with & without attendant
8	Power Supply	415V, +/-10%, 3Phase, 4wire, 50Hz.
9	(i) Travel Distance (ii) Overhead Distance	8.90m (approx) 4150mm (Height above last landing)
10	Number of Floors to be served	G+2 Upper floors
11	Number of Landing Entrances	3
12	Number of Landings	3
13	Position of Lift Machinery	Directly above the lift well
14	Size of the lift Well	1973mm(W) x 1900mm(D) (approx)
15	Lift car inside size	1300mm x 1100mm (approx)

16	Pit Depth	1600mm (approx)
17	Lift car inside finish	Stainless steel in Hair line finish
18	Lift car door finish	Stainless steel in Hair line finish
19	Type of car door	Automatic center opening, Stainless Steel doors
20	Type of Landing Door	Automatic center opening, Stainless Steel doors
21	Type of door protection	Full screen infra red protection
22	Clear car door opening	800mm (W) x 2100mm (H) (approx)
23	Clear landing door opening	800mm (W) x 2100mm (H) (approx)
24	Alarm Button	Alarm Button in case of stoppage to sound alarm at all floor levels.
25	Fire man switch	In the Ground floor lobby.
26	Car Fittings & safety features	LED fittings, Batter operated Emergency light, alarm bell, press & talk Intercom system with speaker, Overload indicator, vinyl flooring, Name plate, ARD, overload, Infrared light curtains

3.2. Lift installed at Guest House Building:-

OTIS make 8 Passenger Cum Equipment basically comprising of the following major components:-

S.No.	Description	Guest House / Hostel Building
1	Make & Model	OTIS Elevator Company (India) Ltd, Gen2-MR-ACD-GRL
2	Number of Lifts	1 nos - Machine Room Less Lift
3	Type of Lift	Passenger cum Equipment Lift
4	Capacity of the Lift	8 Passenger / 544 Kg
5	Speed	1.0 m/s
6	Type of drive	Variable voltage variable frequency drive (VVVF)
7	Type of control system	Microprocessor Based, Single Car Grouping, Selective Collective control with & without attendant
8	Power Supply	415V, +/-10%, 3Phase, 4wire, 50Hz.
9	(i) Travel Distance (ii) Overhead Distance	11.220m (approx) 4500mm (Height above last landing)
10	Number of Floors to be served	G+3 Upper floors (including terrace level)
11	Number of Landing Entrances	4
12	Number of Landings	4
13	Position of Lift Machinery	Directly above the lift well
14	Size of the lift Well	2100mm(W) x 1900mm(D) (approx)
15	Lift car inside size	1300mm x 1100mm (approx)
16	Pit Depth	1600mm (approx)
17	Lift car inside finish	Stainless steel in Hair line finish
18	Lift car door finish	Stainless steel in Hair line finish
19	Type of car door	Automatic center opening, Stainless Steel doors
20	Type of Landing Door	Automatic center opening, Stainless Steel doors
21	Type of door protection	Full screen infra red protection

22	Clear car door opening	800mm (W) x 2100mm (H) (approx)
23	Clear landing door opening	800mm (W) x 2100mm (H)
24	Alarm Button	Alarm Button in case of stoppage to sound alarm at all floor levels.
25	Fire man switch	Shall be provided in Podium lobby and control room. Required cables to be supplied and installed by the vendor.
26	Car Fittings	LED fittings, Batter operated Emergency light, alarm bell, press & talk Intercom system with speaker, Overload indicator, vinyl flooring, Name plate, ARD, overload, Infrared light curtains

4. Eligibility criteria:-

Only those bidders fulfilling the following criteria should respond to the tender.

- a. 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.
- b. The vendor should have service / support centre at Hyderabad and proof of the same to be submitted. (Bidder should provide profile of their company including its infrastructure, technical manpower and their expertise). Vendor should have Dedicated toll Free Telephone No. for Service Support
- c. Vendor should have competence and adequate experience in CAMC of Lifts and should submit the documentary evidence for the same along with details of past experience.
- d. The bidder should have an average annual financial turnover of Rs. 2.47 lakhs or more during the last three years ending March 31, 2019. The bidding companies should be earning profit 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.
- e. Tenderer (OEM/SI) should have past experience and should have successfully completed similar nature of works in last seven years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs.4.93lakhs or two works each of value Rs. 3.70lakhs or three works each of value Rs. 2.47lakhs. Client certificates/Work Completion Certificate/ Experience certificate/ on-going along with the P.O no. as a reference to be enclosed in this regard.
- f. Escalation Matrix of Telephone Numbers for Service Support, for the resolution of reported issues during the CAMC period.
- g. Earnest Money Deposit (EMD) as per section 8, Point No. 8.
- h. 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:

- i. 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.
- ii. 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)	Documentary Proof Attached (Yes / No)	Page number against the 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.	The bidder should have an average annual financial turnover of Rs. 2.47 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.				
3.	Tenderer (OEM/SI) should have past experience and should have successfully completed similar nature of works in last seven years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs.4.93lakhs or two works each of value Rs. 3.70lakhs or three works each of value Rs. 2.47lakhs. Client certificates/Work Completion Certificate/ Experience certificate/ on-going along with the P.O no. as a reference to be enclosed in this regard.				
4.	The vendor should have service / support centre at Hyderabad and proof of the same to be submitted. (Bidder should provide profile of their company including its infrastructure, technical manpower and their expertise). Vendor should have Dedicated toll Free Telephone No. for Service Support. (Bidder should provide profile of their company including its infrastructure, technical manpower and their expertise).				
5.	Earnest Money Deposit (EMD).				
6.	Signature on all the pages of the tender document, including addendum, if any, issued by INCOIS.				
7.	Escalation matrix with full contact details, for the resolution of reported issues during contract period.				
8.	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.				

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	CAMC of 8 Passenger cum Equipment Lift installed at Main Building as per the scope of work, terms & conditions mentioned under tender document.	36	Months	
2.	CAMC of 8 Passenger cum Equipment Lift installed at Guest House Building as per the scope of work, terms & conditions mentioned under tender document.	36	Months	

6. Technical Evaluation Criteria:-

- 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.
- 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.

Penalty Clause:-

S No.	Type of Break Down	Period to be attended	Penalty in case of Delay-Day wise
1.	Minor Break Down like noisy bearings, Oil & lubrication needs, Infrared protection etc	Within 48 Hours	Double the amount of quoted rates on pro-rata basis will be recovered per each day of delay after 48 hours.
2.	Major Break Down, such as faulty electronic boards, motor or rope replacements, motor alignments etc	Within 7 Days	Double the amount of quoted rates on pro-rata basis will be recovered per each day of delay after 7 days.

7. Financial 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 organization, 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.

8. Terms and Conditions:-

SNo.	Details
1.	Quotation: Quotation have to submitted online in the e-tender portal i.e., http://eprocure.gov.in/eprocure/app only.
2.	A two bid system will be followed in selecting the vendor
3.	Validity Period: Bids/Offeres shall have the validity period of 90 days from the tender closing date.
4.	CAMC Period: 3 years from the date of acceptance of the work order. The contract may be extended further at the discretion of INCOIS.
5.	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.
6.	<p>Payment Terms: Payment will be released on quarterly basis, against submission of the invoice in triplicate (Original, Duplicate and Triplicate) along with service reports and subject to satisfactory performance.</p> <p>The following documents are to be accompanied while submitting the quarterly invoice:- i. Joint Log Report for the quarter, ii. Tax payment copies as applicable</p> <p><i>Net payment will be released after statutory deductions. No advance payment will be allowed and no other payment terms will be considered.</i></p>
7.	Tenders not in complete shape or not conforming to technical specifications or not confirming to terms and conditions are liable for rejection.
8.	<p>Earnest Money Deposit (EMD) : An amount of Rs. 15,000/- has to be submitted by way of Demand Draft/Bank Guarantee/ NEFT/RTGS electronic transfer from any Nationalized Bank in favor of "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 /e tender Portal while submitting the offer. Bank guarantees should be obtained from any of the Nationalized bank of India with a validity of 6 months and should be sent by the issuing banker directly to the office of INCOIS, Hyderabad and must reach on or before 14 30Hrs of 12.02.2020. 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 February 12, 2020 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>
9.	Tender Document Cost: 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".

	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. Tender fee/Tender document cost/DD received towards the tender is non refundable.
10.	If any bidder withdraws his tender after price bid is opened, with in 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.
11.	GST: 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.
12.	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 4 months. The EMD submitted by the successful tenderer shall be converted as Performance 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.
13.	Performance Deposit is liable to forfeiture in the event of : a. Non execution of order during validity period of the contract b. If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our tender terms and conditions. c. Any unilateral revision made by the successful bidder during the validity period of the contract.
14.	Please note that any falsification/suppression of information could lead to the disqualification from the tender.
15.	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.
16.	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
17.	successful bidder has to submit the formal agreement in prescribed format on Indian non-judicial stamp paper worth Rs.200/- duly signed by authorised signatory within 30 days of receipt of order.
18.	The authorized person who signs the tender should indicate his/her e- mail ID and Telephone No. for prompt communication, if required.
19.	Force Majeure Clause: 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.
20.	Bidder shall carryout the work directly themselves till the completion of work and not through power of attorney.
21.	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.
22.	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.
23.	Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of

	bidder ineligible.
24.	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.
25.	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.
26.	Termination Clause: Director, INCOIS reserves the right to terminate the contract either whole or part of contract with one month notice.
27.	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.

9. 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 09 00 Hrs of 29.01.2020. Note: Firms may submit a consolidated query only once. e-mail: bvs@incois.gov.in & vijay@incois.gov.in; E-mail subject should be mentioned as "Queries on tender for CAMC of 02 No. of 8 Passenger Cum Equipment Lifts installed at Main Building and Guest house of 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).

10. Contact/Delivery Address:-

1) Head-CWG

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
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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 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. 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.