

भारत सरकार

स्वास्थ्य एवंपरिवार कल्याण मंत्रालय

(स्वास्थ्यसेवा महानिदेशालय)

केन्द्रीय औषध मानक नियंत्रण संगठन

केन्द्रीय औषधि परीक्षण प्रयोगशाला

क्षेत्रीयअन्नवऔषध प्रशासनभवन, जी.एम.एस.डीकपाउंड,

बेलासीसरोड, मुंबईसेन्ट्रल, मुंबई४००००८

दूरभाष : ०२२-२३००२३०९ / ०२२-२३०० २१३८

फैक्स : ०२२-२३०९ ९२४०

ई-मेल : cdtlmumbai@cdsco.nic.in



सत्यमेव जयते

CDSCO

Government of India

Ministry of Health and Family Welfare

(Directorate General of Health Services)

Central Drugs Standard Control Organisation

Central Drugs Testing Laboratory

Zonal FDA Bhawan, GMSD Compound,

Bellasis Road, Mumbai Central, Mumbai - 400 008.

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Fax : 022- 2309 9240

Email : cdtlmumbai@cdsco.nic.in

Accredited By : NABL (ISO/IEC-17025:2005 in Chemical & Biological Testing)

Certified By : IMS (ISO - 9001:2008; ISO - 14001:2004; OHSAS - 18001:2007)

8(10)/CDTL-MUM/17-18/4982

Date : 02-01-18

NOTICE INVITING TENDER FOR  
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR UPS

Sealed tenders are invited for annual maintenance contract for **UPS 2 KVA and 10KVA** at Central Drugs Testing Laboratory (CDTL), Mumbai as per the specifications mentioned at **Annexure-A** herewith.

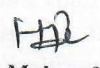
Interested parties may submit their lowest rates separately for the subject work. They may, if so desire, inspect the foresaid site at CDTL in any working day between 10.30 A.M to 4.30 PM (Except Saturdays) before quoting their rates.

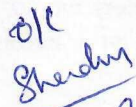
A.TENDER.

Sealed tender duly super scribed with "Tender Number and due date" are invited for the Annual Maintenance Contract for UPS to CDTL, Mumbai.

- Tender for AMC for UPS
- Earnest money Rs 4000/- for CAMC for UPS.
- The tender may be sent by post sufficiently early so as to reach in this institution within time, or may be dropped in the Tender Box kept in the Ground Floor of this Institution

Last date for seeking clarifications : 18/01/2018

  
(Dr. Raman Mohan Singh)  
DIRECTOR  
CDTL - Mumbai.

  
3/1/18

## B. TERMS AND CONDITIONS OF TENDER.

1. **The tenderers are required to submit the earnest money (bid security) of Rs. 4000/- (Rupees Four thousand only) and tenders received without earnest money will not be considered at all.**
2. The tenderers are required to quote their lowest rates for AMC for UPS as mentioned in **Annexure- B** annexed hereto.
3. The rates should be valid for 90 days from the date of opening of tender.
4. Hypothetic or conditional Tender will not be entertained. Tender once submitted shall not be allowed to be withdrawn or altered. If the tender is withdrawn or altered by the concerned party at any time after it is submitted, appropriate action may be taken.
5. **PLANT VISIT:** The bidders are required to visit the site to see the actual installation for themselves to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved for each of the system.
6. The Bidders are required to submit tender enclosing therewith photocopies of following documents, failing which their bids will be summarily rejected and will not be considered .
  - (i) Registration Certificate of the firm/proprietorship, etc.
  - (ii) Copy of PAN/TIN No. and GST number
  - (iii) Copies of Income Tax Return filed for the last two financial years
  - (iv) The firm/agency/contractor should have the experience of rendering their services for maintaining of similar works i.e. maintenance and servicing of split air conditioners in any Government Sector or large reputed Private Sector enterprise, for the last two years satisfactorily. This should be supported with documentary evidence. A list of their clients should be enclosed along with proper proof.
  - (v) Earnest Money Deposit (EMD) of Rs. 4,000/- in the form of Demand draft/ Banker's Cheque of any scheduled bank drawn in favour of Director, CDTL, Mumbai payable at Mumbai
7. The Price Bid as per Proforma given in the tender document as Annexure-B and then price filled up and submitted. Any conditions given in the Price Bid may cause rejection of Bid. Further:
  - (i) The rates/prices should be quoted in Indian Rupees in words as well as figures.
  - (ii) The conditional bids shall not be considered and likely to be rejected in very first instance.
  - (iii) All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached.
  - (iv) Over-writing/over typing or erasing of the figures which render it doubtful and ambiguous are not allowed and shall render the tender invalid.
8. The bid security (i.e. EMD) of the unsuccessful bidders would be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after award of the contract.
9. The CDTL, Mumbai in its discretion, reserves the right to reject or accept any or all the tenders, partially or completely, at any time without assigning any reason thereof.

10. In case of a local firm/agency/ contractor, they may deliver/ submit the tender personally in CDTL, Mumbai on or before the due date and time. Postal delay for tender submitted by post shall also not be accepted and all tender submitted in time only would be considered.
11. The CDTL will deal with the tenderer directly and no middleman/commission agents etc. should be asked by the tenderer to represent the cause and they will not be entertained by CDTL.
12. Each tenderers has to certify that all the terms and conditions are acceptable to him.

Tenders should be accompanied with the declaration at Annexure C (regarding his power to sign the tender documents) and the checklist at Annexure D (arranging the various documents in the Technical bid)

#### C. TERMS AND CONDITIONS FOR SUCCESSFUL TENDERER.

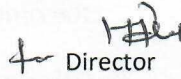
13. The successful tenderer will have to deposit Performance Security amount corresponding to 10 percent of the order value within a week from the date placement or purchase order, either by way of Demand Draft drawn in favour of "The Director, CDTL, Mumbai" or Bank Guarantee from a Commercial Bank, which will be refunded after two months of the successful completion of the contractual obligation of the supplier including warranty obligation on written request of the tenderer. Bid security (EMD) would be refunded to the successful bidder on receipt of performance security. If the successful tenderer abandons the contract, or fails to perform his part of contract, the security deposit or any part thereof is liable to be forfeited. If the contractor abandons the contract after refund of EMD, the Bank Guarantee furnished would be encased.
14. The UPS should be attended by the firm's engineer within 24 hours from the time of lodging the complaint in case of a fault and if the UPS remains unattended for the complaint for 24 hrs after lodging the compliant and if the UPS remains nonfunctional beyond 2 days, it will be counted as "penalty days".
15. The validity of contract period shall be extended by the total number of "penalty days" during which time the contractor should continue to render the maintenance/operation service under the contract without any additional remuneration. In addition to each penalty day, the contractor will be liable to pay a penalty fee Rs. 300/- per day and the same will deducted from the bill submitted by the contractor.
16. In case of failure of the contractor to attend the problem in the UPS within 2 days CDTL will be free to get the same repaired from any other agency at the cost and risk of the contractor. This will be in addition to the provisions.
17. Cost of consumables items such as H.R.C fuses, super fuses etc. and worn out parts and broken parts and other replaceable parts shall be borne fully by the contractor. In the event of any damage in any part/equipment of the UPS, the same will be replaced by the contractor at his own cost and UPS will be kept in fully operational state all times during the contract period.
18. Earnest money of Rs. 4000/- (Rupees Four Thousands only) must be paid in the form of Demand draft/ Banker's Cheque of any scheduled bank drawn in favour of Director, CDTL, Mumbai payable at Mumbai and should accompany the tender. This money will be forfeited if tender accepted is not honoured by the tenderer. Earnest money of all unsuccessful tenderers will be refunded.
19. Consequential, damages and losses arising out of any faulty maintenance/service/repair will be recovered from the contractor at the time of payment of bills.

20. The successful tenderer should take over the maintenance of the UPS immediately after the contract is awarded or from the date mentioned in the letter awarding the contract and in any case not later than 20 days from the date of award. If he fails to takeover, the award will be cancelled and the work may be given to else without any references to the original awarded.
21. All the necessary tools and consumables like H.R.C fuses should be arranged by the contractor by himself.
22. All the necessary vital spare parts and consumables should be stocked by the contractor himself. CDTL - Mumbai do not keep stock of any such material. Necessary storage space for minimum necessary quantity of spares/consumables will, however, be provided at site.
23. The UPS will have to work all seven days of the week and contractor will have to arrange its maintenance for all the seven days during the period of the contract, A technical person has to be deputed by the Contractor to monitor the functioning and operations of the UPS units at CDTL - Mumbai. The person shall report to Head of Sections regarding the performance and working of the UPS units. For the purpose of maintenance and repair by the contractor, the UPS will, however, be made available on any including holidays.
24. Tenderers may give along with the tender a note of their previous five years experience and standing, along with certificate, of having done such work satisfactorily for any reputed institution in the field of UPS maintenance.
25. Tenderers will attach Income Tax clearance certificate.
26. The charges for maintenance of UPS and its operation should be quoted separately.
27. The rates shall be quoted on yearly basis. The rates shall be all inclusive including taxes and duties etc.
28. Rate should be quoted in figure as well as in words as per ANNEXURE-B.
29. CDTL, Mumbai reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason or to cancel the tender. The decision of Director, CDTL, Mumbai, in this regard shall be final and binding on all.
30. The rates at any stage once quoted shall not be withdrawn.
31. No advance payment will be made at any circumstances. However, on successful completion of every 3 (three) months , payment will be released within a reasonable period from the date of receipt of the bills along with certified copies of monthly service reports, log sheets, work done as per the scope of work mentioned in the tender/contract duly certified by the Concerned in charge.
32. Payment : Contractor will submit quarterly bills duly supported with necessary check list, log sheets monthly service reports duly signed by the concerned in charge and certified by the designated Officer in CDTL , Mumbai to the effect that the job mentioned in the bill actually has been carried out satisfactorily a per the Contract. Thereafter, CDTL, Mumbai will make payment to the contractor within a reasonable period after deduction of applicable taxes/TDS etc.

33. The services required is for initial period of one years. The contract may be extended on mutual consent subsequently based on performance or till finalization of the next tender. The contract may be terminated at any stage solely at the option of CDTL, Mumbai with an advance notice of one month without assigning any reason.
34. The awardee firm will attend to all complaints immediately after receiving call from CDTL-Mumbai. As and when the contractor is not able to do assigned repair / maintenance work, CDTL-Mumbai reserves the right to get the same done from any other source and recover from the contractor the cost of such work not attended to by it.
35. Only such work which cannot be done in the office premises will be allowed to be done outside with prior permission of CDTL-Mumbai and no extra payment would be made for the same.
36. It will be responsibility of the contractor to keep the machines in fully operational and functional condition during the AMC period Contractor's qualified technician should be available for attending to the complaints in any days. They may be called for on holidays also for attending to urgent / emergency repairs.
37. In case of any problem with the equipment, the firm/agency/contractor shall inform CDTL, Mumbai immediately.
38. The tender shall be kept valid for acceptance for a period of 90 days from the date of opening.
39. Any statutory tax as applicable will be deducted from the bill of the contractor.
40. Penalty : The firm shall rectify any breakdown within 24 hours failing which penalty for non-performance @ 0.5 % per week of delay subject to a maximum of 10% of the contract price will be imposed and in the event of any damage to the property or life arising out of non performance, contractor will be solely responsible
41. The tenderer shall verify that the staff/workers deputed to CDTL are of good character and with no criminal record against any of them.
42. JURISDICTION: The Contract/PO shall be governed by the Law of India for the time being in force. The Courts of Mumbai only shall have jurisdiction to deal with and decide any legal or dispute arising out of this contract

E. INVITATION OF TENDER

The interested parties may send their sealed tenders for comprehensive annual maintenance of UPS addressed to the undersigned by name so as to reach on or before 18/01/2018 which may be opened in CDTL by a Committee of Officers constituted for the purpose before the tenderers or their authorised representatives who may wish to remain present. The tenders received after due date and/or time and/or without Earnest Money will not be entertained.

  
Director  
CDTL, Mumbai

Enclosure: Annexure A, B, C & D

## Scope of Works for Comprehensive Annual maintenance contract for UPS at CDTL, Mumbai

Sr. No.	Scope of work
1.	<p>Under the proposed AMC the contractor will be required to do the <b>full and comprehensive maintenance</b></p> <ol style="list-style-type: none"> <li>1. Monthly preventive maintenance.</li> <li>2. UPS should be attended in the stipulated time as and when the fault is reported.</li> <li>3. Batteries should be maintained as to give full voltage to the UPS.</li> <li>4. Technical man power to look after the functioning and maintenance of UPS .</li> </ol>
2.	<p>The AMC rates should be an “ <b>All inclusive lump sum Rates</b>” . This lumpsum rates will be for a comprehensive overall maintenance including cost of all repairs and replacement of parts required to keep them functional.</p>
3.	<p>The bidder should be conversant with the handling of repair and maintenance of all types of UPSs. The services comprise of preventive and corrective maintenance and also includes carrying out necessary repairs and fittings free of cost, replacement of all parts including including plastic parts except following consumables which are to be replaced on chargeable basis.</p> <p>i. BATTERIES</p> <p>ii. If any other item/part, which are excluded in your offer for CAMC must be quoted specifically including above batteries otherwise it will be assumed that all parts are included in CAMC. Rates for the same may also be quoted and which will be valid for two years.</p> <p>iii. Resident Technical Assistant: Minimum One Resident Technical Assistant should be made available in CDTL-Mumbai on all working days between 9.30 AM to 6.00 PM for maintenance/repair of the UPSs in CSIR premises.. In case of emergency repairs during holidays and after working hours, the same will be made available at no extra charges. The technical assistant shall not carry out any maintenance / repair work of any third party in CDTL-Mumbai premises. In addition to maintain UPSs in CAMC, they have to provide support / services (without spares) on all UPSs in CDTL-Mumbai which are under warranty.</p> <p>iv. Technical Assistant shall also provide the preventive service call once in three months. Under this activity following jobs are to be done:</p> <ul style="list-style-type: none"> <li>♣ cleaning of all equipments externally using soft cloth, carbon tetra chloride. Material is to be provided by successful vendor at no extra cost.</li> <li>♣ internal cleaning of the equipments ( only which are under CAMC) using vacuum cleaner</li> </ul> <p>Check input &amp; output cables are in proper order</p> <ul style="list-style-type: none"> <li>♣ Input and output voltage between Phase, Neutral and earth</li> </ul>
4.	<p>Payment all emouments to Technical Assistant etc. will be the sole responsibility of the successful bidder.</p> <p>i) The CAMC would be comprehensive in nature i.e. including cost of all new original spares in original packing for proper functioning of all UPSs If any part gives repeated problems i.e. 2 repairs in a minimum period of two months time, then the contractor/vendor must replace it immediately with an original new one . It will also cover damage and burning of any part of the UPSs. All the components required to be replaced will be of same make or of equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.</p> <p>ii) PENALTY : The break down maintenance call shall have to be attended within 4 hours and the machine will have to be set functional within twenty four hours of the complaint, failing which the firm has to arrange for the alternative UPSs till the machine is repaired. In case the standby machine is not provided or the UPS is not set right to put the same under satisfactory operation within 48 hours, a penalty may be charged @ 0.25% per day subject to a maximum of 10% of the CAMC charges of concerned UPS for delayed period.</p>

5.	In case repair/maintenance services of defective UPSs are required at contractor's workshop to put UPSs under satisfactory operational condition then the same will borne by the contractor. In this respect any cost is incurred towards transportation of the same as well as arranging standby UPS shall be borne by the contractor. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the Contractor. The contractor shall not subcontract the maintenance job to outside agency. Job-card: Every UPS would have a job card having full history of its performance, repair and maintenance external cleaning on the prescribed proforma.
6.	No other charges repeat any other charges : apart from the approve lumpsum AMC rates, will be payable by CDTL-Mumbai.
7.	In case at any time during the currency of the contract if CDTL – Mumbai desires to discontinue the use of any machine(s) payment in respect of that / those machine(s) will be made for that specific period on pro-rat basis.
8.	<b>The period of maintenance contract will be initially valid for a period of one year and shall expire after one year from the date of approval to be indicated in the maintenance contract. However, if CDTL-Mumbai deem it necessary and subject to the satisfactory services of the Contractor during the initial maintenance contract may be extended for a further period of two years on Annual basis with mutual consent of CDTL-Mumbai and contractor.</b>

Annexure B

PRICE BID :- ( To be submitted in Envelope –II)

**Comprehensive Annual Maintenance Contract for UPS (RATES SHOULD BE INCLUSIVE OF ALL TAXES)**

Sr. No.	Description of work			Rate for UPS to be quoted in figures & in words	
				In figures	In words
1	Comprehensive Annual Maintenance Contract for UPS scope of work mentioned in the tender document, Annexure – A				
	Brand	Batteries	Location		
	a. BPE – 10KVA	20 nos. 26 AH	2 <sup>nd</sup> floor		
	b. BPE 10 KVA	16 nos. 65 AH	1 <sup>st</sup> floor		
	c. Emerson 10 KVA	26 nos. 26 AH	1 <sup>st</sup> floor		
	d. Dubas 2 KVA	6 nos. 75 AH	Ground floor		

Signature and seal of contractor

**Declaration to be furnished by the Tenderer.**

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

Signature of authorised person

Date:

Full Name:

Rubber Seal

Place:

**Annexure-D**

ORDER FOR ARRANGING VARIOUS DOCUMENTS (Unconditional acceptance of Terms and conditions of the tender)

(Pl use separate sheet for providing complete inform)

Pl. Tick

Sr. No	Criteria	Vendor Response (Yes/No)	Page No
1	Registration Certificate of the firm/proprietorship		
2	Copy of PAN/TIN No. and GST Tax number.		
3	Copies of Income Tax Return filed for the last two financial years		
4	The firm/agency/contractor should have the experience of rendering their services for maintaining of similar works i. e. comprehensive maintenance of UPS for any Government Sector or large reputed Private Sector enterprise, during the last two years satisfactorily. Necessary relevant documents to this effect to be enclosed		
5	Earnest Money Deposit (EMD) of Rs. 4,000/- in the form of Demand draft/ Banker's Cheque of any scheduled bank drawn in favour of Director, CDTL, Mumbai ". No interest shall be payable by the Institute on EMD. Successful tenders in the event of the contractor failing to comply with any provision of the contract, EMD/Security Deposit shall stand forfeited.		
6	Original Copy of the declaration terms and conditions in Tender Document with each page duly signed and sealed by the authorized signatory of the firm in token of their acceptance		

Seal & Signature