



INDIAN INSTITUTE OF MANAGEMENT NAGPUR

(Tender Reference NO.: IIMN/160/2023-24/10 Date: 12-10-2023)

Annual Non-Comprehensive Service /Maintenance Contract of Equipment at IIM Nagpur MIHAN Campus.

Last date of Submission: 26/10/2023 up to 11:00 AM

Issued by:

Client

CAO

Indian Institute of Management Nagpur - 441108

Email: purchase@iimnagpur.ac.in

Phone no. 0712-2870321/2870320

www.iimnagpur.ac.in

NOTICE INVITING TENDERS

Sealed bids are invited under Single stage (Two bid system) professional agencies for the work mentioned below:

Name of Work: Annual Non-Comprehensive Service /Maintenance Contract of Equipment at IIM Nagpur MIHAN Campus.

Timeline for Bidding Process

Issue of the Bid Document	The tender documents can also be downloaded by the bidder from IIM Nagpur website from 12/10/2023 https://www.iimnagpur.ac.in/tenders
Pre - Bid meeting followed by site visit	17/10/2023 at 11:30 AM at IIM Nagpur, MIHAN Campus.
Last Submission of Bid Documents	26/10/2023 up to 11:00 AM
Technical Bid Opening date	26/10/2023 at 11:30 A.M
Financial Bid Opening date	26/10/2023 at 12:30 A.M or at later date in presence of authorized representatives of bidders & IIMN Officers.

1. Bid Submission:

All pages of tender documents (downloaded from IIMN website) shall be stamped and signed and submitted by the bidder.

The bid that will be submitted by the bidder should consist of the following TWO separate sealed envelopes in the sequence given below:

Envelope – 1 Technical Bid	Tender Submission Cost, Earnest Money Deposit, Annexure documents and Mandatory and Pre-qualification Bid document, Tender document signed and stamped on each page.
Envelope – 2 Price Bid	Original Price Bid document signed and stamped on each page shall be submitted. The bidder has to fill the price in the Price bid format downloaded from IIMN website only. The prices shall be filled both in figures and in words and the total amount shall be calculated and rounded off to the nearest rupee. No overwriting or use of correction fluid shall be accepted. Any correction shall be legible and signed by the authorised signatory.

The complete Tender as detailed above must reach the offices of IIM Nagpur before the last date as per the timeline at the following address:

Stores & Purchase Office,
IIM Nagpur Plot No 1, Sector 20,
MIHAN, Nagpur 441108

Eligibility Criteria
(Pre-qualification Criteria)

The following documents duly signed and stamped by the tenderer are to be furnished along with Technical Bid as per the tender document:

Mandatory Bid Documents

- Particulars of bidders (Annexure A)
- Copy of PAN
- Copy of GSTIN registration
- Company incorporation/Shop & Establishment/Udyog Adhar.

Please attach all the Annexure with all supporting documents.

Sr.no.	Pre-qualification criteria	Remarks (Documents to be attached)
1	The applicant should have good reputation in business of maintenance Contract /Dealer/Distributor of similar Products or services mentioned in the tender for last five years as on date of this tender publication.	Please attached relevant document (Work completion certificates) as proof that the firm is in business for the period mentioned (Please attach company incorporation or relevant documentary evidence). The right to accept the contracting business of the vendor will rest with IIMN.
2	Bidder should have completed similar work as asked for in last three years as on date of this tender publication. One work of Rs. 2 lakh OR Two works of Rs. 1 lakh each.	Please attach the client's certificates/Service invoices for Works Done.
3	The Bidder must have its office/branch/ sales & support team located in Nagpur. Address Proof for the office/branch is to be submitted	(Please attach relevant documentary evidence).
4	The Bidder should be an Authorized Service Provider/Dealer/Distributor or Original Equipment Manufacturers for at least one of the reputed Whirlpool/ Godrej/ IFB/ Bosch/ LG / Voltas/ Usha/ Bluestar/ kent/ Bajaj or equivalent for Electric Equipment and Home Appliances.	A copy of the Certificate/ Authorization letter issued by the company to the Bidder for being an authorized service provider is to be submitted

Submission of documents to assess pre-qualification criteria:

Bidders must submit documentary proof in support of meeting the pre-qualification criteria. Simply an undertaking signed by the bidder for any item of the criteria shall not suffice. All the documentary proofs must be submitted with the bid document. The Final right to accept the contracting business of the vendor will rest with IIMN.

Price bid will be opened of the bidders who qualify Prequalification –criteria.

Part - 1 Technical bid		
Sealed tenders are invited from bonafide, experienced & reputed contractors of financial standing for the job given below:		
Clause No.	Title	Description
101	Name of work	Annual Non-Comprehensive service /maintenance Contract of Equipment at IIM Nagpur MIHAN Campus.
102	Reference no.	IIMN/160/2023-24/10Date: 12-10-2023
103	Details of bidder	Annexure- A is to be filled, duly signed and stamped and submitted along with the tender.
104	Contract Period	The AMC contract will be for 1-year period. Further extension for a period of 1 year may be awarded on reviewing the work performance.
105	Initial Security Deposit (ISD)	Not Applicable
106	EMD	Submit format of bid security declaration from bidders in lieu of EMD. (Annexure-B)
107	Interest on Security Deposit	No interest will be paid on any deposit
108	Release of RSD	Not Applicable
109	Release of ISD	On completion of AMC period.
110	Conditional Bids	Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications / requirements of the Bidding documents will not be considered.
111	Contract Agreement	If required by Indian Institute of Management Nagpur (hereinafter to be referred as IIMN), the successful Bidder has to execute a contract Agreement with IIMN on the non-judicial stamp paper of Rs.100/- (Rupees One hundred only). The cost of stamp paper shall be borne by the successful Bidder. IIMN reserves the right to amend the terms & conditions of contract after Mutual discussions and shall only be in writing.
112	Work and risk cost	The Institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress of the work is not satisfactory.
113	Indemnity	The Contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen Compensation Act, Sales Tax, Royalty, Excise Duty, GST, Works Contract, etc., and

		shall keep the Institute indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or Bylaws. The Contractor shall not employ child labour.
114	Compliance with owners rules and regulations	The Contractor shall comply with all norms stipulated by the Owner such as Gate Passes, Checking, Maintenance of Cleanliness, and Discipline & Decency at and Around the work site, Safety Precautions and Safety Regulations.
115	Arbitration	All disputes regarding quality, specifications and rates shall be tried to be settled mutually by making references to conditions of contract documents or prevailing local practices, etc., but if not settled mutually, shall be referred to arbitration subject to relevant Arbitration and Conciliation Act 1996. and its amendments, modifications to-date. Arbitration cost to be shared equally by the owner and the contractor.
116	Authorization	The Contractor shall submit to the Institute the names and reason and specimen signatures of the persons authorized by him to draw materials, sign joint measurements, bills, receive payments, receive instructions/notices, etc. on behalf of the Contractor.
117	Safety and Security	Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.
118	Prices, Taxes & Duties	The Bidder should quote firm prices/ rates inclusive of all Taxes like GST Tax, Duties, Levies, Personal Tax, Corporate Tax, worker welfare cess, etc. and all other expenditure required to be incurred by him/her for providing required construction work etc. during the contract period as indicated under his contract and afterward no variation on any account unless otherwise specifically mentioned will be allowed. (The contractor will indemnify IIM-Nagpur against all statutory liabilities present and future, arising out this contract.)
119	Bid Validity	The bid submitted by bidder shall remain valid for a period of THREE Months from the date of opening of offer. Bidder shall not be entitled during this period to revoke or vary the content of Bid or any term thereof. In such case of making any variation subsequent to submission of bid at their own, the offer shall be treated as "REJECTED."
120	Award of similar type of work on same rates	Upon mutual consent, the client may award another similar type of work in campus based on these rates to the contractor, for which the rates may be valid up to two year from the date of issue of Work Order.
121	Access to site	The Contractor shall allow unhindered access to the Institute and/or any other party or person, engaged by the Institute to work at the same site and/or to check/ regulate / watch /guard/ measure/inspect, solely or jointly with the Contractor.

122	Rejection of bid(s)	The Owner reserves the right to reject/Accept any or all the tenders relating to the work under this Tender Document without assigning any reason whatsoever.
123	Assignment and sub-contracting	If the Contractor needs to assign, sub-contract or sub-let the whole or any part of this contract in any manner for service requirements from authorized dealers, written approval will be sought from the institute authorities. The contractor will handle all the complaints and service requirements from IIMN and the institute will not deal with any other service provider. IIMN will not pay any other service provider to whom the job is sublet by the Contractor.
124	Misconduct	The Contractor shall keep the Owner indemnified from and against all personal and third party claims whatsoever arising out of any commission or omission by Contractor or his employees, or representatives as the case may be.
125	Water	Free of cost
126	Electricity	Free of cost
127	Payment of Bills	Payments will be made after submission of bill within 21 days.
127.1	Advance against material on site	Not Applicable
127.2	Running Account Bills	NA
127.3	Payment Clause	Payments will be made within 21 days on submission of bills provided the bills are complete and duly authenticated by the specified Officer(s) of the Owner after completion of the work in all respect.
128	Rate validity	Rates shall be valid for two years from the prescribed date.
129	Method of Measurement	As actuals by Engineer In charge.
130	Force Majeure	If the whole of any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances or events beyond the control of the Parties including delays due to floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance.

131	Taxes, Labour laws and Other regulations	The Contractor will be exclusively responsible to meet and comply with all legal requirements related to the work.
131.1		
131.2		The Contractor shall accept and bear full and exclusive liability for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or service rendered pursuant thereto.
131.3		Any legal matter or issues arise, and all court matters if arise for this contract are subjected in Nagpur courts jurisdictions only.
132	System of Bid Evauation	Price BID of only those bidders who qualify in Technical bid will be opened at a subsequent date.
133	Precedence Clause:	In the case of any ambiguity in interpretation, the Price bid will supersede the Technical Qualification bid and decision by Asst. Manager (A&C), IIMN on the interpretation of the entire contract terms and conditions will be final and binding to all.
134	Mathematical error	During the opening of price bids the total quoted amount will be declared. However, during calculation verification if there is any error found in total amount, the agency will be called for clarifications. The rates quoted by the agency will be considered firm and hence the amount will be worked out by multiplying the rate with quantity. The rate will not be allowed to be changed in any case. However, decision by Asst. Manager (A&C), IIMN on the interpretation of the entire contract terms and conditions will be final and binding to all.

Scope of Work

1.1 The tentative quantity of various Equipment to be considered for Service / Maintenance is as under: -

Equipment	Total Quantity	Preventive Maintenance Required	Breakdown Maintenance required
Electric kettle	111	NO	YES
Induction cooktop	10	NO	YES
Microwave oven	14	NO	YES
Refrigerator	133	YES	YES
RO	15	YES	YES
Television	122	NO	YES
Washing machines	41	YES	YES
Water Dispenser	11	YES	YES
Watercooler	69	YES	YES
Grand Total	526		

Details of the equipment as per Annexure D

The services shall include providing all tools and other equipment like ladder, spanners, testing equipment's and manpower for replacement of defective spare parts as and where required, and as directed by IIM Nagpur Engineer In-charge.

All maintenance works shall be carried out as per procedure recommended by the OEM.

- Only the cost of visit of technician per time for preventive and breakdown maintenance is to be quoted in price bid, cost required for consumables will be paid as per actuals.
- Preventive Maintenance Service of Equipment is mandatory by the qualified/ Experienced technicians only.
- Service history for maintenance of equipment for all services and repairs to be maintained by the contractor.
- No transportation cost will be paid for the parts to be repaired or replaced.
- All Component replacements shall be obtained from the original manufacturer/authorized dealers.
- Parts if any required related to being replaced or repaired will be done with the consultation of Engineer in charge.
- Maintenance Schedule in detail to be formatted in coordination with Engineer in Charge for proper maintenance and Performance of Units.

Breakdown Maintenance

- Immediately attending to complaints on call basis within 24 hours.
- Unlimited Breakdown service round the year to be provided.
- Breakdown calls shall be attended to immediately and a record of such Service, to be duly acknowledged by the person in charge at the location.

Payments will be released for each Breakdown visit as per the charges agreed upon in the contract. The charges include visit and labour charges.

The payment for consumables/spares if required for repairs will be paid as actuals on tax invoice.

Preventive Maintenance Services (PMS):

1. All the equipment, **except RO**, shall be serviced at least **once a year**. RO will be serviced twice a year as per the schedule decided in consultation with the institute authorities.
2. A record of such services duly acknowledged by the person using the machine or in his absence, in charge of the location shall be maintained.
3. Annual PMS shall include the standard maintenance services including but not limited to :
 - Checking electrical connection and their replacements if required.
 - Checking and tightening of nuts & bolts.
 - Oiling the motors.
 - Checking cooling efficiency.
 - Checking of excessive vibrations of the machinery and equipment etc.
 - Cleaning and changing filters and other checks if necessary etc.

A maintenance schedule mutually agreed upon will be prepared before the commencement of the AMC.

Payment for the PMC will be released after the completion of Annual maintenance schedule and as per actual number of equipment serviced. The charges include visit and labour charges.

Bid Evaluation Scheme

- Price Bids of only those bidders shall be considered for opening and evaluation, who qualify as per the Prequalification criteria.
- The Total amount quoted in Price Bid will be considered for evaluation purpose.
- The quoted prices shall be checked to determine the arithmetical correctness of the same.
- A bidder having lowest Price Bid (Total Amount) will be selected for award of contract.
- IIMN reserves the right to accept/ reject any tender in part or full, without assigning any reason whatsoever.
- IIMN reserves their right to negotiate the quoted price.

Annexure A

PARTICULARS OF BIDDER

SR.NO	DEACRIPTION	
1	Name of the bidder	
A	Trade Name (in Block letters)	
B	Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co.) In Block letters)	
C	Name of Proprietor/Partners/CEO/Directors (In Block letters)	
2	Postal Address	
3	Telephone No.	
4	E-mail / Website address (if available)	
5	Payment details and amount	
6	Name of the Banker, Branch Name & address (In Block letters) (For e-payment purpose)	
7	PAN (Enclose self-attested photocopy)	
8	GSTIN (GST Registration No.) (Enclose self-attested photocopy)	
9	Is you firm MSME? –YES/NO	

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender/quotation/NIT as stipulated in the tender notice No IIMN/160/2023-24/10 Dated 12-10-2023. Accordingly, I/ we accept the terms and conditions and hereby offer the rates for “Annual Non-Comprehensive Service /Maintenance Contract of Equipment at IIM Nagpur MIHAN Campus MIHAN Campus” as per Price Bid.

Signature _____

Date _____

Official seal of bidder _____



Annexure B

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

(On Bidder's Letter head)

I / We, the authorized signatory of

M/s _____,

participating in the tender No. IIMN/160/2023-24/10 Date: 12-10-2023 for "Annual Non-Comprehensive Service /Maintenance Contract of Equipment at IIM Nagpur MIHAN Campus"do hereby declare:

(i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD is being deposited for the said tender.

(ii) That in the event we withdraw / modify our bid during the period of bid validity, I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD

Then I/we will be suspended from being eligible for bidding / award of all future contract(s) of Indian Institute of Management Nagpur for a period of one year from the date of committing such breach.

Signature of Authorized Signatory of bidder

Name of Authorized Signatory

Company Name

Annexure - C

CHECK LIST OF DOCUMENTS TO BE SUBMITTED

Sr.no	Item Description	Details of Certification Enclosed YES/NO	Bid Reference
1	PAN		
2	GST Registration		
3	Particulars of bidders (Annexure - A)		
4	EMD-format of bid security (Annexure- B)		
5	The applicant should have good reputation in business of maintenance Contract /Dealer/Distributor of similar Products or services mentioned in the tender for last five years as on date of this tender publication.		
6	Bidder should have completed similar work as asked for in last three years as on date of this tender publication. One work of Rs.2 lakh OR Two works of Rs. 1 lakh each.		
7	The Bidder must have its office/branch/ sales & support team located in Nagpur. Address Proof for the office/branch is to be submitted		
8	The Bidder should be an Authorized Service Provider/Dealer/Distributer or Original Equipment Manufacturers for at least one of the reputed Whirlpool/ Godrej/ IFB/Bosch/ LG /Voltas/Usha/Bluestar/kent/Bajaj or equivalent for Electric Equipment and Home Appliances.		

Price Bid**(Tender Reference NO.: IIMN/160/2023-24/10 Date: 12-10-2023)****Name of Work:- “Annual Non-Comprehensive Service /Maintenance Contract of Equipment at IIM Nagpur MIHAN Campus”****Name of the bidder : _____**

Equipment	Total Quantity (A)	Preventive Maintenance charges per unit (B)	Total Amount PMC (X=A*B)	Breakdown Maintenance visit charges per unit (C)	Total Amount BMC (Y=C*A)
Electric kettle	111	NA	NA		
Induction cooktop	10	NA	NA		
Microwave oven	14	NA	NA		
Refrigerator	133				
RO (twice a year)	15				
Television	122	NA	NA		
Washing machines	41				
Water Dispenser	11				
Watercooler	69				
		Total		Total	
		GST___%		GST___%	
		Total X=		Total Y=	
Final Total Amount for AMC (X+Y)					

Final Total Amount in words:- _____**Note: The consumables / spares required for repairs will be paid as actuals. The visit and labour charges only are to quoted.**

Signature of Authorized Person:

Seal