



**NATIONAL GEO-SPATIAL DATA CENTRE
SURVEY OF INDIA
DEHRADUN**

TENDER DOCUMENT

FOR

COMPREHENSIVE AMC Of UPS System At NGDC, SURVEY OF INDIA, DEHRADUN

TENDER NO ----- 279/15-C-4/SL-UPS/NGDC , Dt. 26/04/2019
TO BE SUBMITTED BY ----- 26-05-2019 10:00 hrs.
TO BE OPENED ON ----- 27 - 05 -2019 10:00 hrs.

This tender document can be downloaded from Survey of India

Website www.surveyofindia.gov.in and Central Public Procurement Portal

SURVEY OF INDIA
(DEPARTMENT OF SCIENCE & TECHNOLOGY, GOVT. OF INDIA)
TENDER DOCUMENT
FOR COMPREHENSIVE AMC OF UPS SYSTEMS OF SPECIFICATION MENTIONED IN
PARA 4.0 OF THIS TENDER DOCUMENT.

The Director, National Geo-Spatial Data Centre, Survey of India, Dehradun on behalf of the President of India, invites E-tender from competent and qualified contractors for the comprehensive AMC of UPS System, specifications thereof as mentioned in Para 4.0 of the tender document.

1.0 PARTICULARS OF THE TENDER:

- (a) Designation and address of the Authority inviting tender : The Director,
National Geo-Spatial Data Centre,
Block 6, Survey of India,
Hathibarkala, Dehradun 248001
Tel. No. 0135-2747623
Fax: 0135-2742971
- (b) Tender may be obtained from : Downloaded from Survey of India website and
Central Public Procurement Portal.
- (c) Tender No. **279/15-C-4/SL-UPS/NGDC , Dt. 26/04/2019**
- (d) Last date of receiving the tenders : **26 -05-2019 at 10.00 hrs.**
- (e) Date and time of opening of Tender: **27-05-2019 at 10.00 hrs.**

2.0 DETAIL OF THE JOB TO BE EXECUTED :

One UPS System having two units each of 55 KVA is installed in the office of National Geo-spatial Data Centre, Survey of India, Hathibarkala Estate, Dehradun. Presently this UPS (both units) are functional and the department intends to keep it under AMC.

- 2.1** The bidder can visit the office on any working day during 09:30 hrs. to 17:00 hrs to inspect the existing UPS before quoting the rates for AMC.
- 3.0** Rates (including all taxes) for Comprehensive AMC of the existing UPS (both units) along with Battery Bank, is to be quoted.

4.0 SPECIFICATION/DESCRIPTIONS OF UPS:

- i. No. of UPS System : One Centralized
- ii. Capacity : 2x55 KVA UPS System including
Battery Bank of 180 Nos. of Batteries.

- iii. Make : Nelco
- iv. AH rating of the batteries : 2 Volt 250 AH

5.0 ELIGIBILITY CRITERIA:

- i. The bidder should have minimum 5 years experience with yearly turnover of Rs.4,00,000/- per year in these 5 years. The bidder shall furnish the proof of experience/competence along with the bid, of execution of the similar work.
- ii. The bidder should enclose the photocopy of ITR for last three years.
- iii. The bidder should be registered with an appropriate Govt. agency for running/maintaining the UPS system Copy of certificate of registration may be furnished along with the bid.
- iv. The Bidder are required to enclose copy of GST registration.
- v. Bidder must have a registered office in Dehradun. The bidder has to provide the address and telephone/fax details of Dehra Dun office in the bid.

6.0 TERMS AND CONDITIONS:

- i. Online bids only will be accepted.
- ii. EMD exemption related papers (Hard Copy) must be deposited at NGDC, Survey of India, Dehradun before the date of opening of bids.
- iii. The rules, regulations, orders and directions issued by Govt. of India from time to time on the subject, shall be final and binding on all bidders.
- iv. The Director, NGDC reserves the right to reject any bid without assigning any reason.
- v. One well trained/qualified Service Engineer will be deployed to operate/ maintain UPS between 9:00 AM to 5:30 PM on all working days. For Normal Preventive Maintenance & Major Break down as required and if required on holidays, no additional amount will be paid. The call may be recorded at location / section where the UPS are installed in NGDC.
- vi. The bidder should enclose a Demand Draft or Bank Guarantee of the amount **Rs. 10,000/-** as earnest money along with bid in the name of **Senior Accounts Officer CP&AO, Dehradun**. The bid security (Earnest Money) is to remain valid for a period of 45 days beyond the final bid validity period. The bid without EMD will be treated as non-responsive.
- vii. Firms registered in NSIC will be exempted from submitting EMD as per government of India orders provided they submit the relevant valid certificate before opening of the bid.
- viii. Both the units of UPS (i.e. 2x55 KVA), along with the battery Bank (180 Batteries), are to be maintained for twelve months.
- ix. The bidder, if desires may be present at the time of opening the bid. If the bidder himself is unable to present, his authorized representative will be permitted only if he possess valid authority letter of the bidder.

- x. The successful tenderer will have to furnish an agreement on Rs. 100/- Non judicial Stamp paper at his own expense. The format of the agreement is attached as Annexure 'D'.
- xi. The successful bidder will have to deposit 10% of bid value as Security Deposit in form of FDR/Bank Guarantee, valid for 14 Months for the date of start of AMC.
- xii. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- xiii. **Response period:** - Any break down must be attended immediately and majority of faults would be rectified in first response itself. If it is beyond 2 hrs due to some major faults the suitable explanation should be given by maintenance agency. However maximum period allowed for defect rectification shall be 24 hrs. The time will count for all working days.
- xiv. For every day on delay beyond 24 hrs in defect rectification, The penalty of Rs. 200/- per day will be imposed.
- xv. This contract covers a comprehensive routine servicing and maintenance of the equipment; hence any part which is to be replaced will be supplied and installed by the firm only.
- xvi. In case of failure on part of the firm to respond to call within stipulated period of 24 hrs, this office shall be free to get the equipment rectified/repared from any independent party, the repair charge as well as the penalty charges shall be adjusted from the firm bill.
- xvii. **Frequency of Service:** - One Service Engineer will be deployed to operate/maintain UPS between 9:00 AM to 5:30 PM on all working days and for Normal Preventive Maintenance & Major Break down as required and if required on holidays and no additional amount will be paid. The call may be recorded at location/section where the UPS are installed in NGDC.
- xviii. The firm is liable to handover the equipment on AMC to the Successor in working condition, failure to which leads to deduction of actual expenditure to repair hardware.
- xix. In the matter of interpreting the terms and conditions of the AMC, **the decision of the Director N.G.D.C. shall be the final.**
- xx. The Director, NGDC reserves the right to **terminate the contract by giving One Month's notice,** if the firm found to be incapable of carrying out the maintenance as per terms and conditions or in the event of unsatisfactory performance by the firm.
- xxi. The bidders have to submit all the pages of the tender document with signature & stamp of the tenderer.
- xxii. The bidder should ensure to submit Annexure 'A', Annexure 'B' (Financial Bid), Annexure 'C', & Annexure 'D', with signature and stamp of the firm.

xxiii. For any dispute, that may arise, the matter will be referred to sole Arbitrator i.e. Surveyor General of India. The decision of the Surveyor General of India will be final.

7.0 PAYMENT TERMS: Quarterly, (No advance will be paid).

8.0 TAXES AND DUTIES: The successful bidder shall be responsible for safety and insurance (EPF) of any of his staff deployed for maintenance. The Department shall not be responsible for any salary paid to the service engineer deployed, taxes, duty, license fees and compensation of insurance etc.

(Annexure 'A')

CHECK LIST

Sl. No.	List of Items	Submitted (Yes or No)
1.	Registration certificate of bidder issued by the appropriate authority.	
2.	Copy of GST registration certificate	
3.	Documents showing execution of similar work (5 year experience) in any central/state govt. departments/PSUs.	
4.	Proof of annual turn over of Rs 4,00,000/- per year in the form of Balance sheets certified by qualified Chartered Accountant.	
5.	Copy of PAN card	
6.	ITR for last three years.	
7.	Earnest Money Deposit	
8.	Tender form with signature & stamp of firm on all pages.	
10.	Whether the bidder has provided the address and telephone/fax details of Dehra Dun office in the bid.	

Authorized Signature with Stamp

(Annexure 'C')

BANK GUARANTEE BOND

In consideration of the President of India (hereinafter called "the Government") having agreed to exempt _____ (hereinafter called "the said contractor (s)" from the demand, under the terms and condition of an Agreement dated _____, made between _____ and _____ for _____ (hereinafter called "the said Agreement"), of security deposit for the due fulfilment by the said contractor(s) of the terms and conditions contained in the said Agreement on production of Bank Guarantee for Rs. _____ (Rupees _____ only) we, _____ (hereinafter referred to as "the bank") [indicate the name of the Bank]

At the request of _____ contractor(s) do here by undertake to pay to the Government an amount not exceeding Rs. _____ against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We, _____ do hereby undertake to pay the [indicate the name of Bank]

amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Govt. by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s), failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs _____.

3. We undertake to pay to the Government any money so demanded not withstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit of proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the contractor(s)/supplier(s) shall have no claim against us for making such payment.

4. We, _____ further agree that the guarantee [indicated the name of Bank]

herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____ office/Department/Ministry of _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor(s) and accordingly discharge this guarantee. Unless a demand or claim under this guarantee

is made on us in writing on or before the _____ we shall be discharged from all liability under this guarantee thereafter.

5. We, _____ further agree with the Government [indicate the name of Bank]

that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms & condition of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for anytime or from time to time any of the powers exercisable by the Government against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or commission on the part of the Government or any indulgence by the Government to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/ Supplier(s).

7. We, _____ lastly undertake not to revoke

[indicate the name of Bank]

This guarantee during its currency except with the previous consent of the Government in writing.

Dated the _____ day of _____.

For

[Indicate the name of Bank]

**AGREEMENT BETWEEN
THE DIRECTOR, NGDC
AND**

M/S.....

**FOR COMPREHENSIVE AMC OF CENTRALIZED UPS 2X55 KVA OF
NGDC.**

An Agreement made this.....2019 between M/s..... (hereinafter called the contractor which expression include legal representative) of the one part and the President of India (hereinafter called the Govt.) of other part and where by the Contractor agrees for comprehensive AMC of Centralized 2X55 KVA UPS Installed at NGDC, Survey of India, Hathibarkala, Dehradun (hereinafter called the DIRECTOR, NGDC) as per details given below.

1. Comprehensive AMC is being undertaken accepting the terms & conditions as stipulated in tender document No 279/15-C-4/SL-UPS/NGDC , Dt. 26/04/2019

Details of Equipment:

NGDC intends to keep following item under comprehensive AMC for one year :- Comprehensive AMC of Centralized UPS 2x55KVA with 180 Batteries for one year.

2. Period of AMC: - -2019 to -2020.

3. Cost of AMC: -Rs.

4. Terms of payment: - The payment will be made Quarterly (Three Months) and the payment of each quarter will be made after adjustment of amount and deduction of if any, i.e. after adjustment of amount of penalty imposed if any.

5. Scope of Work :-In accordance to Tender Document.

6. Response period: - Any break down must be attended immediately and majority of faults would be rectified in first response itself. If it is beyond 2 hrs due to some major faults the suitable explanation should be given by maintenance agency. However maximum period allowed for defect rectification shall be 24 hrs. The time will count for all working days.

7. For every day on delay beyond 24hrs in defect rectification, The penalty of Rs. 200/- per day will be imposed.

8. Call Notice: - Notice for repair/maintenance of the system will be given to the firm by S.O. System / Director NGDC or his representative.

9. This contract covers a comprehensive routine servicing and maintenance of the equipment; hence any part which is to be replaced will be supplied and installed by the firm only.

10. In case of failure on part of the firm to respond to call within stipulated period of 24 hrs, this office shall be free to get the equipment rectified/repared from any independent party, the repair charge as well as the penalty charges shall be adjusted from the firm bill as per Para 4.

11. The security deposit @ 10 % of the AMC value for 14 months will have to be deposited by the firm from the date of commencement of the AMC which is refundable after expiry of the contractual period.

12. Frequency of Service: - One Service Engineer will be deployed to operate/maintain UPS between 9:00 AM to 5:30 PM on all working days and for Normal Preventive Maintenance & Major Break down as required and if required on holidays and no additional amount will be paid. The call may be recorded at location/section where the UPS are installed in NGDC.

13. The firm is liable to handover the equipment on AMC to the Successor in working condition, failure to which leads to deduction of actual expenditure to repair hardware.

14. For any dispute, that may arise, the matter will be referred to sole Arbitrator i.e. Surveyor General of India. The decision of the Surveyor General of India will be final.

Place: - Dehradun

Director NGDC

M/S

Witness: - 1)

Witness: - 1)

2)

2)

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 :

- i) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal: <https://eprocure.gov.in/eprocure/app> by clicking on the link “**Click here to Enrol**” on the CPP Portal is free of charge.
- ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii) 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.
- iv) 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 / NIC/ (n)Code / eMudhra / Capricon etc.), with their profile.
- v) 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 DSCs to others which may lead to misuse.
- vi) 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

- i) 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.
- ii) 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.

iii) 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

i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

ii) 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.

iii) 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 formats. Bid documents may be scanned with 100 dpi.

iv) 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. Bidders can use “My Space” are 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

i) 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.

ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

iii) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to Tender Inviting Office i.e. **The Director, National Geospatial Data Centre, Survey of India, Block NO -6, Hathibarkala, Dehradun 248001**, It should be reached to the NGDC before the last date of bid submission. 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.

v) 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.

vi) 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.

vii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

viii) 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.

ix) 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

- i) 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.
- ii) 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 **Number 0120-4200462, 0120-4001002, 0120-4001005.**