



भारतीय प्रबंध संस्थान इंदौर

INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राउ-पीथमपुर रोड, इंदौर- ४५३५५६ (म.प्र.), भारत
दूरभाष: ०७३१-२४३९ ६२०/४४७/६१९

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Tender Notice No.: IIMI/Project/16/2017/50
File No.376

Name of Work:

“Non Comprehensive Annual Maintenance Contract (AMC) for a period of Two Year for 01 no. of passenger lift installed in Main Building at IIM Indore”

Certified that the NIT Document contains 16 pages serially numbered from 1 to 16

INDIAN INSTITUTE OF MANAGEMENT INDORE

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सिद्धिमूलं प्रबन्धनम्
भा. प्र. सं. इन्दौर
IIM INDORE

भारतीय प्रबंध संस्थान इन्दौर

प्रबंध शिखर, राऊ-पीथमपुर रोड, इन्दौर - 453 556 (म.प्र.), भारत

INDIAN INSTITUTE OF MANAGEMENT INDORE

Prabandh Shikhar, Rau-Pithampur Road, Indore - 453 556 (M.P.), India

Dated: November 29, 2017

NOTICE INVITING TENDER

Ref: Tender Notice No. IIMI/Project/16/2017/50 File No.376

IIM Indore invites offline item rate tender from the original equipment manufacturer or their authorized service provider / contractors who fulfill the criteria of the eligibility for the under mentioned work. Schedule of item & quantity is attached as annexure -1 to this notice.

The tender is also published on IIM Indore website under the URL: <http://iimidr.ac.in/tenders/>. Interested parties can download the same and submit by post or hand delivery before the due date & time.

A. Schedule of Important Events / Activities

A.1 Information Related to Bid

A.1.1	NIT No. :IIMI/Project/16/2017/50 File No.376	
A.1.2	Name of Work	“Non Comprehensive Annual Maintenance Contract (AMC) for a period of Two Year for 01 no. of passenger lift installed in Main Building at IIM Indore”.
A.1.3	Estimated Cost Put to Tender	Rs. 94,400/-
A.1.4	Earnest Money Deposit (Rs.)	Rs. 1888/- (Rs. Five Thousand Only) by e-payment through electronic mode or DD or bankers cheque.
A.1.5	Completion period	02 (Two) Year
A.1.6	Mode of submission of tender	Off-Line mode only.
A.1.7	Last date & time of receipt of tender	Upto 04:30 PM on December 05, 2017.
A.1.8	Date & Time of opening of tender	05:00 PM on December 05, 2017 at the office of the Chief Engineer, Administrative Block, IIM Indore M.P. - 453556.

B. Eligibility Criteria

1. Criteria of eligibility for submission of bid documents:

In order to fulfill eligibility for acceptance, the following criteria will be followed. The original equipment manufacturer or their authorized service provider / contractors are required to submit relevant verifiable and self-attested documents.

1. **Work Experience:** Copies of three work Orders along with the their completion certificates of maintenance of passenger lifts received from Govt. Departments/ PSUs/Nationalized Bank/ Public Institutions/Reputed Private Organizations during last three years in support of the experience

(Issued by officer of the Department not below the rank of an Executive Engineer in case of PSUs/Government and any senior officer if the work done in a private enterprises)

2. **Certificates:** (copy of certificates to be submitted)

- i. PAN (Permanent Account Number)
- ii. GST (Goods & Service Tax) Registration Certificate
- iii. Certificate of registration of firm/company
- iv. Aadhar card copy of the authorized officer of the company who will be signing agreement etc.

2. Mode of payment of EMD:

- i) Bidders may deposit the EMD through NEFT or RTGS. Details for the same are as below:

Name of beneficiary	: Indian Institute of Management Indore
Address	: Rau-Pithampur Road, Indore -453556, M.P.
Account No.	: 53018623445
Name of the Bank	: State Bank of India
Address of the bank	: IIM Indore Campus
IFSC Code	: SBIN0030525

- ii) EMD can also be furnished in DD / Bankers cheque etc. drawn in favor of 'Indian Institute of Management Indore' payable at Indore".

Bidders will have to attach Payment details of EMD during the submission of tender and the same will be accepted only on verification & confirmation by the Institute. Any delay in credit will not be entertained by the Institute.

3. **The Tender is required to be submitted in a sealed cover comprising of the following documents:**
 - (1) EMD details
 - (2) Eligibility document
 - (3) Financial Bid in the given Bill of Materiel at annexe-1
4. Tender without the above documents, will be summarily rejected.
5. The tenderer can drop the sealed cover in the above manner in the Tender Box kept at the **'Project Department, IIM Indore, Administrative Block, Rau-Pithampur Road, Indore - 453556 M.P.'** on or before the due date & time positively. The tender shall not be accepted beyond the stipulated date and time under any circumstances whatsoever. Any delay happened in the transition is at the risk of the tender and IIM Indore will not be responsible.
6. EMD of unsuccessful bidders shall be returned after award of the contract / order to the successful bidder. No interest will be paid on the EMD.
7. In the case of selected vendor / Party in whose favor supply order is placed, the EMD will be retained till end of the AMC period.

Part "C": Other Terms & Conditions

1. The bid submitted shall become invalid:
 - (i) If the bidder is found ineligible.
 - (ii) If the documents submitted by the successful bidder does not match with the originals before the award of work.
 - (iii) If eligibility criteria not fulfilled.
2. The competent authority on behalf of the Director IIM Indore does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bid in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected.
3. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable for rejection.
4. The validity of the tender shall be 60 days from the date of opening of financial bid.
5. IF ANY INFORMATION FURNISHED by the applicant is found to be incorrect at a later stage, they shall be liable to be debarred from tendering/ taking up works in IIM INDORE.

6. The specifications, Terms & Conditions, other regulations which are not herein mentioned will be guided by relevant CPWD / IS /Other Central Govt./state Govt. norms, OEM standards applicable for IIM Indore & the decision in this regard will be guided by the decision of the respective authority of IIM Indore which shall be final and binding to the contractor.
7. The party whose tender has been accepted has to execute an agreement on non-judicial stamp paper immediately after work order is issued.
8. If called for, originals of the document submitted shall be produced.
9. General condition of contract (GCC) of CPWD will be applicable to the extent relevant to the job.
10. Any dispute is subject to the jurisdiction of Civil Court Indore.
11. **Scope of work:** The scope of work are as under:-
 - a) The maintenance & service of the lift will be done by the agency once in a month under the terms and condition and as per standard laid down by its manufacturer under the supervision of the officials of the IIM Indore.
 - b) Taking all required readings regularly and maintaining the logbook record.
 - c) All the routine inspections to ensure smooth running of the lift as well as those are otherwise related, to satisfactory operation of the Lift.
 - d) Issuing a certificate along with the bill that all safety aspect have been checked and found in good condition.
12. The work shall be executed as per CPWD general specifications for Civil & electrical works with upto date amendments as per relevant IS and as per directions of Engineer-in-Charge. These additional specifications are to be read in conjunction with above. However, nothing extra shall be paid on account of these additional specifications & conditions as the same are to be read along with schedule of quantities for the work.
13. The Tenderer should in his own interest visit the site and familiarize himself with the site conditions before tendering.
14. No T&P shall be issued by the IIM Indore and nothing extra shall be paid on account of this.
15. Employer reserves the right to alter the mode of selection, accept or reject any or all bids without assigning any reason thereof.
16. Necessary clarification required by the IIM Indore shall have to be furnished by the Tenderer within the time given by the IIM Indore for the same. The Tenderer will have to depute his representative to discuss with the officer(s) of the IIM Indore as and when so desired. In case, in the opinion of the IIM Indore

a Tenderer is taking undue long time in furnishing the desired clarifications, his bid will be rejected without making any reference.

17. The Tenderer will have to fill up their rates only in the price bid in BoQ format. Tenders in which the price bids are given in any other format are liable to be rejected.

18. A tenderer will also not be allowed to withdraw or modify any condition at a time after the technical bids have been accepted and the decision to open the price bid has been taken by the IIM Indore.

19. The IIM Indore reserves the right to reject any or all the price bids and call for fresh prices/ tenders as the case may be without assigning any reason.

20. If a tenderer back out after award letter is issued, his EMD will be forfeited.

21. Terms of Payment:

Payments shall be released as per General Conditions of contract and the following conditions. All interim payments shall have deductions towards advances and other contract conditions. No advance payment will be made.

- The Contractor shall bill for 1/4th of the accepted annual amount every quarter on completion of the service of that quarter and the payment shall be made within 30 days from the date of submission of bill.
- If the work carried out by the contractor is not satisfactory, IIM Indore shall hold such bill/s till satisfactory services are provided.
- Any amount due from the contractor to IIM Indore will be recovered from his quarterly bill

Dated: November 29, 2017
Place: Indore (M.P.)

Sd/-
(V.P. Thomas)
Chief Engineer

AGREEMENT

THIS AGREEMENT made at Indore on the _____ day of _____ 2017 between Indian Institute of Management Indore Rau- Pithampur Road, Indore (hereinafter called "The IIM INDORE" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) of the one part AND _____ (herein after called "The Contractor" which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns) of the other part.

WHEREAS

The IIM INDORE is desirous of carrying out the "NIT No. IIMI/Project/16/2017/50, File No. 376 for the work of **"Non Comprehensive Annual Maintenance Contract (AMC) for a period of Two Year for 01 no. of passenger lift installed in Main Building at IIM Indore"**.

The Works are to be executed as per the schedules mentioned in tender document, drawings and specifications describing the works to be done.

The Contractor has agreed to execute the said works subject to the provisions hereinafter contained and subject also to General Conditions of Contract, Special conditions of contract, Safety Code, Model Rules for the protection of health and Sanitary arrangements for workers, Specifications, Preambles and Schedule of Quantities and installation schedule (all of which are hereinafter collectively referred to as the 'said tender conditions') and strictly in accordance with the Scope of work annexed hereto at or for the respective rates set out in the Schedule of Quantities amounting to the sum as there under arrived at or such other sums as shall become payable there under (hereinafter referred to as the said tendered amount).

NOW IT IS HEREBY AGREED AS FOLLOWS: -

1. In consideration of the said tendered amount to be paid by The IIM INDORE to the Contractor at the time and in the manner set forth in the said tender conditions and in accordance with the Schedule of Payments to execute and complete the work shown upon the said Drawings strictly in accordance with the specifications and Schedule of Quantities.
2. The said tender conditions, scope of work and the annexures hereto shall be read and considered as forming part of this contract and the parties hereto shall respectfully abide by to the said conditions and perform the agreement on

their part respectively contained in the said conditions.

3. The approved drawings if any, notice inviting tenders technical specification etc. shall also form the basis of this contract.
4. This contract is a Lump sum Contract and to be carried out and to be paid for according to the Schedule of Payments at the rates contained in the Schedule of Quantities.
5. The contract herein contained shall comprise not only the works mentioned above but all subsidiary works connected therewith within the same site as may be ordered to be done from time to time by the said Engineer In charge for the time being, even if such work may not be shown on the said Drawings or described in the said Specifications and Schedule of Quantities.
6. The IIM INDORE reserves to themselves the right of altering the specifications and the nature of the work by adding to or omitting from the scope of work any item of work or portions of the same without prejudice to this contract.
7. Time shall be considered as the essence of this contract and the Contractor hereby agrees to commence the work within 10 days from the date of work order or from the date of handing over of the site, as provided for in the said terms and conditions, whichever is later, and shall complete the entire work within the specified period, subject nevertheless the provisions for extension of time as may be agreed to by the IIM INDORE and as contained in the said conditions.
8. All payments by the IIM INDORE under this contract shall be made only at Indore.
9. All disputes arising out of or in any way connected with this contract shall be deemed to have arisen at Indore and courts in Indore only shall have jurisdiction to determine the same.
10. That the contract and several parts of this contract have been read by the contractor and fully understood by him. The contractor shall not be entitled for payment beyond tendered quantities unless ordered specifically by written instructions of Director IIM INDORE.
11. This contract shall be signed in duplicate, the original whereof shall be kept in the custody of the IIM INDORE, and the duplicate with the Contractor.

IN WITNESS WHEREOF the IIM INDORE has set his hands hereunto and two duplicates hereof through his duly authorized official and the Contractor has caused these presents and two duplicates hereof under his common seal by his duly authorized representative at the place and on the date month and year first herein above written.

SIGNED, SEALED AND DELIVERED by IIM INDORE, by the hand of

Signature:
Name:
Designation:

IN THE PRESENCE OF

(1) Signature:
Name:
Address:

(2) Signature:
Name:
Address:

SIGNED, SEALED AND DELIVERED BY the Contractor M/s. _____
_____.

Signature:
Name:
Designation:

IN THE PRESENCE OF

(1) Signature:
Name:
Address:

(2) Signature:
Name:
Address:

Technical Specification

Non Comprehensive Annual Maintenance Contract (AMC) for a period of Two Year for 01 no. of passenger lift installed in Main Building at IIM Indore

1.0 Scope of Work

- 1.1 The AMC is for a period of Two year from 01st December 2017 to 30th November 2019.
- 1.2 Contract with Elevator agency may be terminated by IIM Indore at its discretion by giving 30 days' notice to the service provider in case of failure to maintain the AMC services at the satisfaction of the IIM Indore and the agreement with IIMI in that case will be treated as cancelled before expiry date of notice and the contract.
- 1.3 Regular servicing & inspection of the elevators/Lifts should be carried out at least once in a month by the service provider.
- 1.4 The service provider shall regularly examine elevator equipments and provide Gear oil, Lubricate, Grease, Mobil, Break Shoe Gibbs, Push Buttons Car and Landings etc. for maintenance if required.
- 1.5 Responsive time for maintenance of items covered under AMC will be 24 hours including holidays.
- 1.6 In the event of service provider unable to attend call or provide service within 48 hours, IIM Indore reserves the right to get the work done from outside party and in such cases the expenses for the same will be deducted from the amount payable to the service provider by IIMI.
- 1.7 You shall not engage any sub-agent or sub-contractor whatsoever for running the AMC Service.
- 1.8 The contract for running the AMC Service shall be commercial contract and between IIM Indore & Elevator agency. There shall be no employer-employees relationship between IIM Indore and the contractor and/his personnel.
- 1.9 Monthly routine maintenance and checkup of the machine, controls, ropes, breaks, control cables and other mechanical and electrical parts and appliance.

- 1.10 All the replaced parts shall conform to relevant I.S. codes or Bombay lifts Act and rules made there under.
- 1.11 Check thoroughly each component part of the lifts at the end of each SIX MONTH and carry out such repair, maintenance and replacement as may be considered necessary as a result of SIX MONTH inspection.
- 1.12 Get the lifts inspected by any local authority or Govt. agency if required under rules, and get the deficiencies, pointed out, removed.

2.0 Special Conditions of Contract

- 2.1 Details of schedule maintenance/break down shall be entered in the register/service slip & jointly signed by the firm's representative and IIM Indore representative and shall be carried out in the presence of IIM Indore representative.
- 2.2 Contractor will have to make minimum 24 visits (01 visit per month) during the AMC period. Beside this, any number of breakdown calls will have to be attended. The response time for such breakdown calls shall not exceeds 24 hours. Beyond this penalty shall be imposed as per penalty clause.
- 2.3 Contractor's mechanic/engineer shall reach to the site within 24 hour after lodging a complaint. Delay in reporting period shall be recorded and penalty shall be imposed at the rate of Rs. 1000/- per day per lift.
- 2.4 Contractor will have to take necessary care and precaution to keep the elevator safe for use and in good working condition. Trained technical staff shall carry out maintenance work.
- 2.5 Contractor will have to carry out all customary half yearly safety tests to examine all safety devices.
- 2.6 No parts or components of the lifts being maintained by contractor shall be removed without prior approval and knowledge of IIM Indore representatives.
- 2.7 Replacement of any defective parts / components shall be done after approval of the IIM Indore and the institute will pay only for the supply items on producing of the original tax paid invoice. Installation & testing of the replaced parts / components will be done by the agency under AMC. No payment will be done on account of Installation & testing of the parts / components.
- 2.8 In the event of non-compliance of the instruction, terms & conditions or complaints remains unattended beyond 24 Hours, or service of the lift is not done within stipulated period, the IIM Indore reserves the right to get the defect removed or servicing done by other agency at the risk & cost of the agency.

- 2.9 The agency has to ensure for proper upkeepment and maintenance of the lift as per standard of the OTIS. The replacement of spare parts should be under the intimation & supervision of the official of the IIM Indore and the stock of spare parts should be maintained and the delay in replacement of spare parts should be maintained and the delay in replacement of spare parts should not hamper the functionality of the lift beyond 48 hours. The delay beyond 48 hours will be treated as negligence and liquidity damage @ Rs.200/- per hour will be charged subject to maximum of 10% of the contract value of two Year.
- 2.10 Any damage to IIM Indore property while carrying out periodical maintenance and attending break down will be contractors' responsibility.
- 2.11 Thorough cleaning of machine room control panel machine unit & hoist way with lift car and pit shall be done once in a month. Which IIM Indore representative shall certify.
- 2.12 All the lifts shall be jointly inspected once in three months or before submission of quarterly bill. Bill shall be forwarded along with the joint inspection report. Items need replacement shall be complied during the next schedule due.
- 2.13 The contractor shall fulfill statutory requirement of ANNUALLY inspection of lift by Inspector of Government. The inspection fees of lift inspector of state Government shall be paid by the contractor.
- 2.14 Contractor shall not only attend the failure but also rectify the cause of failure after investigation.
- 2.15 Penalty imposed for late reporting, late replacement of defective parts and DN time of lift shall be deducted from quarterly bill of the firm.
- 2.16 AMC bill shall be paid after every quarter. No advance payment will be paid.

3.0 Term and Price

- 3.1 This contract shall be automatically renewed for subsequent one (1) year terms after the expiration of the initial or subsequent term unless otherwise terminated pursuant to the provisions of specified Section of this Agreement.
- 3.2 The IIM Indore shall pay the Contractor the specified amount on quarterly basis after end of each quarter for the work performed during that period on presentation of an approved invoice by the Contractor. No advance payment will be made in any case. Taxes will be deducted from the bill as applicable.

3.3 A sum @ 5 (FIVE) % of the gross amount of the quarterly bills will be deducted from each bill as well as final bill. The Security Deposit will be released after successful completion of the job each year.

3.4 The date of commencement of AMC shall be as per schedule mentioned under this contract regardless of the date of execution of this agreement.

4.0 Termination of Agreement

4.1 Either party may terminate this Agreement at the end of the one (1) year term or subsequent term by giving the other party not less than sixty (60) days written notice.

4.2 The IIM Indore may also terminate this Agreement at any time upon thirty (30) days written notice to the Contractor due to the following reasons:

4.3 Unacceptable performance by the Contractor, which shall be determined in IIM Indore's sole and absolute discretion.

4.4 Contractor's failure to comply with all of its duties and obligations under this Contract, If the Owner/Agent chooses to modernize vertical transportation equipment, during any term of this Agreement, provided the modernization work is a major modernization as defined by Codes for Elevators and Escalators, latest edition, Permanent removal of equipment from service.

4.5 Contractor shall fully guarantee all work performed during the Term of the Contract and for a period of ninety (90) days after the termination date.

5.0 Commencement Date

5.1 This contract will be effective from 01 December 2017.

6.0 Contractor to comply with laws

6.1 In the performance of this Contract, the Contractor shall abide by all existing laws, codes, rules and regulations set forth by all governmental units and authorities having competent jurisdiction over Contractor and/or the work performed by Contractor hereunder. Contractor shall also procure and pay any necessary permits or licenses pertaining to the work performed by Contractor pursuant to this Contract.

6.2 All repair, parts replacement or adjustments called for hereunder shall be performed in full compliance with specified laws, standards and codes set by the government with latest edition, including amendments thereto, and with applicable regulations of the state, city and/or local authorities. In case of conflict, the more stringent regulations will apply.

7.0 Warranty

7.1 Contractor warrants that the elevator/escalator maintenance services will be provided to the IIMI in accordance with the terms of this Contract and with prevailing industry standards for elevator/escalator maintenance services. Contractor shall use its best efforts under the circumstances to remedy any delays, interruptions, omissions, mistakes, accidents or errors in such services and restore any service to compliance with the terms of this Contract.

8.0 Certificate of safety

8.1 The contractor shall submit a safety certificate of lifts within 10 days of the last day of the six month inspection of the lifts.

9.0 Availability of Authorized Representative

9.1 The contractor shall ensure availability of his authorized representative at Indore to receive emergency calls and take remedial actions. The representative should attend the call immediately to ensure the restoration of the services promptly. If shutdown of any lift continues for more than one days a penalty of Rs. 1000/- per day per lift for delay beyond one days shall be imposed and the amount of penalty shall be recovered from the quarterly bills, security Deposit or any other sum due to the contractor.

10.0 Responsibility of Accident and hazards

10.1 The contractor shall be responsible for any accident or hazard that take place during the maintenance period of 2 year. He shall also be responsible for payment of compensation and penalties to effected parties as a result of legal action. He shall also be responsible for repairs and replacement of damaged parts of the lift and restore services within 7 days failing which, a penalty @ Rs. 1000/- per day per lift shall be imposed and recovered from bills / deposit or any other sum due to the contractor.

Indian Institute of Management Indore

Financial Bid

Ref: Tender Notice No. IIMI/Project/16/2017/50 File No. 376

Name of Work: "Non Comprehensive Annual Maintenance Contract (AMC) for a period of Two Year for 01 no. of passenger lift installed in Main Building at IIM Indore"

Sr.No	Description	Unit	Qty	Unit Rate	Amount
1	AMC for Two Year (01 December 2017 to 30 November 2019)	Per Quarter	8		
	Total amount in Rs.				
	GST extra in Rs.				
	Total Gross Amount in Rs.				
	Total Gross Amount in words :				

Name, Signature, Designation & Seal _____

Date _____

Name of Bidder Firm _____

Contact Person _____

Contact Number _____

Email Address _____