

North Eastern Institute of Ayurveda and Homoeopathy, Shillong

Mawdiangdiang, Shillong - 793018 (Meghalaya)



**EXPRESSION OF INTEREST (EOI) FOR COMPREHENSIVE ANNUAL MAINTENANCE
OF
06 (SIX) NOS. OTIS MAKE LIFTS AT
NORTH EASTERN INSTITUTE OF AYURVEDA AND HOMOEOPATHY (NEIAH),
SHILLONG**

**Sealed tender are invited under two-bid system from reputed and experience firms as Expression of Interest
for CAMC for 06 OTIS Lifts in NEIAH Shillong**

Sl. No.	DME Stage	Start Date & Time
1.	EOI No.	2-65/2019/NEIAH/SHG/AMC/Pt-I/
2.	EOI issue date	12.01.2022
3	Pre bidding inspection of the site	Bidders may visit the campus on any working days from 10:00 am to 03:00 pm for assessing the scope of work.
4.	Last Date of submission	02.02.2022
5.	Date & Time of Opening	03.02.2022
6.	Cost of the Document	Rs 1000.00/- (Rupees One Thousand only)
7.	EMD Amount(Exempted for firms registered under MSME)	Rs 30000.00/- (Rupees Thirty Thousand only)

NEIAH Shillong invites sealed tenders as Expression of Interest (Eoi) from OTIS/Government registered contractor for the Comprehensive Annual Maintenance Contract of the 06 nos. of OTIS make lifts installed in the institute premises

The bidders are requested to submit Annexure A, Annexure A-1 (Technical Bid) and Annexure B (Financial Bid) in two separate envelopes. The two envelopes should be put inside a sealed envelope which shall consist of the tender document duly signed and consisting the tender document fee of Rs. 1000.00/- (Rupees Two Thousand only). The name of the firm should be inscribed on the tender envelope. The Eoi may be downloaded from the website 'www.neiah.nic.in' and tender document fee may be submitted in the form of DD along with their bid.

Bids without the tender document fee will be liable for rejection.

The sealed envelope may be sent to the below address before **02.02.2022**

**The Office of the Director,
North Eastern Institute of Ayurveda and Homoeopathy
Mawdiangdiang, Shillong, Meghalaya-793018**

QUALIFYING/ELIGIBILITY CRITERIA ALONG WITH TERMS AND CONDITIONS

As the work requires specialised expertise, the work needs to be carried out by technically qualified person registered under the name of the firm. The firms should be in possession of all the equipment necessary for the maintenance of the Lifts.

The list of Mandatory documents for participation in the technical Bid(in be submitted as per Annexure A and Annexure A1) :

- 1. Copy of government registration certificate.**
- 2. Copy of GST certificate from the office of the customs & central excise department.**
- 3. Copy of PAN/TAN/GSTIN etc as applicable.**
- 4. Experience certificate of CAMC/AMC for the last 5 years related to OTIS make lifts or any other elevators of good repute. The details of the same needs to be furnished as per format in Annexure A1(Form 1).**
- 5. Two CAMC orders of any government/Autonomous bodies/PSU. The details of the same needs to be furnished as per format in Annexure A-1 Form 1 along with the document copies.**
- 6. Details of employees and their relevant qualification and experience. Details to be furnished as per format in Annexure A-1 Form 3 along with the document copies.**
- 7. Certified copy of document highlighting annual average turnover for the past 03 years along with a certified copy of Audited Balance Sheet. The same needs to be furnished as per format in Annexure A-1 Form 2 along with the document copies.**

The bidder must submit the original tender document duly signed and stamped on each page as a token of acknowledgment of the terms & conditions.

CONTRACT PERIOD & TERMINATION OF CONTRACT:

- * The validity of this contract shall be of 1 year. The contract is liable for extension upon satisfactory completion of the contact period.
- * The contract shall be binding of the two parties and if any party intends to terminate the contract, should inform in writing 3 month prior to the date of termination of contract.

TENDER DOCUMENT FEE

1. A non refundable of Rs 1000.00/- (Rupees One Thousand only) should be submitted along with this document as tender document fee. Non submission of the same shall lead to disqualification of the bidder in the first stage.

EARNEST MONEY DEPOSIT

1. An EMD Amount of ₹ 30000.00/-(Rupees Thirty Thousand only) in the form of DD/BG/FDR from any scheduled Bank payable at Bank of Baroda Mawdiangdiang Branch in favour of The Director, NEIAH needs to be submitted along with the tender.
2. Submission of EMD is exempted for firms registered under MSME as per GoI rules. In order to avail the exemption, the bidder must submit a copy of their MSME registration along with their technical bid which should be valid during the period of this contract.
3. Any bids received without the EMD or without MSME registration will be readily rejected.
4. The EMDs of the unsuccessful bidders would be returned within two months of publication of short listing of bidders after technical evaluation. In case of shortlisted bidders, the EMD will be retained till the work is awarded.

SECURITY DEPOSIT/PERFORMANCE GUARANTEE:

1. Performance Guarantee bond is mandatory.
2. The Performance Guarantee should be of an amount equivalent to 3% of the value (inclusive of tax) quoted by the successful bidder in their financial bid and should be valid for a duration of 14 months
3. The Performance Guarantee should be established in favour of “The Director, North Eastern Institute of Ayurveda and Homoeopathy, Shillong” payable at Mawdiangdiang, Shillong.
4. The successful bidder/contractor should submit performance guarantee to be received in the office of The Director, NEIAH on or before 15 days from the date of declaration of successful bidder.

PROCESS OF EVALUATION

The evaluation process shall consist of 2 stages. All bidders shall be subjected to technical evaluation (Technical Bid) consisting of verification of documents mentioned in this tender document. The technical proposal will be evaluated on the basis of its responsiveness to the Terms of Reference.

The successful bidder in the technical round shall further be evaluated on the Financial Bid round. This round shall consist of the scrutiny of bidder with the lowest quoted value for the contract. Upon scrutiny of the lowest bidder, the successful bidder needs to enter into a contract with this institute for the work of Comprehensive Annual Maintenance Contract of the lifts in the institute.

AWARD CRITERIA, AWARD OF CONTRACT

- * The CAMC will be awarded to the bidder who successfully passes both the rounds of evaluation. Subject to the fulfilment of the terms & condition, the bidder with the lowest quoted rate shall be termed as successful in the bidding process.
- * The award of contract shall be concluded by the issuing of work order in the name of the successful bidder by the Director, NEIAH and the firm has to take over the charge as per the date mentioned in the work order.
- * If the successful bidder fails to take charge within the mentioned date, the award will be awarded to the bidder quoting the second lowest rate.

PAYMENT TERMS

- * The payment of annual contract rate shall be made on quarterly basis. The firm upon completion of a period of 3 month should raise the bill and submit to this office for payment.

PENALTIES

- * If the contractor fail to adhere by the timeline for maintenance as mentioned in Page 6, penalty equivalent to 1 day of annual contract rate shall be imposed on the bidder/contractor for every day of delay.
- * If the bidder/contractor fails to address the issue within the stipulated time, this institute shall have the right to involve any third party on emergency basis. In this regard, the amount charged by the third party shall be deducted from the amount of the bidder/contractor at the time of quarterly payment.

LEGAL JURISDICTION

The agreement shall be deemed to have been concluded in Mawdiangdiang Shillong, Meghalaya and disputes, if any, arising out of the contract will be referred to courts having jurisdiction over Shillong.

SCOPE OF WORK FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF 6 OTIS MAKE LIFTS AT NEIAH SHILLONG

PLANNED MAINTENANCE:

The contractor shall regularly examine, lubricate and adjust all the necessary components and carry out planned maintenance in systematic and controlled manner using relevant techniques and expertise. The frequency of examination will be monthly basis.

REPAIR AND REPLACING PART

The contractor will repair or replace any parts detailed in the following section which, in its option are defective. Parts should be arranged and fixed by the contractor. The replaced item shall be the property of NEIAH Shillong. Consent for replacing the damaged item shall be obtained from the authorities of NEIAH beforehand.

EQUIPMENTS COVERED:

- (a) Renew/Repair all wire ropes and chains as often as required to maintain an adequate factor of safety , to equalize the tension on all hoisting rope, repair it replace conductors cables and hoist-way and machine room elevator wiring.
- (b) Systematically examine and adjust the followings components:

Machine, Worm gear, Thrust bearing , Drive Sheave, Drive Sheave bearings, Brake contact, Linings and Components;

Motor, Motor Generator, Motor Windings, Rotating Elements, Commutator, Brushes, Brush Holders, Bearing Coils, Resistance for operating and motor circuits, magnet frames and other mechanical parts; Controller, Selector, leveling devices , cams, relays, solid state components e.g. PCBs. Transducers, resistors, condensers, power amplifier, transformer, contacts, leads, dashpots, timing devices, steel selector tapes and mechanical and electrical driving equipments.

Governor, Governor sheave, shaft assembly, bearing , contacts and governor jaws;

Cars and hall mechanical buttons, car and hall position indicator, hall lanterns, car direction indicator and all other car and landing signal fixtures.

Deflector or secondary sheave, bearings, car and counterweight guide rails and buffers, top and bottom limit switches, governor tension sheave assembly. Compensating sheave assembly, car, counter rail guide shoes including Rollers and Gibs; Interlocks on hoist-way door, hoist-way door hangers, guides, automatic power operating door operator, car door hangers, car door contacts, safety shoes, load weighing equipments, car frame, car safety mechanism and platform.

- (c) Lubricant used during the work shall be in line the specifications recommended by OTIS.
- (d) Examine periodically all safety devices and governors and make all customary SAFETY TESTS.
- (e) All electrical works in the Car/ Hoistway/Machine Room shall be done by the contractors. At material will be borne by the contractor.

- (f) Maintenance of the Automatic Rescue Device System and up-gradation of the same as and when required.

NON OTIS LIFT SPARE PARTS:

NEIAH SILLONG has a right to keep the elevators in usable /working condition, which include replacement of worn out damaged parts/components. Therefore, components/parts requiring replacement repair, would be procured by the contractor.

SPARE PART INVENTORY:

The contractor shall during the term of this contract maintain a reasonable supply of frequently used replacement parts and lubricants in Shillong.

SAFETY TESTS:

The contractor shall periodically examine safety devices and governor of lifts to ensure user safety. In addition, contractor shall conduct an annual no load safety test on the equipment.

PRIORITY TO SERVICE:

Keeping in mind the nature of the institute, contractor shall give priority in its service, repair and maintenance for restoring the lifts to its normal service on urgent basis.

WORK SCHEDULE

All work and maintenance services besides emergency calls are to be done by the contractor during normal working hours on office working days. The personnel attending to the services shall intimate the engineer-in-charge about the schedule maintenance in advance. Monthly maintenance servicing should be done for all the lifts. The contractor shall address any issue within 6 hours if reported between 07:00am to 07:00 pm or 12 hours if reported between 07:01 pm to 06:59 am. Non compliance of the timing shall lead to penalty in the final bills.

Minor/ Medium rectification work should be done within 24 hours of intimation by contractor. Major rectification and correction shall be done within 72 hours from the time of intimation to the Contractors.

SUBMISSION OF INSPECTION REPORT

The contractor will submit the monthly inspection and maintenance report to this office and the Engineer-in-charge shall countersign the same acknowledging the work done by the contractor. The contractor shall again submit a copy of the monthly inspection reports along with their quarterly bill.

AGREEMENT TERMS OF REFERENCE

1. The bidder shall station one of its employees in Shillong for the purpose of addressing to any emergency call reported by this institute.
2. Contractor should indemnify to compensate all losses on any failure/negligence, non compliance or lapses in discharging the services for the protection of property. The amount of such compensation shall be determined by the competent authorities of NEIAH.
3. All electrical/mechanical tools, materials and equipments required for executing the contract shall be supplied by the contractor.
4. The contractor shall be observe and adhere to the security rules/ regulations of this institute made from time to time.
5. No advance payment shall be made to the contractor in any respect.
6. In case of any doubt in classification of rectification work, contractor can give technical justification and ask for extra time for approval from the Engineer in charge who grant such extra time/change the classification of rectification work depending upon the correct technical justification and a reasonability of time scheduling for such extension/change of classification of a particular rectification work.
7. All equipment taken for maintenance during the contract period shall be handed over back in good working condition.
8. Director or any nominated official can carry out any surprise inspection without any notice and deficiencies in service equipment, spare, manpower or any other position of contract pointed out in the inspection, registered maintained by contractor or through other means shall be made good by contractor failing which risk & not provision for deficiency service shall be invoked.
9. The contractor shall be responsible for handing over the Lifts (06) in working condition to the institute at the end of the contract period. The cost of shortcoming, if any, shall be borne by the outgoing contractor.
10. The institute reserves the right to reject a single or all bid received at any duration of the bidding process.
11. If any damage is done to the Institute's installation by the bidders' labourers, the bidder shall be liable to pay an amount equivalent to the amount of the item being damaged. The value of such items shall be decided by the competent authority of this institute upon considering necessary depreciation.
12. Force Majeure shall not be applicable.
13. The contractor shall abide to the instruction given by this office from time to time which was missed in the above mentioned scope of work.
14. The Director, NEIAH reserves the right to reject a single or all bid received at any duration of the bidding process.

ANNEXURE-A

TECHNICAL BID
Technical Bid for Lift

Sl. No	Particulars	Documents to be attached		
		YES	NO	Page No.
1	Name, Address, email ID and Phone Number of the firm/contractor			
2	Name, designation and telephone of the authorised person			
3	Copy of PAN			
4	Copy of GST Registration No.			
5	Copy of Agency /firm/contractor registration certificate with Government			
6	Detailed experience of CAMC for the last 5 years related to OTIS make lifts or similar elevators (in Form 1)			
7	Two CAMC orders of any government/Autonomous bodies/PSU (in Form 1)			
8	Details of ongoing work (in Form 1)			
9	List of personnel/service engineer to be assigned for the CAMC (in Form 2)			
10	Details of Qualification and experience of the service engineer to be assigned (in Form 2)			
11	Details of average annual financial turnover in the last 3 years.(in Form 3)			
12	Copy of audited balance sheet (in Form 3)			

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves strictly abide by them.

Signature and Seal of the bidder

ANNEXURE A-1

FORM 1

(On the contractors letterhead)

Sl. No.	Name of the customer	Description of work	Date of start	Date of completion	Remarks

Attach relevant documents for the above mentioned details.

Sign and Seal of bidder

FORM 2

(On contractors' letterhead details of the technical personnel with the bidder who will be deployed for this work)

Sl. No	Name of the Person	Experience	Qualification	Year of association with the contractor	Designation

Submit copies of documents for the details furnished in Form 2 above.

Sign and Seal of bidder

FORM 3

(On the Contractors letterhead the Financial Standing of the Bidder)

Sl No.	Annual Average turnover
2018-19	
2019-20	
2020-21	

Submit copies of document for the above mentioned details. Copy of certified audited balance sheet should be submitted

Sign and Seal of bidder

ANNEXURE B

FINANCIAL BID

(On the letter head of the contractor & in a separately sealed envelope)

**RATES OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR 06 BNOS. OTIS
MAKE LIFTS:**

Sl. No.	Description of Lift	Unit	Unit Rate	Total
1	Location: Ayurveda Hospital, NEIAH Capacity: 20 pers(1360 kg) No. of Floors: G +4	2		
2	Location: Homoeopathy Hospital, NEIAH Capacity: 20 pers (1360 kg) No. of Floors: G +4	2		
3.	Location: Ayurveda College, NEIAH Capacity: 13 person (884 kg) No. of Floors: G+3	1		
4.	Location: Homoeopathy College, NEIAH Capacity: 13 person (884 kg) No. of Floors: G+ 3	1		
	TOTAL COST OF C.A.M.C FOR THE ABOVE LIFTS FOR 1 YEAR (Inclusive of taxes)			

Signature of the tenderer

Seal of the firm.