

DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY
Ranchi, Jharkhand.



NOTICE INVITING TENDER
FOR
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT
(CAMC) FOR OF ELEVATORS (LIFTS) INSTALLED AT
DR. SHYAMA PRASAD MUKHERJEE UNIVERSITY.

TENDER NOTICE

Dr. Shyama Prasad Mukherjee University invites sealed tenders from reputed & financially sound manufacturers / distributor's /dealers/ firms etc, for Annual **Comprehensive Maintenance Contract for 7 Nos. of Lifts. The bid should be sealed by the bidder and duly superscripted as Tender No: DSPMU/G/39/23, dated 03.02.2023** along with the name of the tender. The details of the Tender is mentioned below:

1.	Name of Work	:	Annual Comprehensive Contract for Preventive Maintenance (CAMC) of 07 Nos. of Elevators (Lifts) installed at Dr. Shyama Prasad Mukherjee University, Ranchi.
2.	Place of Execution	:	Dr. Shyama Prasad Mukherjee University, Ranchi.
2.	Tender Fee	:	Rs. 15,000/-
3.	E. M. Deposit	:	Rs. 50,000/- (To be paid through Demand Draft of Nationalized / Scheduled Bank in favor of "Registrar, DSPMU, Ranchi")
4.	Tender Floating Date & Time	:	19/01/2023 at 11:00 AM
5.	Tender Download Start Date & Time	:	19/01/2023 at 11:10 AM
6.	Bids Submission End Date and Time (Technical & Price Bid)	:	03/02/2023 up to 11:00 AM
7.	Date & Time of Opening the Bid.	:	03/02/2023 at 03:00 PM in the 1 st Floor, Conference Hall, Administrative Building, DSPMU, Ranchi.
8.	Security Deposit (Performance Security)	:	5% of the contract order value. may be submitted in the form of Bank Guarantee/Demand Draft (DD) of Nationalized/Scheduled Bank in favor of "Registrar, DSPMU, Ranchi".
9.	Time Limit	:	12 Months
10.	An agreement shall be executed on Rs. 300.00 stamp paper as per prevailing rules and regulations at the cost of the contractor after giving a work order for starting the work.		

Intending eligible bidders may obtain a copy of bid document from Section Officer, General Section, DSPMU, Ranchi, on payment of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of crossed Demand Draft /Banker's Cheque from any scheduled Bank in

favor of " Registrar, DSPMU, Ranchi" Payable at Ranchi.

The Firms may download the tender document from the university official website – www.dspmuranchi.ac.in.

In case, firm has downloaded the tender documents from the official website i.e. www.dspmuranchi.ac.in , they must ensure that requisite tender fee/ cost is enclosed in the form of Account Payee Demand Draft from any of the commercial bank in favour of “Registrar, DSPMU, Ranchi payable at Ranchi” with their tender documents, failing which the tender will be treated as incomplete and will be ignored.

NOTICE INVITING TENDER

Scope of Work: Comprehensive A.M.C FOR 07 Nos. of LIFTS AT DSPMU Campus, Ranchi.

1. Contract documents comprising scope of the work, form of Tender, Conditions of Tender, Terms and Conditions are forwarded herewith. The cost of document of Rs.15000/ (non-refundable) may be sent to us by Cheque/DD drawn in favor of "**Registrar, DSPMU, Ranchi payable at Ranchi**".
2. Please send all the papers, along with the completed form of tender, the Conditions of Tender and of Contract, and Scope of Work, all duly signed at every pages, before 11.00 AM on 03/02/2023 in a sealed cover super scribed as **Tender No: DSPMU/G/39/23**, dated 03.02.2023 with name of the tender and addressed to the Registrar, Dr. Shyama Prasad. No consideration will be given to the tender received by us after the time above stipulated and no extension will be allowed for submission of tender.
3. The tenders will be opened at Conference Hall, 1st Floor, Administrative Building, Dr. Shyama Prasad Mukherjee University, Ranchi at 03:00 PM on 03/02/2023.
4. Every tender shall be accompanied by Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty thousand only) in the form of Demand Draft from a commercial bank drawn in favor of "**Registrar, DSPMU, Ranchi payable at Ranchi**". Any tender not accompanied by such Earnest Money is liable to be rejected straightaway.
5. The Earnest Money will be retained in the case of successful contractor as part of the security for due fulfillment of the contract.
6. The Security Deposit or Retention Money will bear no interest whatsoever. The security Deposit will be returned after one month of successful completion of Comprehensive AMC.
7. The contractor shall submit his tender only after carefully examining the whole of the tender documents and the conditions of tender and of contract, scope of work, etc. **Bidders are advised to inspect the site before quoting AMC for Lifts .**
8. All submission of Proposals must be signed by an authorized agent / representative of the company submitting the Proposal.

9. This notice inviting tender, the conditions of tender and the duly completed form of tender will form part of the agreement to be executed by the successful contractor with DSPMU, Ranchi. The successful bidder may obtain the draft agreement copy from DSPMU, Ranchi.

10. The DSPMU, Ranchi reserves the right to reject any or all the tenders without assigning any reason thereof.

11. DSPMU, Ranchi reserves the right to receive and, if it thinks fit, to consider and accept a non-compliant proposal. The acceptance or rejection of a noncompliant proposal is entirely a matter for DSPMU, Ranchi in its absolute discretion.

12. The work should be executed in coordination with other agencies that the DSPMU, Ranchi may employ to carry out items of work not covered in your tender.

13. Where a proposal is incomplete or unclear in any respect, DSPMU, Ranchi may request further supporting information to achieve satisfactory evaluation of the proposal.

14. Tenders submitted shall remain open for acceptance for a period of 180 days from the date of their opening. Should any contractor withdraw his tender before the expiry of the said period makes modifications to his tender which are not acceptable to the Employer, or refuses to execute the agreement within a stipulated time after the issue of the work order by the Employer, he shall be liable to forfeit the Earnest Money Deposit furnished by contractor.

15. If L-1 bidder withdraws within the acceptance period than L-2 will be awarded the work order subject to the decision of the DSPMU, Ranchi.

**Sd-
Registrar, DSPMU**

TENDERING PROCESS

The tender is invited under Two Bid System (Part-I: Technical Bid and Part II: Financial Bid), from experienced and reputed contractors/firms/agencies/companies only i.e. qualifying bid (technical bid) and then the financial bid. The tender form for Qualifying bids and Financial bid prescribed at Annexure –I & II (Attached) complete in all respect may be submitted in separate sealed covers superscribed Qualifying Bid - “Technical Qualifying Bid – C-AMC for LIFTS ” and Financial Bid - “Financial Bid- C-AMC for LIFTS” and put together in one envelope addressed to: The Registrar, Dr. Shyama Prasad Mukherjee University, Morabadi, Ranchi. The Envelope should be dropped to the Section Officer, General Section, DSPMU, Ranchi latest by 11:00 AM on 03.02.2023. Incomplete bid documents will be rejected. The Technical bids will be opened at 03:00 PM on the same day and scrutinized by the Tender Committee to shortlist the eligible bidders. The financial bids of the eligible bidders only will be opened by intimating later through phone/ email.

QUALIFICATION/ ELIGIBILITY CRITERIA

1. The bidder should be an Income tax Assesse (Last Three years Income Tax return should be enclosed) and it should comply with the Indirect Tax also i.e. GST No. Average Annual financial turn over during the last 3 year ending 31st March of previous year should be at least Rs.10 lakhs only. Manufacturer of lift or a company of Electrical & Mechanical engineers approved by Govt. of Jharkhand are eligible to participate in this tender.
2. **Work Experience:** Experience of having successfully completed similar works such as maintenance of lifts during the last 3 years ending last day of month previous to date of the tender should be either of the following.
 - a. 03 similar completed works of maintenance of at least 5 lift in a year.
3. The Bidders will be required to deposit tender document fee of **Rs. 15000/- (Rupees Fifteen Thousand Only)** in the form of DD drawn from any Nationalized/Scheduled Bank in favour of **“The Registrar, Dr. Shyama Prasad Mukherjee University”** payable at **Ranchi**.

4. The Bidders will be required to deposit Earnest Money Deposit of **Rs. 50000/- (Rupee Fifty Thousand Only)** in the form of DD drawn from any Nationalized/Scheduled Bank in favour of **“The Registrar, Dr. Shyama Prasad Mukherjee University”** payable at **Ranchi**.
5. Dispute, if any, between the Bidders and the University shall be subject to the jurisdiction of Ranchi only.
6. The bidder should submit the bid through Speed Post/Courier/by hand up to **11:00 AM** on or before **03/02/2023** along with the tender document fee and EMD. The tender can be submitted on all workings days between **11:00 AM to 05:00 PM** on or before the closing date.
7. The tender inviting authority may extend the last date for submission of tender by issuing an amendment.
8. The sealed tender envelope shall be addressed and submitted to **“THE REGISTRAR, Dr. SHYAMA PRASAD MUKHERJEE UNIVERSITY, RANCHI, JHARKHAND”** along with sealed cover superscribed as **Tender No: DSPMU/G/39/23, dated 03.02.2023** with name of the tender.
9. Information relating to the examination, clarification, evaluation and comparison of tenders and recommendations for the award of contract shall not be disclosed to Bidder or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.
10. In case of a Tie, the committee members may resolve the tie situation based on highest turnover and experience of the bidders. The Committee decision shall be final and abiding for all the parties.
11. The bidder should not transfer/sublet the management to any other individual or agency. The proprietor or his authorized representative should be present in the premises and supervise the repair works.
12. In case of violation of terms & conditions the DSPMU may take appropriate action and/or terminate the successful bidder without any payment for the work.
13. It is hereby acknowledged that I have gone through the entire tender document and various conditions mentioned here under and we agree to abide by them.
14. Documentary proof for the above shall be produced along with the offer, failure of which may lead to disqualification of the offer.

GENERAL TERMS AND CONDITIONS

1. The agreement will be in force for one year from the date of execution of contract.
2. Agency shall arrange subject to the provisions contained herein to safeguard the appliances, fittings materials and property of the DSPMU, Ranchi.
3. Mode of payment will be quarterly and would be paid on 10th of each succeeding quarter. Payments to the Agency will be through Account Payee Cheques only.
4. After the expiry of the agreement period, the service need not be continued taking it as deemed extension of period.
5. DSPMU, Ranchi has the right to impose fine and recover from the agency for noncompliance of the requirements. Decision of DSPMU, Ranchi will be final in the matter.
6. Any dispute arising out of this agreement or that which may arise in future, will be resolved by taking recourse to mutual settlement in the instance, failing which the dispute will be subject to Ranchi jurisdiction only. DSPMU, Ranchi is entitled to withhold payments due to the Agency in case of dispute of claims till it is resolved.
7. The Agency shall strictly comply with the terms and conditions of agreement. In case of violation of any of the terms, the agreement shall be liable for cancellation immediately.
8. The successful bidder of the contract has to submit a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipts of 5 % of the contract order value.

SPECIAL CONDITIONS

1. The work shall be carried out at DSPMU, Ranchi as per the direction of Coordinator in charge.
2. The contract covers servicing and comprehensive maintenance of 7 nos. of Lifts. As per enclosure, Cables, terminations and connected accessories of the equipments are also included in the contract.
3. Bidder shall inspect the system before quoting. A bidder shall deem to have full knowledge of installations whether he inspects it or not. The service engineer shall make minimum one inspection per month (during normal working hr i.e. 9 am to 5.30 pm) for normal servicing on the date mutually agreed upon to ensure proper functioning.
4. The scope of this contract includes all major and minor repairs and breakdowns if any.
5. No spares or any other items will be supplied by the DSPMU, Ranchi except consumable.
6. The agency shall maintain log book and record the nature of service rendered and the same shall be duly got signed by the representative of DSPMU, Ranchi.
7. **No advance payment will be made.** Payment will be made quarterly by account payee cheque or RTGS on completion of the work to the fullest satisfaction of the Coordinator in charge.
8. Income tax plus surcharge on income tax etc will be recovered at the prevailing rate.
9. Bidder shall intimate their PAN Number in the quotes.
10. Works contract tax at the prevailing rate will be recovered.
11. DSPMU, Ranchi reserve the right to terminate the contract without assigning any reason, if the annual comprehensive maintenance and services are found to be dissatisfactory.
12. Recoveries will be made if the services and maintenance are not attended properly, as per the decision of DSPMU, Ranchi and will be final and binding.
13. All general and special T and P (any Tools and Plants) are to be arranged by the Bidder at his cost.
14. Responsibility of safety and security of the contractor's employees rest with the Bidders.

15. Earnest money of Rs. 50,000/- by D.D drawn in favour of Registrar, DSPMU, Ranchi payable at Ranchi shall be furnished along with submission of Tender Document.
16. DSPMU, Ranchi reserves the right to reject any or all tenders received without the assignment of any reasons.
17. The tender for the work shall remain open for acceptance for a period of 180 days from the date of opening of tender. If any bidder withdraws his tender before the said period or issue of letter of acceptance whichever is earliest or makes any modifications in terms & conditions of the tender which are not acceptable to the department then DSPMU, Ranchi shall without prejudice to any other right or remedy be at liberty to forfeit 50% of the said EMD as afore said. Further the bidder shall not be allowed to participate in the re-tendering process of work.
18. State and Central labour laws are to be complied by the contractor.
19. Water and electricity required for execution of work will be supplied by department free of cost.
20. Rates shall be quoted in words & figures and the amount to be worked out to a whole number.
21. Minimum educational qualification/certification for the persons engaged to work shall be as per central Lift rules as well as the Jharkhand Lift and Escalators Act, 2017 (Jharkhand Act No. 18, 2017) and its further amendments.
22. Maintenance works are required to be carried out as per manufacturers' manuals and ensured that systems work without break down.

SPECIFICATION OF LIFTS

1. Scope: Annual Comprehensive Maintenance & Servicing of Lift.
2. Installation: The above Lifts are installed at DSPMU, Ranchi Campus.
3. Details of Lifts: Manufacturer: OTIS GON2, Upper floors Capacity: 10 persons. & 680 Kgs – Total Nos. of Lift – 07, Year of Installations : 2022
4. All servicing, maintenance and replacement shall be done with the knowledge of DSPMU, Ranchi.
5. Annual safety test be conducted.

DETAILS OF LIFT MAINTENANCE SCHEDULE

Periodicity of Check	IN Car	In Car Top	In Machine Room	In PIT and Sheet
Monthly	1. Alarm 2. Intercom 3. Car operating panel functions 4. Door operation 5. Safety edge operation 6. Landing push box 7. Landing indicator 8. Car and Land sill 9. Car light and fan 10. Car calls	1. Door operation function 2. Door operator belt/channels 3. Car top cleaning 4. Automatic rescue device 5. Check all locks are functioning properly	1. Blower 2. Brake operation 3. Brake liner 4. Relay/contractor operation 5. Controller ventilation 6. OSG operation 7. Clean machine 8. M/C room light and fan	1. Condition of spring 2. Lighting in shaft 3. Rail & counter weight
	11. Ride comfort 12. Car emergency light 13. Infra red curtain 14. Play in car		9. Car top safety 10. Sheave shaft 11. Motor shaft 12. Governor pulley	

	15. Cleaning the car and landing sill. 16. Toe guard. 17. Levelling 18. Emergency stop 19. Landing door operation 20. Landing door gate lock		13. Sleeve bearings 14. Check on simplex/duplex operation 15. Grease bearings 16. Check Rope and Rope safety switch 17. Check on starting and running current 18. Check on incoming voltage.	
Quarterly		1.Inspection box 2.Guide rail lubrication 3.landing door track roller 4.Guide shoes car / counter weight	1.Main switch unit 2.Gear oil clear level 3.Tacho and Tacho belt	Clean pit
Annually		1.Car top isolation 2.Shaft wire tightness	1. Car over speed safety gear by manually moving levers and check the performance of safety locks. 2.Machine room earthing 3.Power supply	1.Counter weight run by 2.Car bottom isolation

			cables 4.Insulation resistance of a) Power cables b)power cores in traveling cable c) Motor, Switch and Relays. d)R.S. Joist paintings	
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COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT SHALL COVER THE FOLLOWING

1. Diagnose the faults and rectify the defect detected within reasonable time.
2. Repair / replace the faulty parts etc of the equipment.
3. Carry out the periodic (at least once in a month) preventive maintenances.
4. Upkeep of the system, recording required readings and maintaining log book of Works carried out.
5. The contractor shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by contractor; the employer shall not be liable to interact with any of the subcontractors of the contractor.

REPAIR AND MAINTENANCE

1. **Support Centre:** The contractor shall ensure a support centre at Ranchi. This is in addition to staff required to be posted at site (if indicated in contract) The contractor shall furnish the names, locations, complete postal address, telephone numbers and all technical support centers and also alternate contact persons including contractor. Any change in the above details shall have to be intimated in writing by the contractor to the in charge of the employer at the earliest.

TECHNICAL SUPPORT PROCEDURE

1. In case of any fault the officer in charge of the employer shall immediately contact the designated support centre of the contractor and give information about the nature of fault over phone or e-mail.
2. The details of faults reported shall be recorded in the FAULT-DOCKET as given in Annexure III.
3. Even if the fault is reported over phone to the centre a copy of the fault docket duly filled by the site in charge of employer shall be sent by FAX or E mail to the centre for record. The time of occurrence of fault as recorded in the fault docket shall only be taken into consideration for calculating the actual duration of faults and shall be final and binding.
4. Similarly after rectification of fault a fresh fault docket duly filled in with the time of restoration and total duration of fault shall be sent by in charge of the employer to the centre.
5. The fault docket shall be filled with utmost care giving all the details of the fault and shall be authenticated by signature of in charge of the employer.
6. The contractor shall also ensure inspection of their experts in case the fault is not rectified by the support centre properly.
7. Once the fault has been rectified and the system is restored to normalcy the Engineer of the contractor shall record in the log book, the details of work done by them for restoration of faults and also record the details of steps to be taken and procedures to be followed for not only restoration of similar faults by employer but also for preventing the occurrence of faults in future.
8. Any down time in the system affecting the availability of service under AMC shall be considered critical and liable to cause imposition of liquidated damage @ Rs 10,000/- per day or part thereof, for delay of restoration of fault counted from the time of reporting to the centre beyond reasonable time as assessed by the employer which shall be final and binding.

Technical Bid

Name, address & Contact No. of the concern:

Turnover for last Three years

(Copies of I.T. returns filed, P & L A/c and balance sheet to be enclosed)

Financial Year	Turn over in Lakhs.	Whether Supporting Document enclosed
		Yes/No
		Yes/No
		Yes/No

Experience : Proof of WO order / work completion certificate as per the terms mentioned in eligibility criteria: (Please enclose proof of the same)

Sl. No.	Year	Name of the client with the address and contact number	Contract Value	Proof submitted
				Yes/No
				Yes/No
				Yes/No

Certificates of Satisfactory completion of above mentioned work may be submitted. If it is noticed that any client did not find the work carried out satisfactory, the tenders of such

bidders will be treated as invalid.

Mention the registration number, if the Agency/ company are registered under provident fund Act, ESI and shops, and Establishments Act. Copy of Registration papers along with code numbers attached to the Agency / Company may be provided

Sno	Particulars	Reg. No & Date, DD No etc	Proof Submitted
1	Firm Registration/ Incorporation		Yes/ No
2	ESI		Yes/ No
3	EPFO		Yes/ No
4	Licence of Lift Operator		Yes/ No
5	PAN		Yes/ No
6	Tender Processing Fee (Rs. 15000)		Yes/ No
7	EMD of Rs. 50,000/-		Yes/ No

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized Person

Name:

Date:

Place:

Designation:

Company Seal:

Financial Bid

1. Name, address & Contact No. Of the concern:

2. Rate shall include cost of transportation of staff from agency office to site etc.

Comprehensive AMC Charges per annum (Inclusive of all the service and additional charges)	Rs.
Service Tax	Rs.
Total	Rs.

(Rupees_____only)

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Designation:

Company Seal:

Date:

Place:

ANNEXURE – III

FAULT – DOCKET

Name of Site:

Docket Sl.No:

File No:

Date:

From:-

Name:

(of the officer in charge of Employer)

Designation:

To,

M/s (the Contractor)

Address: of the Technical support/Center)

Date..... Time.....(of occurrence of Fault)

Date..... Time.....(of Reporting of Fault)

2. Fault Reported to: Technical support center (Name of the person) on phone:

3. Mode of Reporting: Phone, Fax, E-Mail,
(Tick whichever is applicable)

4. Description of fault & observation of the reporting officer:

5. Details of Services affected:

6. Date Time (of receiving the 1st assistance over phone from Technical support centre)

7. Details of Assistance received:
(Note: Add additional sheet if needed)

8. Was the fault restored by following the instructions given over phone?
A-YES B-NO (Tick whichever is applicable)

9. If Yes, record the date & time of restoration & duration of fault: Date..... Time (In hours & minutes)

10. Duration of Fault..... Days.....Hours.....Minutes.

11. Was the fault restored?

A- Partially

B-Fully

(Tick whichever is applicable)

12. If the fault is not restored or restored only partially, give details of observation: (Note: Add additional sheet if needed)

13. Note: date & time of giving feedback

(only on the event of partial/ non restoration of faults) Date..... Time (in hours & minutes)

14. Date & Time of arrival of Contractor's Expert at site of Fault: Date..... Time (in hours & minutes)

15. Brief observation and works done by the contractor's staff / expert: (Detailed entry to be made by contractor's staff in the Log-Book)

16. Date & Time of complete restoration of system: Date.....

Time.....(in hours & minutes)

17. Total Duration of Fault: days..... hrs..... minutes

18. Remarks of in charge (if any):

19. Remarks of visiting Engineer (of contractor), if any:

Signature:

Name:

Designation:

(of staff in charge)

Note: 1. Each page of the Docket must be signed by designated officer of
..... (Including the additional sheets, if attached)

2. A copy of the fault – Docket must be sent to the Technical Support Centre of the Contractor, immediately by E-Mail after restoration of fault.