



भारतीय प्रबंध संस्थान, लखनऊ नोएडा परिसर
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS

Plot no. B-1, Sector -62 Institutional Area, Noida-201307, U.P

Tel: 0120-6678445, 8419, 8521| Fax: 0120-6678506 Website :- www.iiml.ac.in

Email id purchase_iimlnc@iiml.ac.in

Subject:- Tender for Comprehensive Annual Maintenance Contract (CAMC) of Chairs (Godrej) and similar brand at IIMLNC

Enquiry No. :- Tender No. IIML/PURCHASE/Chair Repair/2020/14

Date :- 02nd NOVEMBER 2020

Tender Notice

The Indian Institute of Management Lucknow, is a national level educational institute set up by the Ministry of Human Resources Development, Government of India. The Noida Campus of the Indian Institute of Management Lucknow intends to engage a reputed firms/agencies providing **Comprehensive Annual Maintenance Contract (CAMC) for repair of Chairs (Godrej) and similar brand at IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida UP 201307**. Complete tender document is available on the Institute website: www.iiml.ac.in.

The Bidders/Tenderers are requested before quoting rates, please visit the site, check the status of chairs with machinery and technicalities of operation at IIM Lucknow Noida Campus. Inspection can be carried out on all working days between 11.00 AM to 5.00 PM. From 03.11.2020 to 20.11.2020. Timelines relating to the Tender are as under:-

Sr. No.	Particulars	Date and Time
1	Date of issue of tender documents	03.11.2020
2	Last Date and Time for submission of complete sealed tender document	Wednesday 25.11.2020 till 3:30 PM
3	Place of submission of Complete Sealed Tender Document	Administrative Block , TENDER BOX, Ground Floor (A1 Building) IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida UP 201307.
4.	Date and Time of opening of Bids	Thursday 26.11.2020

A. SCOPE OF THE WORK:-

The IIM Lucknow Noida Campus intends to enter into Comprehensive Annual Maintenance Contract (CAMC) for repair of Chairs (Godrej) and similar brand- IIM Lucknow Noida Campus. We are having around 600 (six hundred) chairs, which needs repair as and when required. The scope of work is the repair of Godrej make chairs with necessary replacement of spares/materials/consumables by providing dexterous labour to make the chairs in serviceable condition. The bid shall include the cost of spares/materials/consumables, labour charges, transportation costs, freights etc.

The contractor should give warranty period of all spare parts for 01 year, post replacement of defected spare & installation of new spare in place of defected spare.

Scope of work includes:-

1. To provide prompt and expert service under the AMC contract valid for 01 year
2. To provide services of your technician for breakdown repairs or any other repairs/ servicing as desired by IIML NC.
3. All recommended lubricants, oils, tools, etc., including material handling equipment, semi-skilled labour etc will be in the scope of the Company participating in the tender.
4. Company's representative will make minimum weekly visit during the contract period.
5. Company's representative will also visit whenever required by IIM L NC and carry out any maintenance / repair work on the Chair (s) which is under the contract.
6. This contract included labour, supply of spares, consumables, tools etc and not to be separately charged.

The charges of Comprehensive AMC will be inclusive of cost of spares parts along with services. The bidders/tenderers are required to Maintenance of, and to supply all parts as and when required for maintenance purposes and regular up-keeping the Chairs as mentioned in the **Annexure- I**, under this comprehensive AMC as under:-

ANNEXURE- I,

Spares required for Repair of chairs will include but not limited to

1. Enhanced KTS Mech with ST Slide
2. T2 Gas Lift
3. Caster swivel 38mm disc
4. Gas Lift 125mm
5. Arm Rest Y type
6. Arm Rest BKT BIFG
7. Chair Fitting PCH
8. PP Back Cover
9. PP Lug for back cover
10. Nylon Lug
11. Glide Unwind
12. MS PAN
13. Spine
14. Chair Goti
15. Shocker Plate
16. Gas Hydraulic
17. Chair Minor repair
18. Wheels replacement

B. ESSENTIAL ELIGIBILITY CRITERIA

1. The bidder should have a valid PAN, GSTIN. (Please attach a photocopy of the certificate).
2. The bidder should have prior work experience minimum of Five (5) years as on (31st March 2020) in Annual Maintenance Contract of Chairs Repair and regular up-keeping of the Chairs. Please attach work completion report along with Work Orders.
3. Out of five years' work experience the bidder should have at least two years' work experience in government office/PSU/State Government/Universities/IIM/IIT/NIT. Please attach work completion report along with Work Orders.
4. The bidder should not have been blacklisted. The bidder should submit a declaration on company's letter head **only**. The matter is given in **Annexure-III**.
5. The bidder should have proper office (sale/service) in Delhi & NCR region (Please attach a photocopy of the documentary evidence of the address of Office).

C. SELECTION PROCESS:-

Tenders document submitted without proper information, without documentary evidence, without submission of EMD/inadequate EMD shall be summarily rejected.

The Organisation/Firm/Agency having qualified in all the points of eligibility criteria and fulfilling all the relevant details of **Annexure-“II” and Annexure-“III”** and quoting BEST RATE in totality, will be treated as a successful bidder.

In case two or more organisations/Firm/Agency are quoting same rate, in that situation the firm having **highest work experience** in government office/PSU/State Government/Universities/IIM/IIT/NIT will be treated as a successful bidder.

D. EARNEST MONEY DEPOSIT:

1. An EMD of Rs. 10,000/- (Rupees Ten Thousand Only) is required to be deposited in shape of Demand Draft in favour of INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS, PAYABLE at NOIDA along with the bidding document. Any Tender/Bid quotation not accompanied by required EMD, shall be treated as invalid and will be rejected. The Earnest Money Deposit will be returned to the unsuccessful bidder without interest, after awarding the contract to the successful bidder.

Those bidder, who had participated in the Tender dated 28th September 2020 vide Tender No. IIML/PURCHASE/Chair Repair/2020/11. And submitted their Tender with requisite EMD need not to submit the EMD again. However, they have to submit a fresh BID (ANNEXURE- “II”) alongwith a photocopy of previous EMD for records.

2. The Organisation/Firm/Agency registered with NSIC/MSME should attach VALID document in relevant area, regarding exemption of EMD. Further in case of awarding the contract/order the Organisation/Firm/Agency has to deposit 10% contract value as Performance Security deposit.

E. PERFORMANCE SECURITY DEPOSIT:

The successful bidder's EMD will be discharged upon the bidder's submission of the performance Security. The Contractor shall deposit 10% of the estimated annual work value along with the acceptance of contractor as performance security in the form of Bank Guarantee in favour of Indian Institute of Management Lucknow Noida Campus and this will be refunded after the contract has been terminated or ended. In case of deficiency in service specifically pointed out by the Institute to the contractor, appropriate penalty will be levied by Director, IIML and will be adjusted against future bills and /or security deposit. The validity of the BG should be beyond Ninety (90) days of contract period.

F. TERMS & CONDITIONS:

1. Weekly visit by the qualified/technician to check proper functioning of the Chairs is mandatory.
2. In case of any minor complaint same should be attend on same day. Major complaint should be resolved within next 2 (two) days hours failing which penalty of Rs 500 (Rupees Five Hundred only) shall be imposed per day.
3. All logbooks / records related to Chair repair, maintenance etc. should be maintained and to be produced to the concerned authorities.
4. Institute will not provide any part, all parts, spares including oil etc. will be arranged by the contractor at his own cost.

G. GUIDELINES FOR BIDDERS

1. The Bidder/Tenderers should address their complete bids in all respect in a sealed envelope to the Head Administration, IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida 201307 UP.
2. The bidder/Tenderer shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited.
3. The complete bidding document shall remain valid for 90 days (Ninety Days) after the date of bid opening. The bid valid for a shorter period shall be rejected by the IIM Lucknow as non-responsive. In exceptional circumstances, the IIM Lucknow may request the consent of the bidder for an extension to the period of bid validity. A bidder accepting the request and granting extension will not be permitted to modify his bid.
4. This bidding document should be duly signed and stamped by the authorized person agencies/firms/Contractor on each page as a proof to confirm the acceptance of the entire Terms & Conditions of Tender. Tender with Conditional offer/offers which are not in conformity to the prescribed document will be summarily rejected.
5. The rates should be mentioned in figures as well as in words. (Erasing/overwriting should be avoided/duly attested by the tenderer.) Taxes, however, should be indicated separately. In case, nothing is mentioned, it will be assumed that all taxes are included in the rates quoted.
6. The Bidders/Tenderers are required to submit tender bids in a sealed envelope superscripted "Tender for Comprehensive AMC for Repair of Chairs (Godrej)/similar brand. Bid should be filled as per prescribed proforma **Annexure-II**, **Annexure -III**. At any stage, if it is found that the documents and certificates submitted by the bidder/tenderer agencies/firms/Contractors are found forged or have been manipulated, the contract shall be cancelled and Performance Security will be forfeited. Further the Institute can also take action as appropriate under the extant laws.
7. Subletting the work to another agencies/firms/Contractors is NOT allowed. In exceptional cases prior written permission of the competent authority (DEAN-NC) of the Indian Institute of Management Lucknow Noida Campus should be taken well in advance.
8. IIM Lucknow Noida Campus reserves the right not to accept all the bidder or the lowest bidder or not to assign any reason for rejection of any or all the bids. IIM Lucknow reserves the right for accepting the whole or any part of the bids.
9. The submission of tender will bind the tenderer to acceptance of all the Terms & Conditions specified herein and in addition to the conditions of the contract. If the bidder withdraws his bid during the period of bid validity, the EMD shall be forfeited and the firm may be blacklisted.
10. The contract shall remain in force for a period of 01 (one) year from the date of work order. However, the contract can be extended for another two years (1+1) on mutual agreed terms & conditions on the basis of satisfactory performance of the contractor. Total duration of contract shall not be exceeded to three (3) years. The contract can be terminated at any time without assigning any reason thereof. If the services of the firm are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expenses of the existing defaulting firm and in this regard the decision of Director IIM Lucknow will be final and binding upon the firm;
11. Tender/bids will be opened on Thursday **26.11.2020** in presence of Tenderer OR person authorized by the Tenderer. Authorized person, shall carry an authorization letter of company. In case, the date of tender opening is rescheduled, it will intimated by e-mail.

12. Institute will not provide any Manpower or any Tools, Vehicle, Cartage to perform the contract. The contractor has to bear it at his own cost. The Contractor/firm shall maintain a log book and record therein each indent of equipment malfunction, date time of successful completion of repairs work and nature of repair work performed on the equipment,
13. The Chairs, machine and related equipment are normally required to be repaired at IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida UP 201307 only. In exceptional cases when the Chair cannot be repaired in the office premises and required to be taken to outside workshop. A written permission should be taken from the Officer-Incharge. The Institute will not make any payment towards cartage and the expenses for the to and fro transportation of the machines these expenses should be borne by the firm.
14. If the contractor makes any damages to any Chair or to the property of the Institute, during the course of execution of the work, the total cost will be recover by the contractor. The Director, IIML OR, DEAN NC, OR the nominated committee/person have sole discretion to decide the penalty amount.
15. The contractor will be fully responsible for the complete safety norms of his workers/staff during the performance of their duty in the institute, IIM Lucknow Noida Campus. In case of any mishap/accident, the contractor will take full responsibility relating to pay compensation/medical care to any of the staff.
16. Successful bidder will be required to enter into an agreement with the IIML-NC on a Stamp Paper of Rs 100/- (Rupees One Hundred only). The Letter of Award of the Contract, Terms & Condition contained in this Tender Document and the indemnity bond shall collectively form part of the agreement.
17. All Central, State, Local laws & bye laws applicable must be observed by the contractor and Indian Institute of Management Lucknow Noida Campus will be kept indemnified of such payable by the contractor. The contractor will pay the wages to his staff as fixed by Central Govt. of India time to time including ESI and PF.
18. Rates shall be firm throughout the contract period. Rate are inclusive of payment of dues by the contractor to the Labor Department in accordance with the prevailing Labor law, including all statutory liability fixed by the Labor Commissioner or any other law enforcement agency.
19. Since the services are specialized in nature, the contractor should deploy the, skilled/duly trained/qualified Engineer/technician who can maintain comprehensively. In case any un-skilled found the contract shall be deemed cancelled.
20. IIML-NC reserves the right to obtain feedback from the previous/present clients of the Tenderer and also depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot firsthand information regarding the services provided by the Tenderer. Decision of IIML-NC with regard to award of the contract will depend upon the feedback received by it from the previous/and present clients and also from its team(s) deputed for the purpose. The decision of the Institute in this regard will be final and binding on all bidders.
21. If the tenderer fails to start the work within 10 days of receipt of letter of acceptance, the work shall be withdrawn and EMD deposit will be forfeited
22. For Monitoring and performance of the contract, all maintenance schedule will be issued by Officer In-charge, IIML-NC for which proper accounting shall be kept. All dismantled/worn out materials will be returned to IIML-NC.

H. PENALTY FOR NON-COMPLIANCE

1. In case the Chairs are not repaired properly or defect is noticed, the contractor shall be bound to repair again the same chair at his own cost to the satisfaction, and within the time limit fixed by the Officer Incharge, IIM Lucknow Noida Campus for the purpose.
2. Execution of job should be of standard quality, neat and accurate according to the specifications, where the Officer Incharge, IIM Lucknow Noida Campus is satisfied.
3. If the execution of the job is not up to the standard, suitable deductions will be made or the entire job will be rejected, as the case may be, at the risk & cost of the selected vendor.
4. In case, any irregularity in attending to the services is noticed, the penalty amount will be levied by the office upto the extent of 10% of the monthly charges due for the relevant month. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Performance Security Deposit
5. If the job is returned by the firm unexecuted after accepting the same, performance security money will be forfeited in full and job will be executed at firm's risk from some other firm. The firm is also liable to be blacklisted.

I. PAYMENT TERMS: -

The payment will be released on quarterly basis satisfactory completion scope of work.

- a. Payment will be made after successful completion of complete work.
- b. Consigned to Indian Institute of Management Lucknow Noida Campus
- c. Bill to be made in the name of Director, IIM Lucknow, Noida Campus

J. CONCILIATION/ARBITRATION/APPLICABLE LAW & JURISDICTION:

1. If any dispute(s) or difference(s) of any kind whatsoever arise between the parties, the parties hereto shall negotiate with a view to its amicable resolution & settlement through a Committee appointed by Director IIM Lucknow.
2. In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to & settled by Director IIM Lucknow.
3. All matters connected with this Tender document shall be governed by the Indian Law both substantive & procedural for the time being in force & shall be subject to the exclusive jurisdiction in Lucknow (UP).

I have read all the terms and conditions of this document. I hereby accept all the mentioned Terms & Conditions of the above contract of IIM Lucknow Noida Campus.

Date :

(Signature of the Bidder, with Official Seal)



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Enquiry No. :- Tender No. IIML/PURCHASE/Chair Repair/2020/14

Date :- 02nd November 2020

ANNEXURE- "II"

Sr. No.	PARTICULARS	DETAILS TO BE FILLED BY THE ORGANISATION/FIRM/AGENCY
1.	Name of the Organisation/Firm/Agency	
2.	Address of the Organisation/Firm/Agency	
3.	Name of the Managing Director/ Director/ Owner/Proprietor (authorize person who signs this tender document). E-mail address Phone No/Mobile No.	
4.	GST No. of the Organisation/Firm/ Agency. (Attach a photocopy).	
5.	PAN No of the Organisation/ Firm/ Agency. (Attach a photocopy).	
6	Total Work Experience (in months) in relevant filed as on (31 st March 2020).	
7.	Does the firm have prior work experience minimum of Five (5) years as on (31 st March 2020) in Chair Repairs Work and supply all parts as and when required for maintenance purposes and regular up-keeping of the Chairs. Please attach work completion report along with Work Orders?	
8.	Does the firm have at least two years' work experience (out of five years' work experience) in government office/PSU /State Government/Universities/IIM/ IIT/NIT? Please attach work completion report along with Work Orders.	
9	Demand Drafts of Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand only) in favor of Indian Institute of Management Lucknow Noida Campus, payable at Noida.	
10	Does your firm have ever been Blacklisted. (if NO) Attach certificate (Self declaration) on company letter head, as per Annexure-III.	

FINANCIAL DETAILS (Please quote rate of single chair only)

PARTICULARS	GODREJ MAKE	POWER MAKE	SACHDEVA MAKE	RAJA JAISWAL MAKE	NOVEL MAKE
	Amount (in INR) *	Amount (in INR) *	Amount (in INR) *	Amount (in INR) *	Amount (in INR) *
PART-I Comprehensive AMC for single Chair (Godrej)/similar make at IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida UP 201307.					
1. Enhanced KTS Mech with ST Slide					
2. T2 Gas Lift					
3. Caster swivel 38mm disc					
4. Gas Lift 125mm					
5. Arm Rest Y type					
6. Arm Rest BKT BIFG					
7. Chair Fitting PCH					
8. PP Back Cover					
9. PP Lug for back cover					
10. Nylon Lug					
11. Glide Unwind					
12. MS PAN					
13. Spine					
14. Chair Goti					
15. Shocker Plate					
16. Gas Hydraulic					
17. Chair Minor repair					
18. Wheels replacement					
PART-II Any other charges (if any)					
GRAND TOTAL (PART-I + PART-II)					

***GST will be EXTRA as applicable**

There is not specific guarantee about no. of chairs to be repaired. However, the work will be given as per repair requirement in nature. And payment will be done on pro-rata basis.

Total ____ number of pages/ documents from S. No. ____ to ____ are Attached with the tender document and all the duly numbered, signed and stamped on each page with office seal and date. Institute reserve the right to curtail or enhance the scope of work as required and reviewed by the Institute from time to time and therefore, the final value of the work shall be worked out and paid to me on the extent of work actually carried out. I/We have read the terms and conditions of the tender document. I/We hereby agree to abide by all the terms & conditions of the tender document.

Place :
Date :

(Signature of the Contractor or His authorized signatory)
(Name with Official Seal/Stamp)

UNDERTAKING

To,

**The Director
Indian Institute of Management Lucknow
Noida Campus
Plot B-1, Institutional Area,
Sector -62 Noida UP 201307.**

**Subject:-Declaration in reference to Tender Enquiry No -IIML/PURCHASE/Chair
Repair (Godrej)/2020/14 Date :- 02nd November 2020**

Dear Sir,

I/We have examined the terms & conditions of tender & specification including the Chairs (Godrej) or similar make and related Machinery & technicalities. We hereby duly acknowledged the same.

This is to notify you that our Firm/Company/Organization-----
----- intends to submit
a proposal for providing Comprehensive AMC for Maintenance for Chair (Godrej) or similar
make at IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida UP 201307.

I/We undertake, if our bid is accepted to execute the work in accordance with specification, time limits, terms and conditions stipulated in the tender document. I/We offer to execute the Comprehensive AMC for Maintenance for Chair (Godrej) or similar make in conformity with specified terms & conditions of tender & specifications.

In accordance with the above, I/we also declare that our Firm/Company/Organization does not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.

I/We certified that our firm -----is
not blacklisted by any Central/State Government/agency of Central/State Government of India
or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in
India or any other country in the world for any kind of fraudulent activities.

Date :

Yours Faithfully,

(Signature of the Bidder, with Official Seal)