



उत्तर पूर्व क्षेत्रीय शिक्षा संस्थान  
NORTH EAST REGIONAL INSTITUTE OF EDUCATION

(राष्ट्रीय शैक्षिक अनुसंधान एवं प्रशिक्षण परिषद)

(NATIONAL COUNCIL OF EDUCATIONAL RESEARCH & TRAINING)

(मानव संसाधन विकास मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संगठन)

(An Autonomous Organization under Ministry of HRD, Government of India)

उमियाम, शिलांग – 793103, मेघालय

Umiam – 793103, Shillong, Meghalaya

फोन/Ph. No. : 0364-2570009/17/24/52

ई मेल/Email : [nerie.ncert@gmail.com](mailto:nerie.ncert@gmail.com)

फैक्स/Fax No. : 0364-2570062/24

वेब साइट/Website : <http://nerie.nic.in>

No.F.18-3/2016-NERIE/WP/1638

Date: 23 August, 2018

**Notice Inviting Tender**  
**for Comprehensive Annual Maintenance Contract for Water Purifiers**

NERIE, Umiam invites sealed bids from experienced and reputed firms for Comprehensive Annual Maintenance Contract (CAMC) for Water Purifiers (8 nos.). The detailed tender document is available in NERIE website [www.nerie.nic.in](http://www.nerie.nic.in). Last date of submission of bids is 4<sup>th</sup> September, 2018 (upto 11:00 A.M.)

  
21/8  
Principal



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**Notice Inviting Tender**  
**for Comprehensive Annual Maintenance Contract for Water Purifiers**

NERIE, Umiam invites sealed bids from firms having experience in dealing with Government/Semi-Government/PSU organizations/reputed firms for Comprehensive Annual Maintenance Contract for 8 (eight) nos. of Water Purifiers. The envelope containing the bids shall be super-scribed as "BIDS FOR CAMC OF WATER PURIFIERS". Bids may be addressed to the **Principal, NERIE, Umiam, Ri-Bhoi District, Pin-793103, Meghalaya.**

The last date/time of receipt of bids is 4<sup>th</sup> September, 2018 (upto 11:00 A.M.). The date and time for opening of bids is 4<sup>th</sup> September, 2018 (at 11:30 A.M.) at NERIE, Umiam.

Bids may be sent either by speed post or may be dropped in the Tender Box placed in the Establishment Section of the Institute. Any other mode will not be accepted. NERIE will not be responsible for postal delay or otherwise.

**I. Scope of Work:**

- Diagnose the faults and rectify the defects of the water purifiers within the prescribed time period.
- Repair / replace the faulty parts etc. of the equipment.
- Carry out the periodic preventive maintenance.
- Attend all breakdown calls, as and when intimated.
- Maintenance of log book of works carried out.

**II. Details of the Water Purifiers:**

Sl. No.	Brand	Model No. & Specification	Installed in	Total No.	Year of Installation/purchase
1	Eureka Forbes	RO+UV, (Hot & Cold), Floor Mounted, Fully Automatic, Running water intake.	NERIE campus, Umiam, Ri-Bhoi,	8 (Eight)	5 nos. (2015) 3 nos. (2017)

**III. Eligibility Conditions:** The bidder shall meet the following requirements:

- i. Experience of having successfully completed at least 2 (two) similar CAMC work during last two years in Central / State Government Organizations/PSU etc. Documentary proof in support of the above shall be produced along with Bid, failing which the firm may be disqualified.
- ii. Non-tribal firms participating in the Bid shall submit Trading License from Khasi Hills Autonomous District Council, Shillong, if required. The condition of requirement may be confirmed by the firm from Khasi Hills Autonomous District Council, Shillong.

**IV. Earnest Money Deposit (EMD):** An EMD of Rs.5,000/- (Rupees five thousand only) in the form of Demand Draft drawn in favour of Principal, NERIE shall have to be submitted along with the Bid. The EMD of the unsuccessful Bidders shall be refunded. No interest shall be payable to the Bidder for the EMD.

**V. Performance Security:** The successful bidder shall furnish Performance Security to the NERIE for an amount equal to 10% of the value of contract within 3 working days from the date of acceptance of the CAMC. The performance security may be in the form of Bank guarantee / DD issued by any commercial bank and should be valid for 60 days more beyond the date of expiry of the contract. On receipt of the Performance Security deposit, the EMD will be refunded to the successful firm.

**VI. Evaluation Process:** The bids will be scrutinized and evaluated by the duly constituted Committee with reference to the merits and parameters prescribed in Tender document. All documents submitted along with the tender document shall be self-attested by the firm. The decision of the Committee will be final and binding in deciding the successful bidder. Interested Bidders may attend to witness the bid opening event.

**VII. Payment Terms:**

- i. The Comprehensive AMC charges will be inclusive of annual inspection charges, license fees, taxes etc.
- ii. The charges of the Comprehensive AMC will be paid on quarterly basis during the period of the contract i.e. in four equal installments, subject to production of satisfactory performance certificate from the concerned section of the Institute.
- iii. Payment will be made through RTGS/Account payee cheque on receipt of bills.
- iv. No advance or any charge over and above quoted Comprehensive AMC charges will be paid.
- v. The TDS, if any, will be deducted at source as per rules from the tax invoice/bills of the firm.

**VIII. Repair of Defective Water Purifier and Payment**

- i. It may arise that out of the 8 nos. of Water Purifiers under proposal for CAMC, some of them may be out of order/defective. These defective Water Purifiers shall be physically

inspected by the prospective bidders in the presence of authorized officials of NERIE and competitive rate for repair may be submitted along with the Bid as per Annexure-II i.e. Rate for Repair of Defective Water Purifier.

- ii. Payment for repair of the defective Water Purifier/s will be made immediately after the repair is successfully undertaken by the firm as per the rate quoted at Annexure-II. The rate shall be inclusive of GST, transportation and labour charges, etc. Such rate of payment for repair of defective water purifier/s will be independent of the rate and other terms and conditions which are applicable for CAMC.
- iii. Payment will be made through RTGS/Account payee cheque on receipt of bills and satisfactory work completion report to be certified by authorized official of NERIE.

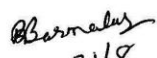
**IX. Other Terms and Conditions:**

- i. Bidders agreeing with the terms and conditions in this tender document need only apply. The bid shall remain valid for 90 days from the date of opening of the bid.
- ii. Besides rate, in case additional terms and conditions are set by the firm, the same shall also be taken note of and must be acceptable to NERIE for the award of the contract. The decision of NERIE in all such matters shall be final.
- iii. The EMD shall be accompanied along with the Bid.
- iv. The bidders must comply with the requirements as provided in the proforma (Annexure-I).
- v. The maintenance and servicing of the water purifiers will be done by the firm under the terms and condition as per standard laid down by the manufacturer. The servicing of the water purifiers will be done by trained technicians/experts in the presence of the authorized officials of the NERIE.
- vi. The technicians/experts deployed for maintenance of the water purifiers shall produce valid Identity Card issued by the firm as and when demanded by the NERIE.
- vii. The period of the Comprehensive AMC of the water purifiers will be initially for one year from the date of execution of Agreement between NERIE and the successful firm. Thereafter, it may be extended for another two years on the same terms and conditions, based on satisfactory performance and mutual consent of both the parties.
- viii. As the Institute is catering to the needs of students as well as other eminent personalities, the complaints lodged by the NERIE in respect of its water purifiers must be attended on top most priority. The complaints lodged either on phone or by email should be attended within 72 hours without any fail. The status report and serviceability of the defective water purifier should be given at the time of first inspection itself.
- ix. In the event of non-compliance of the instruction/s, terms & conditions or complaints remains unattended for 72 hours, or repairing/servicing of the water purifier is not undertaken within stipulated period, the NERIE reserves the right to get the defect removed or servicing done by other firms, at the risk and cost of the firm.
- x. In case of major repairs requiring more than 72 hours, the firm shall intimate the NERIE in writing the actual time required along with justification. However, the major repairs should be done by the firm within 5 days from the receipt of complaint. In case of serviceability/dysfunction of the equipment is beyond 5 days, penalty as detailed below may be imposed on the contractor and the amount will be recovered from the quarterly bills.

Delay Period (counted beyond 5 days)	Penalty
6 to 12 consecutive days	@ 5% of respective quarterly bill
13 to 19 consecutive days	@ 10% of respective quarterly bill
20 – 29 consecutive days	@20%of respective quarterly bill
30 days and beyond	@30% of respective quarterly bill

**NOTE:** In exceptional cases, Competent Authority of NERIE may consider to extend the time limit mentioned above. The decision of Competent Authority shall be final and binding on the contractor in this respect.

- xi. It is advised that before quoting the rates, the firm may take the status of the water purifiers installed in NERIE, Umiam in the presence of authorized official of this Institute.
- xii. The Comprehensive AMC charges must be inclusive of all taxes and statutory annual inspection charge, if any. The NERIE will not pay any advance or any other charges over and above Comprehensive AMC charges.
- xiii. While submitting the bill, the firm has to furnish a satisfactory working certificate of the water purifier from the concerned officials along with servicing done by the firm.
- xiv. The firm has to ensure for the proper upkeep and maintenance of the water purifiers as per standards of the concerned company. Since the nature of the AMC is fully comprehensive, it includes the charges of repair/replacement of the worn out components also, without claiming any additional charges from the Institute.
- xv. The AMC charges shall include the cost of all consumables items.
- xvi. The firm has to replace the parts with genuine parts under the intimation/presence of the NERIE official.
- xvii. The NERIE reserves the right to cancel the contract at any time during the period of the Comprehensive AMC, if the service is not found to be satisfactory.
- xviii. The successful firm has to give its acceptance within a week from the date of issue of the award letter failing which the Comprehensive AMC offer may be cancelled and the contract may be awarded to the next eligible bidder. The firm has to commence the work of servicing & maintenance of the water purifiers within a week from the date of acceptance.
- xix. This contract will be subject to Shillong jurisdiction only. All the disputes arising out of the contract terms shall be resolved in accordance with the Arbitration and Conciliation Act, 1996 at Shillong only.

  
 21/8  
 Principal, NERIE

**North East Regional Institute of Education**  
(National Council of Educational Research and Training)  
Umiam, Ri-Bhoi District, Meghalaya – 793103

**Bid for Comprehensive Annual Maintenance Contract for Water purifiers**

1. Name, address of the firm: \_\_\_\_\_  
\_\_\_\_\_
2. Contact No.: \_\_\_\_\_ Email ID: \_\_\_\_\_
3. Proof of work completion certificate/work order (please enclose proof for each):

Sl. No.	Year	Name of the client with address	Proof submitted (Yes/No)

4. Mention the registration number, if the agency / company is registered under the following (please enclose proof for each):

Sl. No.	Registration under	Reg. No. & Date	Proof submitted (Yes/No)
1	GST		
2	PAN		
3	TIN		

5. Bank Details of the firm for RTGS payment (Please enclose copy of passbook/crossed cheque)

Name of the Bank & Branch	
Account Number	
IFSC Code	
MICR Code	

6. Trading License No. (for Non-Tribal Firms, if required): \_\_\_\_\_  
(Please enclose copy)

7. Rate for Comprehensive AMC:

<b>Sl. No.</b>	<b>Water purifier</b>	<b>Rate per Unit per Year (Rs.)</b>
1	Eureka Forbes (as per specification in tender document)	

In words: Rupees \_\_\_\_\_

8. I / we certify that all the terms and conditions of the tender document are acceptable to us.

Signature of the authorized person  
with Company Seal

Date:

Name:

Place:

Designation:

**North East Regional Institute of Education**  
Umiam, Ri-Bhoi District, Meghalaya – 793103

**Rate for Repair of Defective Water Purifier**

- Name, address of the firm: \_\_\_\_\_  
\_\_\_\_\_
- Contact No.: \_\_\_\_\_ Email ID: \_\_\_\_\_
- Mention the registration number, if the agency / company is registered under the following (please enclose proof for each):

Sl. No.	Registration under	Reg. No. & Date	Proof submitted (Yes/No)
1	GST		
2	PAN		
3	TIN		

- Bank Details of the firm for RTGS payment (Please enclose copy of passbook/crossed cheque)

Name of the Bank & Branch	
Account Number	
IFSC Code	
MICR Code	

- Rate for Repair of Defective Water Purifier (Eureka Forbes):

Sl. No.	Machine Serial Number	Location of the Machine	Rate per Unit (Rs.)
1			
2			
3			
4			
5			
6			
7			
8			
<b>Total</b>			

Total amount in words: Rupees \_\_\_\_\_  
\_\_\_\_\_

- We certify that all the terms and conditions of the tender document are understood by us.

Signature of the authorized person  
with Company Seal

Date:

Name &

Place:

Designation: