



Chandigarh Industrial & Tourism Development Corporation Limited

CIN: U45202CH1974SGC003415, GST Number :04AAACC6783H1ZO

Regd Office: SCO – 121-122, Sector 17-B, Chandigarh – 160017

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E-TENDER

E-Tender are invited for availing Annual Maintenance Contract (AMC) services in respect of UPS installed at various hotels/units of CITCO viz. Hotel Mountview, Hotel Shivalikview, Hotel Parkview, Head office, Chef Lakeview, Transit Lodge, Engineering Wing, IDFC, Sales Depot, Petrol Stations (9,38 ,56, 17,Raipurkala, Dhanas, Indl Area) etc.

Eligibility criteria

- a) The tender must be accompanied by earnest money (EMD) of Rs.20,000/- (Rupees Twenty Thousand Only) in the shape of Bank Draft of any Scheduled Bank drawn in favour of “CITCO”, and payable at Chandigarh.
- b) The bidder to submit copy of PAN No. and GST No.
- c) The Tenderer/ Bidder should have its office in Tri-city i.e. in Chandigarh, Panchkula and Mohali.

For the purpose, the documents regarding office in Tri-city of Chandigarh, Panchkula and Mohali should be submitted.

- d) The Tenderer/ Bidder should have an experience in similar work i.e AMC of UPS in in Government/PSU/MNC/Banks etc. in last financial year 2021-2022 i.e (01.04.2021 to 31.03.2022) with assignments amount not less than Rs.1.50 Lacs per annum along with satisfactory performance certificate/report.

For the purpose, the Tenderer will submit copies of last financial year AMC work orders executed specifying the assignments amount or certificate/letter duly signed & stamped by the entity, where the tenderer had provided the said services, clearly indicating the name of the tenderer, date of issue of certificate/letter, period for the which the said services were provided, nature of services provided and assignment fee etc.

- e) The Tenderer/ Bidder should have atleast 4 number of service engineers employed with the bidder.

For the purpose, the Tenderer will submit copy of list of engineers with qualification.

- f) The Tenderer/Bidder will submit affidavit duly certified by the notary that the Company/Firm/Agency has ever be blacklisted or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against the bidder/firm /company etc.

TERMS & CONDITIONS

1. The Tenderer is required to provide Annual Maintenance Contract (AMC) services in respect of UPS installed at Hotels/ Units of CITCO and also ensure providing of best quality service engineers for providing the said UPS AMC services in timely manner.
2. The list of offline & online UPS of mixed brands (APC/Numeric/Uniline/BPE/Luminious/Zebronics/Delta etc.) installed at various hotels/units of CITCO at Chandigarh is as under:-

HOTELS/UNITS	500/ 600/ 625 VA Offline	650/700 /800VA offline	1 /1.2 KVA Offline	1 KVA Online	2 KVA Online	3 KVA Online	5 KVA Online
Hotel Mountview, Sec 10	20	1	8		1	1	1
Hotel Shivalikview,Sec 17	29		9	3	2		
Hotel Park view, Sec 24	8	7	19	3		1	
CITCO,Head Office,Sec17	11	6	38				1
Engg. Wing, Sec. 7, Chd	1		2				
Sales Depot, Indl. Area	4		3	1			
Transit Lodge,ISBT-17		1	5		1		
Chef Lake View, Sec 1			10	1		1	
MPICC, Ph 1, Indl.Area. Chd		1					
IDFC, Ind.Area PH 1	5						
Petrol Pump, Sec 17	1	1					
Petrol Pump,Raipurkala			1				
Petrol Pump, Sec. 38			3				
Petrol Pump, Sec. 56	1		2				
Petrol Pump, Sec 9			1				
Petrol Pump, Dhanas			1				
Petrol Pump, Hallomajra			1				
Total	80	17	103	8	4	3	2

Note: The above said UPS equipments installed at various units/Hotels are tentative and can be decreased or increased \pm 20% approx.

3. The tender must be accompanied by earnest money (EMD) of Rs.20,000/- (Rupees Twenty Thousand Only) in the shape of Bank Draft of any Scheduled Bank drawn in favour of "CITCO", and payable at Chandigarh. The amount of earnest money shall not be accepted through cheque. The amount of earnest money, if any, lying with the Corporation or any other outstanding payment will not be adjusted against the present tender as earnest money.

The earnest money of the successful tenderer(s) shall be converted into performance security and shall be refunded after the faithful execution/completion of the contract without any interest. EMD/Security Deposit of all unsuccessful bidders would be refunded.

EMD in original will be submitted by the bidder and original DD of EMD shall be submitted in person in the Computer Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh before the due date. E-tender/ E-bid without EMD will not be considered. If the bidder withdraw or amend its tender in any respect within the period of Tender, EMD will be forfeited.

4. E-bids are to be submitted under two ways tendering process i.e. Technical Bid and Financial Bid separately. After scrutiny of the information received in Technical Bid, clarifications, if any, wherever necessary, will be obtained from the party. After necessary appraisal of the party's experience and technical expertise, technical short-listing will be done. Consequently, Financial Bid will be opened in respect of only those tenderers, who are found technically eligible.

In the Financial Bid/BOQ, name of requisite specification of UPS has been mentioned. **The bidder has to quote annual rates in financial bid without including GST as the GST will be paid extra as applicable.** Further, the bidder has to quote rates/financial bid of UPS strictly as per specification as mentioned in the BOQ. In case the bidder has submitted basic rates/financial bid including taxes, then CITCO will neither be responsible for it nor entertain any request for the same.

Further the successful bidder has to submit information regarding applicable GST/Taxes in respect of each and every item mentioned in the BOQ, separately after the allotment of contract. While submitted financial bid/ rates in the BOQ, the tenderer/ bidder has to quote rates per unit/ item of UPS. The Corporation will not entertain any request for increase of rates on account of natural calamity, strike or other reasons during the contract period.

5. The allotment shall normally be made to any Company/agency/firm, which meet the eligibility criteria fixed for technical evaluation and quote lowest rates on aggregate basis i.e. Grand Total Amount (Lowest On Grand Total Amount).

6. The prospective vendor must have a GST registration and indent to pay tax and issue valid invoice under GST. The tax invoice shall be issued as per Section 31 of GST Tax and shall contain particulars as prescribed under GST Invoice Rules, 2017. The amount of GST shall be charged separately and clearly on the Invoice. Any discount provided by the prospective vendor should clearly be mentioned on the Invoice. The prospective vendor shall have to produce challans for the payment of GST in order to make CITCO eligible to avail the input credit.
7. The AMC Contract shall be for a period of 3 (Three) years
8. The Contract can be terminated at any time without assigning any reason for deficiency in services or non-compliance of terms and conditions. In this regard, the decision of the MD, CITCO will be final and binding on the Vendor.
9. The agency shall not sublet, assign this contract or any part thereof.
10. Payments for the AMC services will be processed on Half yearly basis and the payment will be made by CITCO Head Office after verified the bills from the concerned Jr. Programmer/ Programmer of respective Hotels/Units.. As per the instructions of the Ministry of Finance, Govt. of India, New Delhi, Govt. Companies / PSUs have been directed to adopt e-payments as the preferred mode of payment w.e.f. 01.04 .2013. For the purpose, tenderers are required to compulsorily furnish the following information to enable them receive payments in time:-

Sr. No.	Particulars	Information to be filled by Tenderer
1.	Name of the party (as appearing in their bank account).	
2.	Bank's Name	
3.	Bank's Address	
4.	Bank Account Number	
5.	IFSC Code of the Bank	
6.	Type of Bank Account	
7.	Enclose one cancelled cheque of the bank	
8.	Mobile No.of the tenderer on which SMS alerts for payment credited to their account is to be given	
9.	E-mail I.D. of the tenderer on which email notification for payment credited to their account is to be given	

On adoption of the above system, the payments will be remitted electronically under intimation to them by e-mail / SMS on submission of above said RTGS/NFET details, all the payment will be made through RTGS/NEFT to the contractor agency.

11. Scope Of Work and obligation of the contractor

UPS are installed at various Hotels/Units of CITCO viz Hotel Mountview, Hotel Shivalikview, Hotel Parkview, Head office, Chef Lakeview, Transit Lodge, Engineering Wing, IDFC, Sales Depot, Petrol Stations (9,38 ,56, 17,Raipurkala, Dhanas, Indl Area), Chandigarh.

- a) On receipt of complaints, the repairs would be carried out immediately in the respective premises. In case the UPS is required to be taken outside the premises for repair, the freight/transportation charges will be borne by the Vendor. No extra charges will, however, be payable on this account.
- b) The Contract will be on comprehensive basis inclusive of repairs and replacement of UPS spare parts/peripherals i.e. UPS Circuit, board /Card, Sockets, Switches, On/Off Button, Fuse, coil/transformer/Rectifier, wiring & Fan Breakdowns etc. excluding Batteries (which will be provided by CITCO). Replacement of parts at the agency's cost, will be with original spares/peripherals of the brand/make of the equipment of same or higher configuration. The agency shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part.
- c) UPS should be repaired within two days. In case repair time is expected to exceed 02 days then the firm shall provide a stand-by. Failure to do so, CITCO will charge penalty @ Rs. 200/- (Rupees Two hundred only) per day or part thereof for delay beyond two days till such time that the UPS is repaired or CITCO may get the services done from open market at your risk and cost of the agency.
- d) As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to the workshop, the firm would provide stand-by equipment for the same in case repair time is expected to be over two days.
- e) It shall be the responsibility of the agency to make all the UPS work satisfactorily throughout the contract period and to hand over the systems in working conditions at all the said units on expiry of the contract.
- f) In case the contracting agency is not able to accept the contract after it is awarded or is not able to perform the work after accepting the contract, CITCO reserves the right to get the work done from any outside agency

at the risk and cost of the contracting agency. In this case, the agency is liable to be blacklisted and his EMD will be forfeited.

g) The system down time should not exceed 6 hours from the time at which the complaint was made. If the down time is more than 12 hours, the company will provide a standby UPS. In case the UPS is not repaired or an alternative UPS not supplied within the period of 12 hours from the time of failure report then the client department may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the company.

h) Duration of Services including holidays 24X7.

12. In case of non-fulfilment/ violations of any of the terms and conditions of the tender document / allotment letter, CITCO reserve the right to cancel the contract, forfeit the security deposit/EMD. Further, the agency may be liable to be debarred from the participation in the Tender of the Corporation for the next 3 years
13. The Managing Director of the Corporation may impose additional terms and conditions as may be required in the best interest of the Corporation.
14. In the event of any dispute, difference or question arising out of or in respect of this agreement or breach of any terms thereof or in any manner whatsoever in connection with it, the same shall be referred to the Sole Arbitrator, i.e. Managing Director, CITCO or any person appointed by him/her as per provisions of Arbitration & Conciliation Act, 1996 as amended. The decision or award so given shall be binding on the parties.
15. Subject to the arbitration clause, the Courts at Chandigarh shall have the exclusive jurisdiction.

Chief General Manager

TECHNICAL BID

PROFORMA FOR AMC OF UPS INSTALLED AT VARIOUS UNITS OF CITCO

Sr. No.	Description	To be filled in by the firm.
1.	Name & Address of the Bidder and also Tricity office address Telephone No. , Mobile No. Email ID	
2.	Details of EMD Deposited (D.D No., Date, Amount and name of issuing Bank)	
3.	PAN No. and GST Certificate (Attach copies of document)	
4.	Tenderer should have an experience in similar work in Govt/PSU/MNC/Banks in last financial year 2021-2022 (Attach documents as per Clause (d) of Eligibility Criteria)	
5.	List of Service Engineers with Mobile No. (Attach documents as per Clause (e) of Eligibility Criteria)	
6.	Copy of Affidavit duly attested by Notary. (Attach documents as per Clause (f) of Eligibility Criteria)	

Procedure for E-Tendering

1. The Bids shall be received electronically only through the website etenders.chd.nic.in.
2. Bid Document can be downloaded from the website of Chandigarh Administration <http://etenders.chd.nic.in/nicgep>.
3. The Bidders shall have to submit their Bids (Technical Bid & Financial Bid) online in Electronic Format with Digital Signatures. For participation in the e-tendering process, the Bidders need to register themselves on <http://etenders.chd.nic.in/nicgep>. On registration, they will be provided with a user ID and a system generated password enabling them to submit their Bids online using Digital System Certificate (DSC).
4. The Bids shall be uploaded in Electronic Format on the website <http://etenders.chd.nic.in/nicgep>. **Scanned copies of Earnest Money Deposit, Document and Eligibility Documents shall also be uploaded alongwith Technical Bid within prescribed time limit.**
5. EMD in original as uploaded by the Bidder shall be placed in the manner as described in the Bid Document and shall be submitted in person by the specified date and time in Computer Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. The Agency who fails to submit the EMD as mentioned above, in physical form on or before the prescribed date will be declared as ineligible and the Bid submitted by them shall be declared as invalid.
6. The Agency has to produce the original documents as and when asked for by Computer Cell, CITCO. The failure of the Agency to furnish the said original documents will entail rejection of its tender summarily.
7. Instructions to Bidders regarding e-tendering process:
 - a) Tenders without digital signatures will not be accepted by the Electronic Tendering system. **No Tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily.**
 - b) Bids will be opened online as per time schedule mentioned above.
 - c) Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
 - d) It will be mandatory for all the Bidders to upload all the documents mentioned under 'Tender Details' template.
 - e) **CITCO will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.**
 - f) The details of EMD specified in the Tender documents should be the same as submitted online (scanned copies) otherwise tender will be rejected summarily.
8. For any technical issue related to Electronic Tendering Portal, Bidders may contract IT Cell, The Department of Information Technology (DIT), Additional Deluxe Building, 5th Floor, Sector-9, Chandigarh, or email at etender@chd.nic.in, Phone No.0172-2740641, 0172-2740003.