



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: 0120-6678515, 8419 | Fax: 0120-6678506 Website :- [www.iiml.ac.in](http://www.iiml.ac.in)

Email id [purchase\\_iimlnc@iiml.ac.in](mailto:purchase_iimlnc@iiml.ac.in)

**Subject:- Tender for Comprehensive Annual Maintenance Contract (AMC) of Water RO Plant 250 Liter and 500 Liter at A1 Building & Executive Hostel- IIMLNC**

**Enquiry No. :- Tender No. IIML/PURCHASE/AMC-RO Plant/2022/20**

**Date :- 3<sup>rd</sup> November 2022**

**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 AMC of Water RO Plant of 250 liters and 500 liters at IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida UP 201307. The complete tender document is available on the Institute website: [www.iiml.ac.in](http://www.iiml.ac.in).

The Bidders/Tenderers are requested before quoting rates, please visit the site, and check the status of machinery and technicalities of operation at IIM Lucknow Noida Campus. Inspection of the RO Plant can be carried out on all working days between 11.00 AM to 5.00 PM. From 03.11.2022 to 24.11.2022. Timelines relating to the Tender are as under:-

Sr. No.	Particulars	Date and Time
1	Date of issue of tender documents	03.11.2022
2	Last Date and Time for submission of complete sealed tender document	<b>Thursday, 24.11.2022 till 5:30 PM</b>
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	Friday 26.11.2022

**A. SCOPE OF THE WORK:-**

The IIM Lucknow Noida Campus intends to enter into a Comprehensive Annual Maintenance Contract (AMC) of Water RO Plant 250 Liter and 500 Liter at A1 Building & Executive Hostel- IIM Lucknow Noida Campus.

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

In case of any query contact:- Email id [purchase\\_iimlnc@iiml.ac.in](mailto:purchase_iimlnc@iiml.ac.in)

## **B. ESSENTIAL ELIGIBILITY CRITERIA**

1. The bidder should have a valid PAN and GSTIN. (Please attach a photocopy of the certificate).
2. The bidder should have prior work experience of a minimum of Five (5) years as on (31 March 2022) in the Maintenance of the Water R O Plant and supply of all parts as and when required for maintenance purposes and regular upkeeping of the R O Plant and other equipment. Please attach the work completion report along with the 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 the work completion report along with the Work Orders.
4. The bidder should be registered under the Relevant Act and a copy of each of the Registration shall be attached with the quotation.
5. The bidder should attach a copy of the ITR of the last three years (2021-22, 2020-21, 2019-20)
6. The bidder should not have been blacklisted. The bidder should submit a declaration on the company's letterhead **only**. The matter is given in **Annexure-III**.
7. The bidder should have a proper office (sale/service) in Delhi & NCR region (Please attach a photocopy of the documentary evidence of the address of the Office).

## **C. SELECTION PROCESS:-**

Tender documents submitted without proper information, without documentary evidence, and 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 organizations/Firms/agencies are quoting the same rate, in that situation the firm having the **highest average turnover** of the last three years (2021-22, 2020-21, 2019-20) 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 the shape of a Demand Draft in favor of INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS, PAYABLE at NOIDA along with the bidding document. Any Tender/Bid quotation not accompanied by the 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.
2. The Organisation/Firm/Agency registered with NSIC/MSME should attach the VALID document in the relevant area, regarding the exemption of EMD. Further, in case of awarding the contract/order, the Organisation/Firm/Agency has to deposit 10% contract value as a 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 the contractor as performance security in the form of a Bank Guarantee in favor of the 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, an 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 the contract period.

#### **F. TERMS & CONDITIONS:**

1. Preventative maintenance services are to be carried out as per the monthly Preventive Maintenance Schedule. Cleaning of the Water RO Plant on monthly basis is mandatory, to be done by qualified and experienced Engineers/Technicians.
2. A weekly visit by a qualified/technician to check the proper functioning of the RO system is mandatory.
3. In case of any minor complaint, same should be attended in 08 working hours, thereafter same will be attended next day. A major complaint should be resolved within 12 hours failing which a penalty of Rs 500 (Rupees Five Hundred only) shall be imposed per day.
4. All logbooks/records related to RO Plant maintenance etc. should be maintained and to be produced to the concerned authorities.
5. Every 02 months, a Water test report by an authorized agency should be submitted to the concerned authorities as per standard parameters of drinkable water.
6. Any cost replacement of any part related to the R.O plant such as (membrane, filter carbon, media, panel, High-pressure motor, Water Pressure, Plumbing & hardware items, electrical items, etc.) shall be borne by the service provider, and also no extra charges will be paid by the institute for spares, transportation, service, labor, etc.
7. All consumables like Antiscalant. Cartridge filter cleaning chemicals, lubricating oils, and all spares including cleaning of membranes, etc. will be arranged by the contractor at his own cost.
8. In case any of the complaint/breakdown relating to RO systems is not attended to and resolved completely within 24 hours, the service provider shall ensure to provide drinking water (make-Bisleri) to the institute at their own cost. Further, an amount of Rs 500.00 per day will be deducted from the payment as well as cost/bill of the Bisleri jar shall also be deducted from the monthly bill.
9. The vendor shall periodically check equipment, lubrication, adjustments, etc. to ensure proper performance.
10. Service Engineer once a month and as and when required to check the health of the plant/system (monthly report shall be prepared & submitted to Office Incharge, IIML-Noida Campus).
11. Quarterly cleaning of 02 no RO water storage tanks (one at A1 building & one at Executive Hostel rooftop) or as and when required/complaint basis.
12. Quarterly overhauling of dosing pumps, raw water motors, high-pressure motors & pumps etc.

<b>Equipment Details of RO Plant 250 LITER at A1 Building</b>				
S.No	Items Name	Make/Model	Quantity	Remarks
1	Motor 0.5 HP (Raw water)	CRI	1	
2	Motor 3 HP (High Pressure)	CRI	1	
3	Water Storage tank 1000 Ltr	Sintex	1	
4	Membrane	NA	1	
5	Membrane Housing	NA	1	
6	Dosing Pump	E dose	1	
7	Filter Housing	NA	2	
8	Vessel	NA	2	
9	Multi Float Valve	NA	2	
10	Starter Panel	Simply Astero SA11	1	
11	Pressure Valve	NA	1	
12	Float Valve (Auto cut)	NA	1	
<b>Equipment Details of RO Plant 500 LITER at Executive Hostel</b>				
S.No	Items Name	Make/Model	Quantity	Remarks
1	Motor 1 HP (Raw water)	CRI	1	
2	Motor 3 HP (High Pressure)	CRI	1	
3	Motor 0.5 HP (Water Transfer)	CRI	1	
4	Water Storage tank 2000 Ltr	Supreme	1	
5	Membrane	NA	1	
6	Membrane Housing	E dose	1	
7	Dosing Pump	AC	2	
8	Filter Housing	NA	2	
9	Vessel	NA	2	
10	Multi Float Valve	NA	1	
11	Starter Panel	Proton 11M	1	
12	Pressure Valve	NA	1	
13	Float Valve (Auto cut)	NA	1	

#### **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 the downloaded price bid template in any manner. In case the same is found to be tampered/modified in any manner, the 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, 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 an 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 proof to confirm the acceptance of the entire Terms & Conditions of Tender. Tenders with Conditional offers/offers which are not in conformity with 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 Maintenance of Water RO Plant. 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 canceled and Performance Security will be forfeited. Further, the Institute can also take action as appropriate under the extant laws.
7. Subletting the work to other 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 bidders or the lowest bidder or not to assign any reason for the 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 the 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 01 (one) year from the date of the work order. However, the contract can be extended for another Three years (1+1+1) on mutually agreed terms & conditions based on the satisfactory performance of the contractor. The total duration of the contract shall not be exceeded Four (4) 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. Tenders/bids will be opened on Friday **26.11.2022** in presence of the Tenderer OR a person authorized by the Tenderer. The authorized person shall carry an authorization letter from the company. In case, the date of the tender opening is rescheduled, it will be intimated by e-mail.
12. Preventive maintenance service shall be done once every 03 months which involve
13. Institute will not provide any Manpower or any Tools, Vehicles, or 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,
14. The RO Plant 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, and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the outside workshop. 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.

15. If the contractor makes any damages to any water RO Plant or related equipment or the property of the Institute, during the execution of the work, the total cost will be recovered by the contractor. The Director, IIML OR, DEAN NC, OR the nominated committee/person has sole discretion to decide the penalty amount.
16. 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 paying compensation/medical care to any of the staff.
17. The 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 & Conditions contained in this Tender Document, and the indemnity bond shall collectively form part of the agreement.
18. All Central, State, and Local laws & by-laws applicable must be observed by the contractor and the 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 the Central Govt. of India from time to time including ESI and PF.
19. Rates shall be firm throughout the contract period. Rates are inclusive of payment of dues by the contractor to the Labor Department following the prevailing Labor law, including all statutory liability fixed by the Labor Commissioner or any other law enforcement agency.
20. 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 is found the contract shall be deemed canceled. A qualified Engineer/technician of the agency shall periodically visit, and inspect the proper conditions of all the Comprehensive AMC for Maintenance of the Water RO Plant. Periodical reports to this effect signed by the Officer-in-charge shall be submitted along with bills.
21. 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. The decision of IIML-NC about the 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.
22. If the tenderer fails to start the work within 10 days of receipt of the letter of acceptance, the work shall be withdrawn and the EMD deposit will be forfeited.
23. For Monitoring and performance of the contract, all maintenance schedules 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 RO Plant has not been repaired properly or a defect is noticed, the contractor shall be bound to repair 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 the job should be of standard quality, neat and accurate according to the specifications, where the Officer In charge, 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 up to the extent of 10% of the monthly charges due for the relevant month. Such repeated irregularities will make the agency liable for cancellation of the 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 the job will be executed at the firm's risk from some other firm. The firm is also liable to be blacklisted.

**I. PAYMENT TERMS: -**

The payment will be released every quarter after the satisfactory completion scope of work.

- a. Payment will be made after the 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 arises 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/AMC-RO Plant/2022/20  
Date :- 3<sup>rd</sup> November 2022

**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 a person who signs this tender document).  E-mail address  Phone No/Mobile No.	
4.	GST No. of the Organization/Firm/ Agency. (Attach a photocopy).	
5.	PAN No of the Organization/ Firm/ Agency. (Attach a photocopy).	
6.	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.	
7.	Does the firm/bidder have registered under the Relevant Act. Attach a copy of the Registration Certificate?	
8.	Attach a copy of ITR of last Three years (2021-22, 2020-21, 2019-20).	
9.	Total Work Experience (in months) in	



	relevant filed as on (31 <sup>st</sup> March 2022).	
10.	Does the firm have prior work experience minimum of Five (5) years as on (31 <sup>st</sup> March 2022) in Maintenance of Water R O Plant and supply all parts as and when required for maintenance purposes and regular up keeping of the R O Plant and other equipment. Please attach work completion report along with Work Orders?	
11.	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.	
12.	Important Clients/Firms to whom such services have been rendered/are being rendered by your Firm (Attach a list of clients).	
13	Non Black Listing Certificate (Self declaration) on company letter head. Attach Certificate as documentary evidence as per Annexure-III.	

### **FINANCIAL DETAILS**

<b>PARTICULARS</b>	<b>Amount (in INR)</b>	<b>GST</b>	<b>Total Amount (in INR)</b>
<b>PART-I</b> Comprehensive AMC for Maintenance of Water RO Plant (250 Liter and 500 Liter) at IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida UP 201307			
<b>PART-II Any other charges (if any)</b>			
<b>GRAND TOTAL (PART-I + PART-II)</b>			
<b>TOTAL AMOUNT (in words)</b>			

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)

**ANNEXURE- "III"**

**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 - Tender No.  
IIML/PURCHASE/AMC-RO Plant/2022/20 Date :- 3<sup>rd</sup> November 2022**

Dear Sir,

I/We have examined the terms & conditions of tender & specification including the Water RO Plant (250 Liter and 500 Liter) and related Machinery. 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 of Water RO Plant (250 Liter and 500 Liter) 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 of Water RO Plant 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)