

National Health Systems Resource Centre (NHSRC)
NIHFW Campus, Baba Gang Nath Marg, Munirka,
New Delhi -110067 Tel-+ 91-11-26108984, 92, 93
NHSRC WEBSITE: www.nhsrcindia.org

Tender: NHSRC/24-25/Tender/1

Date: 15 Oct 2024

NAME OF WORK: - COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF DG Set- 01 (250 KVA) with LT Panel (250 KVA) and LT Panels (400 AMP – (1 Nos) & 100 AMP–(2 Nos) PP Controller– ABB MCCB INSTALLED AT the NDC OFFICE, NATIONAL HEALTH SYSTEMS RESOURCE CENTRE

1. On behalf of the Executive Director, NHSRC, Tenders are inviting TWO BID SYSTEM for a Comprehensive Annual Maintenance contract of DG Set- 01 (250 KVA) with LT Panel (250 KVA) and LT Panels (400 AMP – (1 Nos) & 100 AMP–(2 Nos) PP Controller– ABB MCCB installed at NDC office, NHSRC from the experienced authorized agencies / OEM agencies in the relevant category of work and who have carried out similar works with Govt. departments/PSU's/MNC's or service providers as per the requirements and details enclosed. The Terms and Conditions of the Contract as notified in the tender document are available on the official NHSRC website www.nhsrcindia.com NHSRC, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067. Eligible and interested agencies may send their Tenders by **4 November 2024** to **The Principal Administrative Officer, NHSRC, National Health Systems Resource Centre, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi – 110067**

i	Service to be provided	DG Set- 01 (250 KVA) with LT Panel (250 KVA) and LT Panels (400 AMP – (1 Nos) & 100 AMP–(2 Nos) PP Controller– ABB MCCB
ii	Tender document download date/time	10:00 Hrs. On 15/10/ 2024
iii	Pre-bid meeting	16:00 Hs. On 21/10/ 2024
iv	Last date and time for receipt of bids	14:30 Hrs. On 04/11/2024
v	Date and time for opening of Technical bid (envelope-1)	16:00 Hrs. On 05/11/2024
vi	Financial bids (envelope-2) of only those bidders, who qualify for bidding will be opened.	Financial bids (envelope-2) of only those technical bidders, who qualify for bidding will be opened. The date for opening of second envelope containing financial bid will be intimated to the qualified bidders
vii	Period/Extension Of Contract	One year from the date of Award of contract with an option of extension for a further period of maximum of two years at the same terms and conditions subject to extension of NHSRC beyond 31 Mar 2025 and providing of satisfactory services on year to year basis at the sole discretion of NHSRC.
viii	Performance Guarantee	3% of the total cost of annual value by way of DD from a commercial bank. (In case of MSME firm and Startup, certificate must be annexed with tender Documents)

General Guidelines

1. The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderer on all the pages and duly signed all pages of tender shall be placed with Technical Bid. Also, the company stamp shall be placed under the signature of person on each and every page of tender document.
2. All the columns of the tender shall be duly, properly and exhaustively filled in. The rates shall not be overwritten.
3. The Technical bid of the bidders will be opened on 4 November 2024 and financial bid of the technically qualified bidders only will be opened on a later date.
4. All technically qualified bidders will be intimated accordingly for the same.
5. The tenderer must confirm their acceptance of the terms and conditions mentioned herein and the enclosed documents. Each page of the original quotation document should be signed and returned back and this will form a part of the contract.
6. Complete tender document available on our website <https://nhsrindia.org/tenders> any further corrigendum/addendum to this tender document shall be made available on aforesaid website.
7. It is therefore, requested that the bidders may regularly visit the website for checking any corrigendum/addendum to this document.
8. The agency should have a registered office and operations with in Delhi / NCR .
9. The equipment is to be repaired maintained and serviced as per the SOP.

SCOPE OF WORK INCLUDES:

I. **CMC FOR DG SET WITH LT PANEL (250 KVA).** A summary of the installed DG Set with Panel (250 KVA) is given below:

DG Set with Panel	Model: SGL- 250 KVA with LT Panel 250 KVA
Manufactured	SUDIR POWER LTD
Date of Manufacture	29/07/2022
Installation Year	2023

1. Monthly Visit: Routine Maintenance visit by engineers and all complaints is to be attended 24X7 during the contract period.
2. All breakdown calls will be attended to during the contract period
3. The agency will carry out top and major overhaul of the Engine, as and when required
4. All accessories like self starter, alternator, compressor, fuel injection pump, injector and turbo charger Rear alternator etc are covered under CMC Contract.
5. The labour charges of pump overhaul, decarburizing and major overhaul etc of the engine will also covered under CMC Contract.
6. Repair and cleaning of Radiator, cleaning of diesel tank, repairing of Dash Board wiring and control panel wiring etc are covered under CMC Contract.
7. The agency will maintain the health of the Generator through out the year
8. The agency will repair/installed all serviceable parts of DG Set as and when required
9. Cost of all spare parts/ consumables (such as lubrication oil, grease, Engine Oil, all types of Filters, coolant, V Belt etc) covered under CMC of DG Set Contract. New items- electric and non-electric/labour charges required for DG Set during servicing or repair shall be also are covered under CMC of DG Set Contract.
10. Top, Major overhauls and rewinding of the AC Alternator are inclusive the scope of this contract
11. The cost under this contract covers all labour charges and their transportation (representative/ engineers/technician) for routine and breakdown maintenance.
12. Equipment have to be maintained during the entire period of contract in working condition with Half yearly Preventive Maintenance Service to carry out scheduled check to monitor the performance of the equipment.

13. Any repair arising out of any damage due to negligence or misuse of the engine in performing may be rendered by Agency.
14. Safety measures should be strictly followed during execution of the work.
15. The damaged components i.e. nut, bolt, screw etc. shall be replaced free of cost. All dismantled parts will be property of the NHSRC and shall be returned failing which recovery shall be made.
16. Subletting of contract shall not be considered by NHSRC.

II. CMC FOR LT Panels. A summary of the installed LT Panels is given below:

LT Panels	(400 AMP – (1 Nos) {PP Controller– ABBMCCB}
	100 AMP - (2 Nos) {PP Controller – ABBMCCB}
Installation Year	2023
Manufacture	R.P. Controls

1. Carry out routine maintenance and functional test will be done by Agency/ Firm once in month and also all complaints during the contract period.
2. Quarterly maintenance schedule to include the following: (1) Cleaning of Panel (2) Tightening of all Control and Power Connections (3) Checking of door operating mechanism and interlocking of all MCB's (4) Verification of Auxiliary supply (5) Verification of ventilator fans and filters (6) Monitoring of temperature of joints of bus bas of all Panels quarterly (7) The lugs and thimbles, (8) Servicing of Panels (9) Testing of Power factor capacitor (10) Testing of Power Contactor (11) Testing of ANF (12) Relays testing and tripping mechanism check (13) Checking of MCCB's (14) Maintenance of all the panels which include every component checking/replacement will be covered under the CMC Contract
3. Under the CMC of the LT Panel the following of the tasks/items also include:- (a) All Electrical works to the equipment for installation. (b) Include supply Check/ Change of Battery if require. (c) Include any major repairs of any components like overhauling, crankshaft, crank case, cylinder head, AVR, repairs to stator / rotor AC alternator windings and major or top overhauling of engine, any joints, fuel pump, self-starter, charging alternator, exhaust fan, radiator fan, radiator, water pump, fuel pump, fuel leakage, lub oil leakage, any switches, any sensor, gauges, meters, leakage from oil seal, bello broken, Stop solenoid, Battery, charging of battery or repair to the charging circuit.
4. All breakdown calls 24X7 will be attended during the contract period.
5. The agency will carry out top and major overhaul of the LT Panels manufactured and supplied by Agency/ Firm to NHSRC, as and when required.
6. The agency will maintain health of the LT panels though out the validity of contract.
7. The Agency will borne the cost of all spares and items required for repair or servicing as a comprehensive maintenance contract.
8. Cost of spare parts/consumables required for any panels during break down or servicing or repairing shall be borne by the Agency/ Firm.
9. Technical staff shall visit the site and check the complete panel system, on monthly visit and carry out the required preventive maintenance to avoid break downs. The service slips/ log books for every visit shall be got signed from Engineer-in-Charge and Representative of NHSRC regularly.
10. All the electrical contact points and connections, tightness should be checked and preventive and breakdown maintenance should be carried out.
11. NHSRC will not pay any additional amount other that this contract value for additional items spare, consumed during the break down or servicing or repairing of panels, if required not for overhauling charges (Labour).
12. Subletting of contract shall not be considered by second party (i.e. NHSRC).

13. Safety measures should be strictly followed during execution of the work.
14. The damaged components i.e. nut, bolt, screw etc. shall be replaced free of cost. All dismantled parts will be property of the NHSRC and shall be returned failing which recovery shall be made.

The above are general checklists and test requirements etc. The Agency/contractors shall be bound for undertaking any other check test which is considered necessary for efficient functioning of equipment/system, whether included in the above schedule. The agency shall not claim any extra charge for such work.

Penalty Clause

Any penalty due during the CMC period will be adjusted against the bills payable or Security Deposit retained by the NHSRC as per the following in case of non-satisfactory services provided under CMC:-

S. No	Type of Defective Service Penalty Amount	Penalty Amount
1	Penalty for DG Set with LT Panels which is not repaired post completion of 24 hours of reporting the complaint till the day the complaint is rectified.	Rs 300/- per day till the day of rectification
2	Penalty for every breakdown for more than three times in a month	Rs 500/- per month
3	Penalty for not doing the Preventive Maintenance or Vendor does not fulfill the provisions of the contract in a quarter	Only the proportionate maintenance charges for that period during the month will be considered payable by NHSRC without prejudice to the right of the NHSRC to terminate the contract.
4	Penalty for non-responsiveness to the calls of the NHSRC to repair or replace the faulty parts of equipment. If the vendor could not resolve the issues or not showing any interest to resolve the issue or non-responsive to NHSRC's calls	NHSRC will arrange to rectify the same through any other agency and recover the losses from the vendor by suitable deductions from the bills payable to the vendor or from the Security Deposit and contract cancelled
5	Penalty for losses to NHSRC's property while performing the preventative measures or repair works on account of any negligence, mishandling, non-adherence to the required safety protocols, commission or omission by the technicians of the Vendor and if any loss or damage caused to the Equipment or any NHSRC's property.	Contractor to rectify or shall make good of the losses suffered by the NHSRC or NHSRC will recover the actual amount incurred by NHSRC

Technical Bid

The agencies/companies who fulfill the eligibility criteria mentioned below will only be considered for opening of financial bid:

S. No	Particulars	Documents to Annex
1	The agency / Company should being existence for at least three years except MSME and startup company.	Certified copy of registration certificate.
2	Company should have average turnover of Rs.10 lacs in similar field in previous three financial years ending on 31.03.2024	Audited accounts of three Financial years may be enclosed.
3	Firm's Registration Certificate, and Valid Electrical License/Electrical Competence	Certificate to be furnished/enclosed
4	Company should have experience of similar work in Govt. /Semi Govt. Institute/Academic Public Sector Undertaking/ MNC/ Corporate Sector during last Three (03) years.	Certified Copies of Work orders/ Experience certificate etc. on the letter head of the client / customer.
5	Company should have valid PAN, GST registration	Certified Copy of each document
6	Company should not have been barred / blacklisted for taking up similar work in any organization	A certification to this effect on the letter of the bidder as per Annexure 'B'
7	Performance Guarantee	3% of the total cost of annual value by way of DD from a commercial bank. (In case of MSME & Startup certificated must be annexed with tender Documents)
8	The Firm/office/service should have well established servicing facility in Delhi - NCR (Address proof)	Certificate to be furnished/enclosed

Financial Bid

1. Interested agencies may submit financial bid as per enclosed format (Annexure-"A"), duly authenticated and stamped.
2. The Financial Bid should contain all relevant price information for the Comprehensive Annual Maintenance contract. The Bid Form must be filled in completely, without any errors, or alterations.
3. The Financial Bid should not contradict the technical offer in any way.
4. Selected company will be required to deposit Performance Guarantee @ 3% of the Work value which shall be in the form of DD/ in favour of the NHSRC. The format of which will be provided at the time of Award of Work. (In case of MSME firm & Startup certificate must be annexed with tender Documents)

Instructions for Bid Submission

The bidders are required to submit their bids in hard copy and may send by Speed post, Courier or Drop in the tender box kept at reception of this office after proper signature on each page and documents or Certificates. No electronic and soft copy of bid will be accepted against this bid by National Health System Resource Centre. Vendors may raise their concerned /query if any during Pre-bid only. No query will be pondered after closing of Pre-bid. If any corrigendum issued after pre-bid will be uploaded on NHSRC office website against tender document.

General Terms and Conditions

1. The rates quoted by the contractor shall be taken as net and nothing extra shall be paid on any account i.e. royalty, cartage, taxes and stacking at required places etc.
2. The NHSRC will not be responsible for any casualty to the workers that may happen during maintenance etc.
3. The department reserves the right to close the contract at any time during the currency of the contract and 30 days' notice will be issued to the Agency/Firm without giving any compensation.
4. The contractor must possess the requisite instruments & arrange tools at site for maintenance and no instrument shall be provided by the NHSRC.
5. The Agency/Firm should handover all the electrical equipment in good working condition and any disputes the contractors responsible to rectify the same and handover to next Agency/ Firm after completion of the contract period.
6. All complaints have to be attended free of cost including breakdown maintenance within a specific period/time/hours depending upon the urgency of the same. The service report shall be submitted immediately with details of fault attended, action taken and further suggestions, if any.
7. The maintenance of DG Set and LT panels to be inclusive of Lubricants, cloth, all testing equipment, tools, and accessories shall be provided by the Agency/Firm .
8. The contract is also liable to be terminated if the Professional Service Provider commits a breach of any of the terms of the contract and in this event, the Professional Service Provider is responsible and liable for all the loss and damage arising out and as a consequence of such breach. NHSRC shall have the right to proceed under risk and cost against the professional Service Provider.

Validity of Contract

1. The tenure of the contract shall ordinarily be 1 year. However, the competent authority in NHSRC may at the discretion, allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm.
2. The competent authority reserves the right to terminate the contract at any time before completion of the tenure in case the services of the firm are found unsatisfactory.

Payment Terms: 4 Equal installments at the end of every quarter.

Mode of payment: - The payment shall be released through NEFT/RTGS on receipt of bill along with monthly service reports.

Satisfactory Services - The decisions of NHSRC shall be final and binding on the firm / agency for the purpose of determining satisfactory services.

Jurisdiction

Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all action sand proceeding arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in this behalf at NCT of Delhi and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts. Prior to this effort may be made to settlement of dispute through the Commercial Courts, Commercial Division and Commercial Appellate Division of High Court.

Arbitration

All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Executive Director, NHSRC at NCT Delhi. The award of the arbitrator so appointed shall be final and binding on both the parties.

Governing Laws and Settlement of Dispute

Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this Contract) arising out of or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorised Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period 30 day, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the National Health Systems Resource Centre in accordance with the provisions of the Arbitration and Conciliation Act 1996 and rules made there under including any modifications, amendments and future enactments thereto. The venue for the Arbitration will be Delhi and the decision of the arbitrator shall be final and binding on the parties.

PROFORMA FOR BID

1. Name and Address of the firm/agency, telephone number, fax, mobile number, email address
2. Type of organization (Whether proprietorship, partnership, private limited, limited company)
3. Name and Address of the directors proprietor /partners
4. Year of formation of the company/ experience
5. Nature of business carried by the company
6. Total number of employees of the firm
7. **Contact number in case of emergency**
8. Whether authorized service provider of any OEM/Manufacturer
9. If yes, Name & Address of OEM (please furnish documentary proof)
10. Details of contracts executed till date (Please give details of contracts executed previously and present contract in hand in a separate sheet, along with documentary proof thereof)
11. Any other information

Certified that all the terms and conditions mentioned in the tender document are acceptable to me/us.

Signature of the Authorized Signatory
with Seal of the Agency/ Firm

**Format of Financial Bid for Comprehensive Annual Maintenance contract (CMC)
for LT Panels and DG SET**

S.No	Description	Maintenance Cost Without GST	GST	Amount (All Inclusive) In Rs
1	Comprehensive Annual Maintenance Contract (CMC) Model: DG Set SGL- 250 KVA with LT Panel 250 KVA. As per the details provided in the tender document under "Scope of Work"			
2.	Comprehensive Annual Maintenance contract (CMC):- LT panels (400 AMP – (1 Nos) {PP Controller– ABB MCCB} and 100 AMP - (2 Nos) {PP Controller – ABB MCCB} As per the details provided in the tender document under "Scope of Work"			
	Total Amount			

Total all-inclusive amount in Figure :

(Name and Signature of Authorized Signatory with seal)

(Signature of the bidder)

Date

NON-BLACK LISTING DECLARATION

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

We hereby confirm and declare that we, M/s-----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

Signature of Contractor

With stamp

Date :