

निविदा सूचना

सॉफ्टवेयर टेक्नोलॉजी पार्कस ऑफ इंडिया - चेन्नई

I	निविदा आमंत्रण अधिकारी, प्राधिकरण पदनाम और पता	निदेशक, एसटीपीआई संख्या 5, तीसरी मंजिल, राजीव गांधी सलाई, तारामणि, चेन्नई - 600113. वेबसाइट: www.chennai.stpi.in
II	A. उपकरण / काम के नाम B. निष्पादन के स्थान	लिफ्टों के व्यापक वार्षिक रखरखाव अनुबंध एसटीपीआई, चेन्नई ।
III	निविदा दस्तावेजों की उपलब्धता की जगह और निविदा प्राप्त करने के लिए नियत तारीख	निविदा दस्तावेज दिनांक 07.12.2012 से 24.12.2012 तक, कार्य दिवसों में, 10.30 a.m. से 4.00 p.m. के बीच, ऊपर उल्लिखित पते से प्राप्त किये जा सकता है ।
IV	निविदा प्रस्तुत करने की नियत दिनांक, समय, और जगह	नियत तारीख : 26.12.2012 समय : 3.00 P.M. जगह : उपर्युक्त स्तंभ एक
V	निविदा खोलने की जगह, दिनांक, और समय	नियत तारीख : 26.12.2012 समय : 3.30 P.M. जगह : उपर्युक्त स्तंभ एक
VI	निविदा आमंत्रण प्राधिकारी द्वारा निर्दिष्ट कोई भी अन्य महत्वपूर्ण मापदंड: 1. नियत तारीख और समय के बाद प्राप्त निविदा को सरसरी तौर पर खारिज कर दिया जाएगा.	

एसटीपीआई "लिफ्टों के व्यापक वार्षिक रखरखाव अनुबंध" के लिए, मूल निर्माताओं / मूल निर्माता द्वारा अधिकृत सेवा एजेंसियों से मुहरबंद निविदाएं आमंत्रित करता है । बोली बोलीदाता द्वारा बंद किया जाना चाहिए । निविदा में "निविदा संख्या STPIC/PUR/010/2012-13/029 दिनांक 06.12.2012 और निविदा के नाम" उपरिलिखित किया जाना चाहिए ।

इच्छुक उपयुक्त बोलीदाता, बोली दस्तावेज की एक प्रतिलिपि, एसटीपीआई, 5, तीसरी मंजिल, राजीव गांधी सलाई, तारामणि, चेन्नई 600113 से प्राप्त कर सकते हैं । इसके लिए, बोलिधाथाओं को, किसी भी व्यावसायिक बैंक से, डिमांड ड्राफ्ट/बैंकर्स चेक के रूप में ₹ 500/- (पांच सौ रुपये केवल), "सॉफ्टवेयर टेक्नोलॉजी पार्कस ऑफ इंडिया - चेन्नई" के पक्ष में, भुगतान किया जाए ।

इस मामले में, फर्म ने सरकारी वेबसाइट यानी, www.chennai.stpi.in से निविदा दस्तावेजों को डाउनलोड किया हो तो, उन्हें यह सुनिश्चित करना चाहिए कि अपेक्षित निविदा शुल्क किसी वाणिज्यिक बैंक से आदाता के खाते में, डिमांड ड्राफ्ट के रूप में, " सॉफ्टवेयर टेक्नोलॉजी पार्कस ऑफ इंडिया चेन्नई" के पक्ष में, उनके निविदा के साथ, संलग्न है । विफलता के मामले में, निविदा अधूरा माना जाएगा और नज़रअंदाज़ कर दिया जाएगा. ईएमडी और निविदा शुल्क (डिमांड ड्राफ्ट या कार्यालय में भुगतान के मामले में एसटीपीआई द्वारा दी गयी रसीद) निविदा दस्तावेज की तकनीकी बोली के साथ संलग्न किया जाना चाहिए.

निदेशक
एस टी पी आई, चेन्नई



SOFTWARE TECHNOLOGY PARKS OF INDIA

(An Autonomous Society under Govt. of India, Ministry of Communications & Information
Technology, Department of information Technology)

No.5, 3 rd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113

Phone No. (044)3910 3525 (Tele Fax). (044)3910 3505

TENDER No: STPIC/PUR/010/2012-13/029

Date: 06.12.2012

**TENDER FOR COMPREHENSIVE AMC FOR LIFTS AT STPI, CHENNAI – 3 Nos
(For the period of ONE year)**

TOTAL PAGES: 17 pages (inclusive of specification)

NAME OF THE PARTY:

TENDER NOTICE
Software Technology Parks of India, (STPI)

I	Tender inviting officer, Authority, Designation and Address	The Director, STPI No.5, 3 rd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113. Website: www.chennai.stpi.in
II	A.Name of the work: B. Place of execution	Comprehensive AMC for Lifts – 3 Nos Place: STPI - Chennai
III	Tender documents available place and due date for obtaining tender	Tender document can be obtained on working days between 10.30 AM to 4.00 PM from 07.12.2012 to 24.12.2012 at the address mentioned in column I
IV	Due Date, time and place of submission of Tender	Due Date : 26.12.2012 Time : 3.00 P.M. Place : At the above mentioned in column I
V	Place, date and time of Tender Opening	Due Date : 26.12.2012 Time : 3.30 P.M. Place : At the above mentioned in column I
VI	Any other important criteria specified by the tender inviting authority: 1. Tender received after due date and time will be summarily rejected.	

STPI invited sealed tenders from original manufacturers / service agencies authorized by the manufacturer. Annual Comprehensive Maintenance Contract for 3 Nos. of Lifts. The bid should be sealed by the bidder and duly superscripted as Tender No:STPIC/PUR//010/2012-13/029, dated 06.12.2012 and name of the tender.

Intending eligible bidders may obtain a copy of bid document from STPI, No: 05, IIIrd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113 on payment of Rs.500/- (Rupees Five Hundred only) in the form of crossed Demand Draft /Banker's Cheque from any scheduled Bank in favor of " Software Technology Parks of India payable at Chennai".

In case, firm has downloaded the tender documents from the official website i.e. www.chennai.stpi.in , they must ensure that requisite tender fee/ cost is enclosed in the form of Account Payee Demand Draft from any of the commercial bank in favour of "Software Technology Parks of India payable at Chennai" with their tender, failing which the tender will be treated as incomplete and will be ignored. The EMD & Tender fee (Demand Draft or receipt given by STPI in case paid at office) should be enclosed with the technical bid of tender document.

DIRECTOR
STPI -Chennai

1. THE ELIGIBILITY CRITERIA:

- 1.1 The bidder should be either an original equipment manufacturer (OEM) or service agencies authorized by the OEM. Copy of the letter of authorization from OEM to be enclosed.
- 1.2 Average annual financial turn over during the last 3 year ending 31st March of previous year should be at least Rs.2.00 lakhs. (2009-10, 2010-11 & 2011-12)
- 1.3. Experience of having successfully completed similar works during the last 3 years should be either of the following.
 - a) 3 similar completed works costing not less than Rs.1.00 lakhs
 - b) 2 similar completed works costing not less than Rs.1.50 lakhs
 - c) 1 similar completed work costing not less than Rs.2.00 lakhs

Definition of Similar work: Annual Comprehensive Maintenance of Lifts to central/state Govt. offices /PSU/Private units under a single order/ contract.

Documentary proof, Work Completion certificate for the above shall be produced along with the offer, failure of which the offer may be disqualified.

2. TENDERING PROCESS:

- 2.1 The tenders are invited on a two bid system i.e. qualifying bid (technical bid including tender fee and EMD) and then the financial bid:
 1. The tender form for **Technical bids** prescribed at Annexure –I (Attached) complete in all respect (Including Tender fee and EMD) should be submitted in sealed cover super scribed Qualifying Bid –“**Annual Comprehensive Maintenance for Lifts – 3 Nos. at STPI, Chennai**”
 2. The tender form for **Financial bids** prescribed at Annexure –II (Attached) complete in all respect should be submitted in sealed cover superscribed Financial Bid – “**Annual Comprehensive Maintenance for Lifts – 3 Nos. at STPI, Chennai**”
 3. The above two sealed covers should be put together in one envelope addressed to and super scribed as “**Annual Comprehensive Maintenance for Lifts – 3 Nos. at STPI, Chennai**” and addressed to
“The Director,
Software Technology Parks of India
No: 05, Third Floor, Rajiv Gandhi Salai,
Taramani, Chennai 600 113”

Further, the sentence “**NOT TO BE OPENED**” before due date & time of tender opening, should also to be indicated on this envelope.

If the outer big envelope is not sealed and marked properly as above, the STPI will not take any responsibility for its misplacement, premature opening etc. The Envelope should be dropped in the Tender Box of the STPI at Reception in the above address latest by **3.00 p.m. on 26.12.2012.**

- 2.2 **Contents of Technical Bid:** The bidder in this regard should submit the following documents in the Technical Bid.
 - (a) Copy of the Proof for OEM or authorized by OEM

- (b) Financial status: - The annual turnover of the bidder for the last 3 years. Copies of Profit & Loss Account and Balance Sheet for the last 3 years should be enclosed.
- (c) Copies of documentary evidence of experience having successfully completed similar works during the last 3 years mentioned in the clause 2, (Eligibility criteria)
- (d) Copies of the following documents to be enclosed:
 - 1. Copy certificate of Registration of the company,
 - 2. Copy of PAN card
 - 3. Copy of service tax / sales tax registration / TIN / VAT registration
- (e) The bid should be accompanied by two separate Demand drafts for tender fee for **Rs.500/- (non-refundable)** and bid security of **Rs.7,000/- (Rupees Seven Thousand Only)**. **Tender document can also be obtained directly from STPI, against payment of Rs.500/- [Rupees Five Hundred only]** The bid received without tender fee and bid security will not be considered.
- (f) Complete set of the tender document duly signed and affixing the office seal including the blank financial bid.
- (g) Any other related documents,

2.3 Contents of financial bid: The financial bid shall contain the financial details of the tender as per the format – Annexure II

SECTION- II INSTRUCTIONS TO BIDDERS

1. INTRODUCTION

1.1 Definitions:

- (a) “STPI” means the STPI, Chennai.
- (b) “Bidder” means any registered entity engaging in business such as a proprietorship, partnership, private concern or corporation who participates in this tender and submits its bid.
- (c) “Contractor” means any registered entity engaging in business such as a proprietorship, partnership, private concern or corporation who supplying the goods / services under the contract.
- (d) “AMC of Lifts” means specifications mentioned in Section IV, which the Supplier is required to take for AMC under the contract.
- (e) “Price” means the price payable to the Contractor under the STPI order for the full and proper performance of its contractual obligations.

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. **Failure to furnish all information required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.**

1.2 CLARIFICATION OF BID DOCUMENTS BY CONTRACTOR:

A prospective bidder, requiring any clarification of the Bid Documents shall notify the STPI in writing or by Fax at the STPI's mailing address indicated in the Invitation for Bids. The clarification will be accepted before ***10 (ten)*** days from the due date of tender. The reply will be hosted in STPI official website and also communicated to respective bidders within 3 (three) working days.

2. PREPARATION OF BIDS

2.1. DOCUMENTS COMPRISING THE BID:

- 2.1.1 Clause by Clause compliance demonstrating substantive responsiveness to the financial condition by signing and stamping on all the pages of the original bid document No. STPIC/PUR/010/2012-13/029 (Containing 18 pages) by authorized person (s),
- 2.1.2 The financial bid shall contain blank price schedule in which the values will be filled in the appropriate columns.
- 2.1.3 The contractor shall submit the tender only after carefully examining the whole of the tender documents and the conditions of tender and of contract, scope of work etc.
- 2.1.3 Conditional bids will not be accepted.

Note: All the documents submitted (whether original or photocopy) in the bid must be legible & self attested.

2.2 Site Visit:

Bidders are advised to inspect, examine the site/equipments and its surrounding and satisfy themselves before submitting their tenders. A tenderer shall be deemed to have full knowledge of the site/equipments whether he inspects it or not and no extra charges consequent on misunderstanding or otherwise shall be allowed. For inspection, please contact the Admin. Department.

3. BID PRICES:

- 3.1 **The bidder shall give the total composite price inclusive of all levies and taxes.** The basic unit price and all other components of the price need to be individually indicated against the Price Schedule given in financial bid. The offer shall be bidder in Indian Rupees only. No foreign exchange will be made available by the STPI.
- 3.2 Rates shall be quoted in words and figures. The amount to be worked out to whole number.
- 3.3 Prices indicated on the Price Schedule shall be entered in the following manner:
 - (i) The price of the items shall be quoted total price (inclusive of all taxes and levies, transports, insurance etc) item wise.
 - (ii) The bidder shall quote only one price for each item. The price indicated by the bidder is firm and no modification in the price will be accepted.

4. BID SECURITY:

- 4.1 The bidders shall furnish, as part of his bid, a bid security for an amount of Rs.7,000/- (Rupees Seven Thousand only) in the form of Demand Draft/ Banker Cheque from any commercial Bank in favour of "Software Technology Parks of India" payable at Chennai. The EMD or Performance security will bear no interest whatsoever. The EMD & Tender fee should be enclosed with the Technical bid of tender document.
- 4.2 The bid security is required to protect the STPI against the risk of bidder's conduct, which would warrant the bid security's forfeiture.

- 4.3 A bid not secured in accordance with Para 4.1 shall be rejected by the STPI being non-responsive at the bid opening stage and returned to the bidder unopened.
- 4.4 The bid security of the unsuccessful bidder will be discharged /returned to them at the earliest / 30 days after award of contract/order. The EMD of successful bidder will be retained as Retention Money and the same will be returned after one month from the date of settlement of final bill. The bid security will bear no interest whatsoever.
- 4.5 The bid security may be forfeited:
 - (a) If a bidder withdraws his bid during the period of bid validity.
 - (b) In the case of a successful bidder, if the bidder fails to sign the contract and not furnished the performance security.
 - (c) Failure to fulfill the contract.

The bidder will not be eligible to participate in the tender for same item for three year from the date of issue of order if EMD/Performance guarantee is forfeited.

5. PERIOD OF VALIDITY OF BIDS:

- 5.1 Bid shall remain **valid for 120 days after the date of bid opening** prescribed by the STPI.
- 5.2 In exceptional circumstances, the STPI may request the bidder's consent for an extension to the period of bid validity. The request and the responses thereto shall be made in writing. The bid security provided under Clause 4 shall also be suitably extended. A bidder may refuse the request without the forfeiture of his bid security. A bidder accepting the request and granting extension will not be permitted to modify his bid.

6. FORMATS AND SIGNING OF BID:

- 6.1 All pages of the Technical bid and financial bid, except for un-amended printed literatures, shall be signed by the person or persons signing the bid. The bids submitted shall be sealed properly.
- 6.2 The bid shall contain no insertions, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid.

7. LATE BIDS:

Any bid received by the STPI after the due date & time for submission of bids prescribed by the STPI shall be rejected and returned unopened to the bidder.

8. OPENING OF BIDS BY STPI:

- 8.1 The STPI shall open bids in the presence of bidders or their authorized representatives who chose to attend, at **3.30 P.M.** on due date. The bidder's representatives, who are present, shall sign in an attendance register. Authorisation letter or Business card of the participating official shall be provided before participating in bid opening
- 8.2 A maximum of two representatives for any bidder shall be permitted to attend the bid opening.

- 8.3 The date fixed for opening of bids, if subsequently declared as holiday by the STPI-Chennai, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened in the next working day, time and venue remaining unaltered.
- 8.4 The Two bid tendering process comprise the following,
- a) The *technical bids* will be opened in the first stage, at **3.30 P.M. on 26.12.2012** and the same will be scrutinized and evaluated by the competent committee/authority with reference to parameters prescribed in the tender documents and the offers received from the tenderers.
 - b) In the second stage, the *financial bids* of only the technically accepted offers (as decided in the first stage above) will be opened for further scrutiny, evaluation, ranking and placement of contract.

The financial bids of the eligible bidders will be opened only after intimating the date and time to bidder through mail/fax, etc.,

9. CLARIFICATION OF BID DOCUMENTS BY STPI

To assist in the examination, evaluation and comparison of bids the STPI may, at its discretion ask the bidder for the clarification of its bid. The request for clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained after opening of the tender.

10. TENDER EVALUATION:

- 10.1 STPI shall evaluate the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 10.2 Tender committee will scrutinize the bids based on the eligibility criteria and technical specification compliance. The technically qualified bidders only will be called for financial bid opening.
- 10.3 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the STPI. If there is a discrepancy between words and figures, the amount in words shall prevail. If the Supplier does not accept the correction of the errors, his bid shall be rejected.
- 10.4 The evaluation and comparison of responsive bids shall be done on the price of the goods offered inclusive of Levies & Taxes i.e., Sales Tax, VAT & Excise Duty, packing, forwarding, freight and insurance etc. as indicated in the Price Schedule of the Bid Document. The rate of Excise duty/Service Tax/VAT, should be clearly indicated in the tender, if it's not mentioned, it shall be treated as inclusive.
- 10.5 The STPI may waive any minor non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

11. CONTACTING STPI:

- 11.1 No bidder shall try to influence STPI on any matter relating to its bid, from the time of tendering till the time the contract is awarded.
- 11.2 Any effort by a bidder to influence the STPI in the STPI's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

12. STPI'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

- 12.1 The STPI reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the bidder or bidders.
- 12.2 STPI reserves the right to receive and, if it thinks fit, to consider and accept a non-complaint proposal. The acceptance or rejection of a non-complaint proposal is entirely a matter for STPI in its absolute discretion.

Any deviations / irrelevant specifications in this tender will not be accepted.

13. PLACEMENT OF ORDER:

The STPI shall consider placement of order on the bidder whose offer has been found technically and financially acceptable. STPI has full rights to place order on fully or partially.

14. ANNULMENT OF AWARD:

- 14.1 STPI reserve the right to terminate the contract with one month notice, if the services are dissatisfactory or in case of violation of any terms and conditions of the contract
- 14.2 STPI reserves the right to disqualify the supplier for a suitable period who habitually failed to take the AMC for Lifts. STPI reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient reasonable grounds.

15. ARBITRATION :

If, a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the ICADR arbitration rule, 1996. The venue of the arbitration shall be at Chennai. The language of the arbitration proceedings shall be in English.

The authority to appoint the Arbitrator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR). The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.

SECTION – III
TERMS AND CONDITIONS TO THE BIDDERS

1. GENERAL CONDITIONS:

- a. **Period:** The contract will be for a period of one year. After the expiry of the contract period, the service need not be continued taking it as deemed extension of period. The lifts have to be handed over in full working condition as on the date of the expiry of the contract upto satisfaction of STPI or the authorized agent.
- b. **Delivery/Execution of order:** The work shall be carried out at Software Technology Parks of India, No.5 Rajiv Gandhi Salai, Taramani, Chennai -600 113 as per the direction of the officer in charge. This building consists of basement, Ground and Three upper floors.
- c. **Payment:** No advance payment will be made. Mode of payment will be quarterly on the completion of work and within 15 days from submission of invoice. Payments to the Contractor will be through Account Payee Cheques only. Income tax plus surcharge on income tax etc will be recovered at the prevailing rate. Works Contract Tax at the prevailing rate will be recovered as per the case.
- d. **Liquidity Damages:** STPI has the right to impose fine and recover from the contractor for noncompliance of the requirements. Decision of STPI will be final and binding. STPI is entitled to withhold payments due to the contractor; in case of dispute of claim still it is resolved.

It has to be ensured by the contractor that the Lifts – 3 Nos. (2 passenger + 1 freight) is always in working condition. Any breakdown or defects shall be attended to it immediately. If for any reason, the Lifts – 3 Nos. (2 passenger +1 freight) is not operational for more than 24 hrs, recovery @Rs.500/= per day per system will be made till the set is made functional.

- e. **Scope:** The contract covers Comprehensive Annual Maintenance of Lifts – 3 Nos. at STPI, Chennai. The details of the same are given in Section IV. The work should be executed in coordination with other agencies that STPI may employ to carry out items of work not covered in your tender. The contract covers servicing and comprehensive maintenance of Lifts – 3 Nos. (2 passenger +1 freight) as per enclosure. Cables, terminations and connected accessories of the equipments are also included in the contract.
- f. **Agreement:** The notice inviting tenders, conditions of the tender and the duly completed form of the tender will form part of the agreement to be executed by the successful contractor with STPI on non-judicial stamp paper of Rs.100/- within 10 days. The format of the agreement is enclosed herewith as Annexure III.
- e. **Security Deposit/Retention money:** The earnest money will be retained in the case of successful contractor as part of the security for due fulfillment of the contract. Security deposit will be deducted @ 7% of gross amount of each running bill till the same along with the sum already deposited as earnest money will amount to security deposit of 10% of the tendered value of work.

The security deposit or retention money will bear no interest whatsoever.

2. SPECIAL CONDITIONS:

- a) Contractor shall arrange subject to the provisions contained herein to safeguard the appliances, fittings materials and property of the STPI.
- b) Any dispute arising out of this agreement or that which may arise in future, will be resolved by taking recourse to mutual settlement in the instance, failing which the dispute will be subject to Chennai jurisdiction only. STPI is entitled to withhold payments due to the Contractor in case of dispute of claims till it is resolved.
- c) The Contractor shall strictly comply with the terms and conditions of agreement. In case of violation of any of the terms, the agreement shall be liable for cancellation immediately.
- d) A bidder shall deem to have full knowledge of installations whether he inspects it or not. The service engineer shall make minimum one inspection per month (during normal working hr i.e. 9 am to 5.00 pm) for normal servicing on the date mutually agreed upon to ensure proper functioning of the Lifts – 3 Nos.
- e) The contractor shall attend unlimited breakdown calls in between routine service calls immediately on receipt of breakdown calls.
- f) During the visit, the service representative shall inspect the Lifts – 3 Nos. (2 passenger +1 freight) and carryout the minor adjustments for trouble free operation and to ensure that the Lifts – 3 Nos. (2 passenger +1 freight) are always in working conditions.

SECTION IV

1. SPECIFICATION OF LIFTS: (2 PASSENGER +1FREIGHT)

- Scope : Annual Comprehensive Maintenance & Servicing of Lift
3 Nos: 3165, 3166, and 3167
- Installation : The above Lifts are installed at STPI, No.5, Rajiv Gandhi
Salai, Chennai-113.
- Details of Lifts :
- Manufacturer : JOHNSON
- No of floor served : Basement, Ground and 3 Upper floors
- Capacity : 16 persons – 2 Nos. & 2000 Kgs – 1 No.
- Date of Installations : 2007
- All servicing, maintenance and replacement shall be done with the knowledge of STPI.
- Annual safety test must be conducted

2. SCOPE OF WORK

a) ANNUAL COMPREHENSIVE MAINTENANCE:

The scope of the AMC shall cover the following:

- a) Diagnose the faults and rectify the defect detected in reasonable time,

- b) Repair / replace the faulty parts etc of the equipment,
- c) Carry out the periodic (at least once in a month) preventive maintenance,
- d) Upkeep of the system, recording required readings and maintaining log book of Works carried out.

The contractor shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by contractor; the employer shall not be liable to interact with any of the subcontractors of the contractor.

- b) The scope of this contract includes all major /minor repairs etc.
- c) All men & tools are to be arranged by the Contractor.
- d) All spares to be used in this work shall be genuine spare parts and the same shall be used from the authorized dealer or manufacturer.
- e) Service offered under this contract shall be in accordance with the service instructions and standard practice of original engine manufacture.
- f) The contractor shall maintain log book for each Lifts – 3 Nos. (2 passenger + 1 freight) and record the nature of service rendered in each visit by the service representative and the same shall be duly got signed by the official in-charge of the work.
- g) No spares or any other items except consumables will be supplied by the STPI.
- h) The scope of work doesn't include replacement of Batteries.
- i) MAINTENANCE WORKS ARE REQUIRED TO BE CARRIED OUT AS PER MANUFACTURERS' MANUALS AND ENSURED THAT THE LIFTS – 3 NOS. (2 PASSENGER + 1 FREIGHT) WORK WITH OUT BREAK DOWN.

3. Details of Lift Maintenance Schedule:

Periodicity of Check	IN Car	In Car Top	In Machine Room	In PIT and Sheet
Monthly	1.Alarm 2.Intercom 3.Car operating panel functions 4.Door operation 5.Safety edge operation 6.Landing push box 7.Landing indicator 8.Car and Land sill 9.Car light and fan 10.Car calls 11.Ride comfort 12.Car emergency light	1.Door operation function 2.Door operator belt/channels 3.Car top cleaning 4.Automatic rescue device 5.Check all locks are functioning properly	1.Blower 2.Brake operation 3.Brake liner 4.Relay/contractor operation 5.Controller ventilation 6.OSG operation 7.Clean machine 8.M/C room light and fan 9.Car top safety 10.Sheave shaft	1.Condition of spring 2.Lighting in shaft 3. Rail & counter weight

	13.Infra red curtain 14.Play in car 15. Cleaning the car and landing sill. 16. Toe guard. 17.Levelling 18.Emergency stop 19.Landing door operation 20.Landing door gate lock		11.Motor shaft 12.Governor pully 13.Sleeve bearings 14.Check on simplex/duplex operation 15. Grease bearings 16. Check Rope and Rope safety switch 17.Check on starting and running current 18. Check on incoming voltage.	
Quarterly		1.Inspection box 2.Guide rail lubrication 3.landing door track roller 4.Guide shoes car / counter weight	1.Main switch unit 2.Gear oil clear level 3.Tacho and Tacho belt	Clean pit
Annually		1.Car top isolation 2.Shaft wire tightness	1. Car over speed safety gear by manually moving levers and check the performance of safety locks. 2.Machine room earthing 3.Power supply cables 4.Insulation resistance of a) Power cables b)power cores in traveling cable c) Motor, Switch and Relays. d)R.S. Joist paintings	1.Counter wt run by 2.Car bottom isolation

6. REPAIR AND MAINTENANCE

6.1 Support Centre:

The contractor shall have support centre at Chennai. This is in addition to staff required to be posted at site (if indicated in contract) The contractor shall furnish the names, locations, complete postal address, telephone numbers and FAX numbers of all technical support centers and also alternate contact persons including contractor. Any change in the above details shall have to be intimated in writing by the contractor to the in charge of the employer at the earliest.

6.2 Responsibilities of Support Centre

- a) The contractor shall ensure that all the centers are manned by fully competent and responsible personal and capable to attend the fault.
- b) The contractor shall also ensure centers are manned and are able to provide service to the employer all the seven days of the week throughout the year. The level of service provided to the employer shall not affect due to any day being holiday or for any other reasons.
- c) The contractor shall ensure that minimum stocks of critical genuine spare parts of the system are maintained as spare stock at the site. On expiry of contract unused parts can be taken back by contractor.

7. TECHNICAL SUPPORT PROCEDURE:

- 7.1 In case of any fault the officer in charge of the employer shall immediately contact the designated support centre of the contractor and give information about the nature of fault over phone / FAX / e-mail.
- 7.2 Even if the fault is reported over phone to the centre a copy of the fault docket duly filled by the site in charge of employer shall be sent by FAX or E mail to the centre for record. The time of occurrence of fault as recorded in the fault docket shall only be taken into consideration for calculating the actual duration of faults and shall be final and bonding.
- 7.4 Similarly after rectification of fault a fresh fault docket duly filled in the time of restoration and total duration of fault shall be sent by in charge of the employer to the centre.
- 7.5. The fault docket shall be filled with utmost care giving all the details of he fault and shall be authenticated by signature of the in charge of the employer.
- 7.6 The contractor shall also ensure inspection of their experts in case the fault is not rectified by the centre properly.
- 7.7 Once the fault has been rectified and the system is restored to normalcy the Engineer of the contractor shall record in the log book, the details of works done by them for restoration of faults and also record the details of steps to be taken and procedures to be followed for not only restoration of similar faults by employer but also for preventing the occurrence of faults in future.

8. TECHICAL BID:

1. Turnover for last THREE years
(Copies of P&L A/c and Balance sheet to be enclosed)

Financial Year	Turn over in Lakhs.	Whether Supporting Document enclosed
2009-10		Yes/No
2010-11		Yes/No
2011-12		Yes/No

2. Proof of work completion certificate as per the terms mentioned in eligibility criteria to be enclosed :

Sl. No.	Year	Name of the client with the address and contact number	Contract Value	Proof submitted
				Yes/No
				Yes/No
				Yes/No

3. If it is noticed that any client did not find the work carried out satisfactory, the tenders of such bidders will be treated as invalid.
4. Copy of the proof for OEM or authorized by OEM.
5. Copy of PAN Card,
7. Copy of Service tax registration certificate/TIN/VAT,
8. Copy of Registration / Incorporation of the firm/company,
9. Complete set of signed Tender Document,
10. Tender Fee of Rs.500/- vide DD No._____ dated _____ and EMD amount of Rs.7,000/- vide DD No._____ dated _____.

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Designation:

Company Seal:

Date :

Place:

ANNEXURE - II

9. FINANCIAL BID:

1. Name, address & Contact No. Of the concern:

2. Rate shall include cost of transportation and other overheads etc.

Comprehensive AMC Charges per annum	Rs.
Service Tax	Rs.
Total	Rs.

(Rupees _____ only)

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Designation:

Company Seal:

Date :

Place:

AGREEMENT

Articles of agreement made this _____ (date) between Software Technology Parks of India, No.5, 3rd Floor, Rajiv Gandhi Salai, Taramani, Chennai-600113, through Authorised Signatory (hereinafter called the “STPI”) of the one part

and

_____, through Authorised Signatory (hereinafter called the “Contractor”) of the other Part.

whereas the employer is desirous of entrusting providing _____ (name of the work) at _____ (places) to the contractor under this agreement as per the tender conditions of contract.

And whereas the Contractor has agreed to execute the _____ (name of the work) in STPI _____ (places) as per conditions in the Tender No: _____, dated _____ (date) and work order No: ____, dated _____ (date). **The period of contract is from _____ to _____.**

NOW IT IS HEREBY AGREED AS FOLLOWS

1. In consideration of the sum of Rs. _____/= (Rupees _____ only) to be paid at the time and in the manner set forth in the said conditions of the tender, the contractor shall upon and subject to the said conditions execute and complete the work as per conditions in the tender.
2. The Employer will pay to the contractor the said amount of Rs. _____/= (Rupees _____ only) or such other sum as shall become payable hereunder at the times and in the manner specified in the said conditions.
3. The said conditions, shall be read and construed as forming part of this agreement, and the parties hereto shall respectively abide by and submit themselves to the conditions and stipulations and perform the agreement on their parts respectively in such conditions contained.

SCHEDULE I

1. Tender No. & Document complete set _____
2. Vendor letter reference No. _____ dated _____ for the tender.
3. Reference No. _____ dated _____ towards rate acceptance from the Vendor / STPI.
4. Purchase order No. ___ dated _____ / Work order No. ___ dated _____

(format is mentioned in Schedule-I) will vary on case to case basis

As witness our hand the day and year first above written

Signed by STPI: _____

In the presence of :

Name: _____
Signature: _____
Occupation: _____
Address: _____

Name: _____
Signature: _____
Occupation: _____
Address: _____

Signed by the Contractor : _____

In the presence of :

Name: _____
Signature: _____
Occupation: _____
Address: _____

Name: _____
Signature: _____
Occupation: _____
Address: _____

