



कर्मचारी राज्य बीमा निगम अस्पताल
Employees State Insurance Corp. Hospital
सैक्टर -15, रोहिणी, नई दिल्ली: 110085

Sector-15, Rohini, New Delhi:110085

Website/वेबसाइट: www.esic.nic.in

Tel./दूरभाष : 27565520, Fax/फैक्स: 27553098

F.No. 115-W-17/11/RO System/2014- Estate Cell

Date:

LIMITED TENDER ENQUIRY

To,

M/s

Sub:- Servicing & maintenance of 25 Reverse System (R.O.) on Annual Maintenance Contract (AMC) basis belonging to ESI Hospital, Sector-15, Rohini, New Delhi - 89

Sealed quotations addressed to the ESI Hospital, Sector-15, Rohini, New Delhi are hereby invited for awarding the **Annual Maintenance Contract of (AMC) 25 R.O. Systems (23 ROs of 50ltr, 1 RO of 15 Ltr, 1 RO of 10 Ltr)** on for a period of **one years** from the firms having one year experience in the relevant field. The quotation in prescribed form (Annexure-I) duly filled and submitted in a sealed cover super scribed "QUOTATION FOR SERVICING AND MAINTENANCE OF 25 R.O. SYSTEM" so as to drop in the tender box on or before **14.12.2017 upto 1.00 PM** which will be opened on the same day at **3.00 PM** in the presence of tender opening committee and representative of the firms who wish to be present at the time. The servicing and maintenance of 25 R.O. Systems on as is where is basis belonging to ESI Hospital, Sector-15, Rohini, New Delhi will be governed by the following terms & conditions.

1. Approximately, the numbers of total R.O. Systems are 25 presently. However, the exact number of R.O. Systems to be given for maintenance & servicing can increase or decrease and actual numbers of R.O. Systems will be provided by the care taker of this hospital after excluding the number of R.O. Systems under warranty period and /or declared condemned or found unserviceable.
2. If any parts missing at the time of handover the machines for AMC, then contractor will submit estimate with details within 3 days, either it will be understood that all machined have all parts and Contractor will inform immediately, if contract found any missing part information.
3. The terms of maintenance shall include cleaning, filtering, servicing & replacement and repair of any or all the parts needed to keep the unit in working condition, such as filters, membranes, Pressure Switch, Solenoid Valve and electrical component like adopter, Water Level Sensor, body or part of body etc. during the entire contract period. The AMC will include repairs/replacement of any electro and mechanical part of RO system, whether it is Consumable/Non consumable, it will be charged of items and services will be as per approved quoted list.
4. During the AMC period, defect, if any in the RO system shall be rectified by the Company or by its authorized Service Provider/s within 24 hours.
5. Every complaint must be attended/rectified within 24 hours of lodging the complaint failing which, the repair will be got done from market and expenditure on such repairs have to be borne by the contractor and will be deducted from the contractors bill/security money. If the complaints are not attended on time the contract/agreement shall be canceled and the firm shall be black listed.

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6. The Contractor shall provide three (3) preventive maintenance every quarter (once per month) besides attending to all breakdown calls as and when warranted as per service charge, quoted by contract at the time of bid.
7. Filters, Spun and other essential parts of all 25 R.O. systems must be changed in 3 months. (Once per quarter).
8. In case of repair/replacement of working parts of the all ROs, only genuine spare parts should be used and in case of replacement of parts, only new branded parts shall be provided and warranty card indicating the Sl. No of parts should be deposited with Care taker officer after replacement. Warranty card to be duly signed by the firm.
9. In case any RO system are required to be taken to contractor's workshop for repair, no separate transportation charges will be paid and contractor shall have to arrange his own transport.
10. No RO System should be removed from the building without the gate pass issued by the caretaker.
11. A Demand Draft of Rs. 5000/- (Rs. Five thousand only) from any of the schedule Bank drawn in favour of ESI Fund A/c no.1 will required to be attached with the quotation as an earnest money. Quotations received without Earnest Money will not be considered. In case quotation is not accepted, the amount will be refunded after awarding the contract to the successful bidder.
12. The successful vender has to deposit Security Money of Rs. 20,000/- (Rs. Thirty Thousand only) in the form of Demand Draft/Bankers cheque from any of the scheduled Bank drawn in favour of ESI Fund A/c no.1 which will be retained by this office till termination of contract Security Money will be adjusted subsequently.
13. The AMC charges of all 25 ROs will be released on quarterly installment on the completion of each quarter subject to satisfactory completion of servicing, repairs and maintenance of All R.O. Systems and for last quarter one month after the completion of contract period.
14. Contractor must hand over all 25 ROs entrusted to him under AMC to Care taker in perfect running condition at the end of contract and obtain a completion report to this effect.
15. The Contractor shall have no right of renewal/continuance of the contract unless extended by the Medical Superintendent, ESI Hosp., Sec-15, Rohini, New Delhi.
16. Medical Superintendent, ESI Hosp., Sec-15, Rohini, New Delhi reserves the right to terminate the contract at any time without assigning any reason. The decision of Medical Superintendent, ESI Hosp., Sec-15, Rohini, New Delhi in all disputes will be final and binding on the contractor.
17. Rate of spare parts (**Annexure-II**) for all parts are mandatory to be quoted and lowest one will be decided as per rate of all spare parts as well as AMC rate.



Mrs. Manju Rani
Assistant Director (Admn.)
FOR Medical Superintendent

Tender form for awarding the Servicing & maintenance of 25 R.O. Systems on AMC basis.

1. Date & Time of Submission of Tender _____ up to _____
2. Date & Time of Opening of Tender _____ up to _____
3. Name and Address of Contractor _____
and Telephone No/Mobile no. _____
4. Please specify as to whether tenderer is
Sole proprietor/partnership firm, Name, _____
Address and Telephone No of the Partner _____
Should be specified. _____
5. GST No. / PAN No./Registration No. _____
(Certificate may please be enclosed)
6. Rate of Service Charge (including all taxes) on
AMC basis per RO per year _____
7. Details of past experience, (Relevant _____
(Separate Experience Certificate may please be enclosed)
8. Details of Earnest Money paid _____
9. Rate list of All Parts with Brand Name that need repair/replacement of compressor or any other part
before being covered under AMC may please be enclosed.) _____ **Enclosed Status** _____ **Yes/ No**

UNDERTAKING

I have carefully gone through the contents of the tender forms and I undertake to abide myself/ ourselves by all the terms and conditions of the tender/contract.

Place:

Dated:

Signature of the Contractor/tenderer with seal

List of RO Spare Parts (for Quotation/Price Bid)

Particulars	Make	Rate (per unit in figure)	Amount (Rate per unit in words)
Adopter 24V (Warranty 6 Months)	Decent		
Adopter 48V (Warranty 6 Months)	Decent		
Solenoid Valve (Warranty 6 Months)	SLC		
Pump 75 GPD (Warranty 6 Months)	Always/Vontron		
Pump 100 GPD (Warranty 6 Months)	Always/Kenflow		
Water Level Sensor	Aquafresh		
Steel cabinet	Aquafresh		
Membrane 50 GPD	CSM/Vontron		
Membrane 75/80 GPD	Filmtech/CSM		
LPS- Low Pressure Switch	Aquafresh		
HPS- High Pressure Switch	Aquafresh		
20" Spun Filter	Aquafresh		
20"Carbon Filter	Aquafresh		
10" Spun Filter	Aquafresh		
10"Carbon Filter	Aquafresh		
Pipe	Aquafresh		
RO Fitting	Aquafresh		

Note: Rate of spare parts for all parts are mandatory to be quoted and lowest one will be decided as per rate of all spare parts as well as AMC rate.

Signature of the Contractor/tenderer with seal