



SHRI RAM COLLEGE OF COMMERCE

University of Delhi, Maurice Nagar, Delhi - 110007

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December 7, 2018

REQUEST FOR PROPOSAL (RfP) FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF LIFT

Shri Ram College of Commerce (SRCC) is a premier institute of the country for education in Commerce and Economics at undergraduate and postgraduate levels. The college also imparts Postgraduate Diploma in Global Business Operations, a specialized and much in demand course in international business. At present, approximately 2700 students are studying and about 200 teaching and non-teaching staff are working in the college.

SRCC hereby invites proposals from reputed and experienced agencies/ companies for award of Annual Maintenance Contract (AMC) of 01 (one) number of Lift in the college campus initially for a period of one year which may be extended further on satisfactory performance of services.

Eligibility criteria for submission of bid/ proposal

The bidder must fulfill the following eligibility conditions to be eligible for evaluation of the bid:

1. **Legal entity of the bidder:** The applicant/ bidder shall necessarily be a legally valid entity viz. Partnership firm/ Registered company etc. *A proof of supporting the legal validity of the bidder is required to be submitted.*
2. **Experience:** The contractor/ company must have experience of atleast 3 years of providing AMC services to government departments/ PSUs/Banks/Educational Institutions/ Colleges/ Universities to be eligible to submit bid in response to this notice. *List of organizations served during the last 5 years and currently being served along with Client Satisfaction Certificates are required to be submitted.*
3. **Location in Delhi:** The applicant/ bidder should be located in the city of Delhi/ New Delhi. Bidders from outside Delhi will not be considered. *Proof of address to be provided.*
4. **Licensed/ Registered Manufacturer/ Service Provider of Lifts :** The applicant/ bidder should be licensed/ registered manufacturer/ service provider of lifts/ elevators by the appropriate government authority. *Certificate/ documenta in support to be provided.*
5. **Registration and License under various laws:** The bidder must be registered with Income Tax, GST, etc. as also under various Labour Laws, Employees Provident Fund Organization (EPFO) and Employees State Insurance Corporation (ESIC). *Requisite proof(s) with respect to all registrations are required to be submitted.*

SCOPE OF WORK

1. The agency will be responsible for all liaison work, licensing formalities, annual inspections, arranging of clearance certificates, etc. with the concerned government authorities in respect of the lift on behalf of SRCC. Requisite government charges towards the same shall be borne by SRCC.
2. The agency shall be fully responsible for operation, regular service and maintenance of the lift. The agency will have to take necessary care and precautions to keep the lift safe for use and in perfect working condition at all time.
3. In case of any breakdown of lift, the agency will get the call attended by a trained technician immediately. The response time for such breakdown calls must not exceed 3-4 hours.
4. The agency will have to carry out all customary regular safety checks to examine proper working of the lift.

How to apply

Sealed tenders along with the required documents *in two bid system* i.e. Technical & Financial Bids, as per *Annexures- A & B*, respectively, in separate sealed covers superscribed with 'Request for Proposals (RfP) for Annual Maintenance Contract (AMC) of Lift' on top of the covering envelope are to be submitted to the Principal, Shri Ram College of Commerce, University of Delhi, Maurice Nagar, Delhi - 110 007 **latest by 1600 hrs on December 28, 2018.**

Documents required to be attached to the Technical Bid

- (a) Technical Bid proforma as per Annexure - A
- (b) Organization's brief profile
- (c) Undertaking as per Annexure - C
- (d) EMD of Rs. 5,000/- (Rupees Five Thousand only) in the form of Demand Draft drawn in favour of *Principal, Shri Ram College of Commerce*, payable at Delhi.
- (e) A proof in support of legal entity of the organization
- (f) List of organizations served during the last 3 years and currently being served **along with** Client Satisfaction Certificates
- (g) Requisite certificate/ document in support of licensed/ registered manufacturer/ service provider of lift issued by the appropriate government authority.
- (h) Requisite proof(s) with respect to registration under the Income Tax (previous 3 year's ITRs), GST, Professional Tax etc. as also under various Labour Laws, Employees Provident Fund (EPF) and Employees State Insurance (ESI).
- (i) Certificate of non-black listing by any government department/ institution as per Annexure - D
- (j) Proof of organization's address.



TERMS AND CONDITIONS

1	Period of contract	The contract will be awarded initially for one year to be extended further subject to review of the performance of duties by the successful bidder.
2	Price	Quoted rates shall be valid for the entire period of the contract.
3	Tax obligation of the contractor	The successful bidder/ contractor shall ensure full compliance with the tax laws of India with regard to this contract and shall be solely responsible for obtaining requisite registrations and filing of returns etc. The successful bidder/ contractor shall be required to submit documentary evidence like copies of acknowledgements, returns etc.
4	Tax deduction at Source (TDS)	Tax deduction at source shall be governed as per prevailing rules.
5		
6	Restrictions	Smoking cigarette, bidi, chewing pan, gutka, tobacco or any form of intoxication etc. is strictly prohibited inside the college campus. Non-compliance may lead to imposition of penalty/ termination of the contract.
7	Maintenance of Lift	<p>The agency/ contractor shall be responsible to maintain the lift in perfect working condition. In case of any damage, agency/ contractor shall be responsible to carry out the requisite repairs without any delay to avoid any interruption of service.</p> <p>In case of any breakdown of lift, the agency/ contractor will get the call attended by a trained technician immediately. The response time for such breakdown calls must not exceed 3-4 hours.</p>
8	Performance Evaluation	<p>The quality assurance of services would be ensured regularly depending upon the description of the Principal, SRCC.</p> <p>The staff deployed for maintenance/ repairs of lift by the agency/ contractor will work under the supervision and control of Principal, SRCC or officers/ officials duly authorized for the purpose.</p>

TECHNICAL BID

1. The technical bids shall be evaluated based on the available documents submitted by the bidder. During the examination, evaluation, comparison of the bids and qualification of the bidders, the college may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the college shall not be considered.
2. If a bidder does not provide clarification of its bid, the bid is liable to be rejected by the college.
3. Conditional bids with deviations from the conditions of the contract, the bids not meeting minimum eligibility criteria, technical bids not accompanied with EMD of

the requisite amount or any other requirements, stipulated in the tender document are liable to be rejected.

4. The bidder(s) which qualifies the technical evaluation stage shall only be called for opening of financial bids.

FINANCIAL BID

1. Financial Bid is required to be submitted in separate sealed cover as per prescribed proforma in Annexure – B.
2. All prospective bidders should take note of the Minimum Wages in force as notified by the Government of Delhi.
3. Financial bid is required to be indicated both in words and figures. No overwriting or cutting is permitted in the financial bid. Such bids will be summarily rejected.
4. The rates/ amount of applicable taxes, if any, must be indicated clearly.
5. Financial bids of all technically qualified bidders shall be opened.
6. Absence of bidders or their authorized representative shall not impair the legality of the process.

GENERAL

1. The contract can be terminated by the college administration before its tenure without any notice on account of unsatisfactory services and poor performance of duties by the contractor which will mean and include non-compliance and non-fulfillment of any of the contractual obligations by the contractor and/or poor performance and violation of any of the terms and conditions of the contract and failure on its part to correct the discrepancies/ shortcomings brought to its notice in writing by the college administration.
2. The college reserves the right to withhold the payment in the event of unsatisfactory performance of duties by the contractor.
3. Bids can only be submitted in the prescribed formats for Technical and Financial Bids.
4. Furnishing of wrong information and producing false documents will make the bidder ineligible for bidding and liable to be debarred/ blacklisted from participation in tender enquiries.
5. An **Earnet Money Deposit (EMD)** of Rs. 5,000/- (Rupees Five Thousand only) is required to be deposited vide Demand Draft/ Pay Order drawn in favour of the Principal, Shri Ram College of Commerce payable at Delhi.
6. Technical and Financial bids should be properly signed by the Proprietor/ Partner or any authorized official/ representative of the bidder firm and his/ her capacity as the signatory should be specifically stated. Bids should also bear stamp of the bidding organization/ firm.
7. Bids can only be submitted as per the schedule announced. Bids received after the last date of submission will be summarily rejected.
8. The college reserves the right to accept or reject any or all of the bids either fully or partially without assigning any reasons thereof.
9. The decision of the college regarding approval of bids shall be final and binding on

all bidders.

10. The successful bidder/ contractor will be required to deposit **Rs. 30,000/-** (Rupees Thirty Thousand only) towards refundable **Performance Security** deposit in the form of Demand Draft/ Pay Order drawn in favor of the Principal, Shri Ram College of Commerce payable at Delhi. No interest shall accrue on the refundable performance security deposit and the same will be refunded on successful completion of the contract after adjustments of dues, if any.
11. By virtue of this agreement/ contract, no relationship will be created between the staff deputed by the contractor, for maintenance/ repairs of the lift in the college premises, and Shri Ram College of Commerce.
12. If the contractor wishes to terminate the contract before its tenure, two month's notice in writing will be required to be served on the college administration so as to enable it to find a suitable contractor in replacement.
13. Bids shall remain valid and open for acceptance for a period of 90 days from the date of opening of tenders and no requests for any variation in quoted rates and withdrawal of bid on any ground by the successful bidder will be entertained. In the event of award of the contract, the bid price will remain fixed for the entire period of the contract.
14. The staff of contractor shall maintain discipline in the college campus.
15. The contractor and its staff shall not misuse the college premises for any purpose other than for which the contract is awarded.
16. Only physically and mentally fit personnel to be sent to attend complaints by the contractor.
17. The contractor shall be fully responsible and liable to indemnify the college for any theft, burglary, fire or any other mischievous deed done by its staff.
18. The contractor shall abide by all labour laws, laws related to minimum wages, employees' provident fund, employees' state insurance, workmen compensation, tax laws, or any other laws in force. The college will not be liable for any lapse on the part of the contractor in delivery of any statutory liabilities (such as EPF, ESI, Bonus etc.) to the staff of the contractor.
19. The contractor shall cover its staff under insurance for accidents and/or death while on duty and the college undertakes no liability or obligation in this regard.
20. The machinery/ equipments are normally required to be repaired on site, at SRCC campus. However, in case when the machinery/ any equipment cannot be repaired in SRCC premises and is required to be taken to the workshop of the contractor, replacement machinery/ equipment should be provided immediately.
21. The contractor will be responsible for all liaison work, licensing formalities, annual inspections, arranging of clearance certificates, etc. with the concerned government authorities in respect of the lift on behalf of SRCC. Requisite government charges towards the same shall be borne by SRCC.
22. Any accident/ damage during operation and maintenance of lift will be the responsibility of the contractor and the college administration will not entertain any claim, compensation, penalty etc. on this account or on account of non-observation of any other requirement of law relevant to operation of lift.
23. The contractor will be responsible to provide its Technicians with necessary testing and safety equipments and also follow all safety measures strictly.
24. Payment to the contractor will be made against running bills on quarterly basis

- subject to delivery of satisfactory services.
25. The college shall be entitled to deduct, in accordance with the applicable law in force, income tax at source (TDS) or other deductions as the case may be, from payments made to the contractor and the amount so deducted shall be deemed to be a payment made to the contractor. The college shall provide a TDS certificate certifying the deduction so made.
 26. No payment shall be made in advance to the contractor.
 27. The college administration will be at liberty to withhold any of the payments in full or in part subject to recovery of penalties, if any.
 28. The college administration reserves the right to order staff of the contractor to leave the college premises if his presence at any time is felt undesirable.
 29. The staff of the contractor shall not be the employees of the college and he shall not claim any salary or allowances, compensation, damages or anything arising out of his employment/ duty under the contract.
 30. The college shall not be under any obligation for providing employment to any of the personnel of the contractor after the expiry of the contract. The college does not recognize any employee-employer relationship with any of the workers of the contractor.
 31. The contractor shall not sublet, transfer or assign the contract or any part thereof to any other agency. In the event of contractor contravening this condition, the college shall be entitled to place the contract elsewhere on the contractor's risk and cost and the contractor shall be liable for any loss or damage, which the college may sustain in consequence or arising out of such replacement of the contractor.
 32. The bidder will be deemed to have read and accepted all terms and conditions for award of the contract in entirety.
 33. In the event of any dispute arising out in connection with the interpretation of any clause in the terms and conditions of the contract, agreement, or otherwise the matter shall be referred to the Arbitrator as appointed by the Chairman, Governing Body of the college who shall have jurisdiction in connection with any dispute/ litigation arising out of this contract.

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FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF LIFT**

TECHNICAL BID

(To be kept in separate sealed cover superscribing 'Technical Bid' on the top)

S. No.	Description	Particulars
1	Name of the bidder firm/ company	
2	Legal status of the firm/ company (i.e. sole proprietorship/ partnership firm/ registered company)	
3	Full Address with email and phone contacts	
4	Name of the authorized representative	
5	Designation/ capacity (Proprietor/ Director/ Official)	
6	Contact Number	
7	Email	
8	Details of EMD paid (DD No./ Date/ Drawee Bank)	
9	Details of registration under the EPF, ESI, etc.	
10	Details of registration as a registered manufacturer/ service provider of lifts	
11	Details of registration under PAN/ TIN/ GST etc.	
12	Total manpower of the company (<i>specific count under each designation to be given</i>)	

13	Details of organizations served/ presently being served (<i>certificates to be attached</i>)				
	Period		No. of personnel deployed, if any	Details of the organization served	Annual value of the contract (in Rs.)
From	To				
(a)					
(b)					
(c)					
(d)					

Date _____

Seal of the firm/
company

Signature of Authorized Representative

Name _____

Designation _____

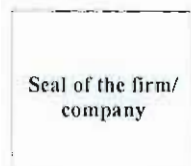
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FINANCIAL BID

(To be kept in separate sealed cover superscribing 'Financial Bid' on the top)

S. No.	Description	Particulars
1	Name of the bidder firm/ company	
2	Full Address with email and phone contacts	
3	Name of the authorized representative	
4	Designation/ capacity (Proprietor/ Director/ Official)	
5	Contact Number	
6	Email	
7	AMC charges per month (in Rs.)	
8	Applicable taxes, if any	
9	Total Charges (in Rs./ per month)	

Date _____



Signature of Authorized Representative

Name _____

Designation _____

REQUEST FOR PROPOSAL (RfP)
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UNDERTAKING

The Principal

Shri Ram College of Commerce,
Maurice Nagar,
Delhi-110 007

Madam,

I/We, the undersigned, certify that I/we have gone through the terms and conditions mentioned in the tender document and hereby undertake to agree and comply with them in entirety.

I/ We understand that in case of breach of any of the terms and conditions committed on our part, the AMC of lift, if awarded to us, will be liable to be terminated.

Date _____

Seal of the firm/
company

Signature of Authorized Representative

Name _____

Designation _____

REQUEST FOR PROPOSAL (RFP)
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CERTIFICATE OF NON-BLACKLISTING

To Whom it May Concern

This is to certify that M/s _____ (name and full address of the firm/ company) is neither blacklisted by any Government Department/ Ministry/ PSU/ Institution nor any criminal case is registered against the firm/ company till date.

Date _____

Seal of the firm/
company

Signature of Authorized Representative

Name _____

Designation _____