



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2023/B/4245436  
Dated/दिनांक : 24-11-2023

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	06-12-2023 13:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	06-12-2023 13:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	60 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Indian Audit And Accounts Department
Organisation Name/संगठन का नाम	N/a
Office Name/कार्यालय का नाम	Director General Of Audit Central Kolkata
Item Category/मद केटेगरी	ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; 3 to 5; PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, ..
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	5 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

<b>Bid Details/बिड विवरण</b>	
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	140000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes

**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
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**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
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**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :**

INCLUSIVE AMC RATE OF WATER PURIFIER MACHINES - [1700810237.xlsx](#)

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Detailed description such as Model, Brand , capacities, associated accessories etc, of the assets to be covered under the AMC:(A ) 07(Seven) Aqua Guard Pure Chill 80 SS RO+UV Commercial Water Purifier machines**

Technical specifications :-

(i) Dimensions - 640 x 450 x 1350 mm

(ii) Weight- 85 kg

(iii)Material Outer Body- CRCA steel

(iv)UV Lamp - 8 Watts

(v)Storage Capacity - 80 litres

(vi)Thermal Insulation For Storage Tank - PUF

(vii)No. Of Cold Water Faucets - 2

(viii)No. of Stage Filters -7

(B) 02(Two) Aqua guard Reviva RO Water Purifier machines

Technical Specifications :-

(i)Dimensions MM (WxDxH)- 369 X 235 X 498

(ii)Installation Type - Wall Mount

(iii)Storage Capacity - 8.5 litres

(iv)Purification Modules - I-Filter, Chemi block Mineral Guard Membrane Life Enhancer Reverse Osmosis Membrane Taste Enhancer Cartridge

(v)UV Lamp- 11 watts

(vi)RO Membrane -75 GPD

(vii)Membrane Type Thin Flim- Composite RO

(ix)Purification Capacity -6000 Ltrs

(C) AMC of these two machines will include all the accessories of these machines, Including the filters, membranes and electrical parts

**Other buyer specific requirements and details:**[1700810360.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
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28-11-2023 12:00:00

RECORD-I SECTION, O/o THE DIRECTOR GENERAL OF AUDIT(CENTRAL),  
KOLKATA, 8 KIRAN SHANKAR ROY ROAD, KOLKATA-700001

**ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; 3 To 5; PACKAGE-5 : Water Purifier And Conditioning System Maintenance Involving Basic Servicing, .. ( 9 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Annual maintenance contract (AMC) for kind of water purification/ conditioning System Category	Potable Water Purification System Reverse Osmosis Or UV Based
Vintage of water purification / conditioning System covered under the service ( Yearly)	3 to 5
Type of AMC Package	PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts including pump and compressor
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Sourav Kumar Pal	700001,8,Kiran Sankar Roy Road	9	N/A

**Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें**

**1. Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

**2. Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of

buyer.

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

### 3. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

### 4. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

### 5. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

### 6. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

### 7. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. Quotations are hereby invited from the vendors/agencies/organizations through GEM bidding platform for 01 Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines and 02 Aqua guard Reviva RO Machines installed in this office from an experience bidder who have provided Comprehensive Annual Maintenance Contract (AMC) of these water purifier machines in Government or Semi.-Government offices.

2. Details of the machines, location and Time period of the contract is stated hereunder :-

SI. NO	MODEL	INSTALLATION ADDRESSES	A.M.C. PERIOD	REMARKS
1	Aqua guard Green Pure Chill 80SS RO cum UV water purifier machine	Canteen Section at Ground Floor	<b>01.01.2024</b> <b>To</b> <b>31.12.2024</b>	All the machines are in working condition
2	Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines	In front of Southern Entrance of Ground Floor beside small staircase		
3	Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines	Canteen Section at Ground Floor		
4	Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines	In front of Northern Entrance of 1st Floor <b>(02 machines located at this location)</b>		

5	Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines	In front of Gents and Ladies Bathrooms at Northern side of 2 <sup>nd</sup> Floor	
6	Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines	In front of Ladies Common room at Southern side at 2 <sup>nd</sup> Floor of this office.	
7	Aquaguard Reviva RO	DG Secretariat Kitchen	
<b>8</b>	<b><u>Aquaguard Reviva RO</u></b>	<b><u>DD(Admin.) Secretariat</u></b>	<b><u>01.04.2024 to 31.12.2024</u></b>

3. **Terms and conditions to be followed by the bidders while bidding are recorded in Annexure-I and Annexure-II listed hereunder .**

**Senior Audit Officer (Record)**  
**O/o the DGA, Central, Kolkata**

## **ANNEXURE -I**

### **General Terms and Conditions to be followed for quoting for Annual Maintenance Contract of 07 Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines and 02 Aqua guard Reviva RO water purifier Machines installed in his office**

1. This AMC Charges should also cover manpower costs, for example; engineers' travel cost and the other incidental labour charges, in rectifying defects developed in equipment. This shall also include the transport charges, if required for shifting of the machines to and from the workshop. It also includes the cost of replacement of any other part which may require to be replaced due to any other part(s) being defective and no replacement of such part is available.
2. The VENDOR shall undertake Preventive Maintenance of the goods under this Annual Maintenance Contract at regular intervals of time and keep a record of the same. **The periodicity of such Preventive Maintenance shall be quarterly.** Further, necessary arrangement to depute your service engineer at least once in each week under intimation to the Record-I section for providing preventive and remedial service maintenance support is to be made during the entire contractual period.
3. It shall be the responsibility of the VENDOR to furnish along with its Maintenance Bills a Compliance Certificate from all the users as per inventory regarding the Preventive Maintenance, duly authenticated by the user of the Department, to the VENDOR.
4. The AMC charges shall include of consumables and spare items including Compressor ,Heat-Exchange and other spares but excluding machine body, main chassis, drain tube.  
**However, the vendor is also directed to explicitly mention in the bid, if any spare parts of water purifier machine is to be excluded from the ambit of AMC.**
5. **Replacement of pre-filter candle ,activated carbon sediment, membrane should be made just at the work order is issued under the supervision of Record-I officials.**

6. Replacement of worn-out/exhausted parts, including ultra violet lamp with new/rectified spares should be immediately done during the periodical servicing or breakdown visits during the service contract period under intimation to Record-1 Section.

7. The outside of the body of the entire machines including stands should be cleaned with suitable chemical and cloth at least once in every week.

8. *Only spare parts of equal/higher specification/capacity should be used for replacing the defective components whether permanently or as a stop gap measure while the defective component is being repaired. The newly installed components should be compatible to the rest of the system. If required, replacement of any other part which may require to be replaced due to any other parts(s) being defective and such part is no longer available due to its being obsolete, then such part will also have to be replaced along with the defective part to make the machine operational.*

9. The maintenance services shall not cover any damage caused to the equipment as a result of accidents or gross mishandling by the users. Rectification/Repair of such equipment shall be at rates and subject to Change Order process to be agreed upon by the parties. Further, the office shall retain the right of upgrading/changing any of the components of any equipment covered under this contract at its own discretion as long as it does not in any way negatively affect the functioning of the equipment as a whole and for this purpose this office may engage any third party other than the VENDOR and need only intimate the VENDOR about such alteration/up-gradation.

**10. Additions of New Goods: This office reserves the right to include any of the goods in the existing contract during the currency of the contract. However, the rates for inclusion of new goods into the contract shall be on pro-rata basis mutually worked out and agreed upon by both the parties. This office also reserves the right to relocate the goods as and when necessary after intimating the VENDOR.**

**11. This office shall also have the right to withdraw any equipment from the purview of such maintenance as and when desired without assigning any reasons thereof, by providing a 30 days notice in writing to the VENDOR. Maintenance Charges for such equipment shall be payable on pro-rata basis for the period of service.**

12. The vendor may inspect the system/machine on any working days from 11.00 AM to 4.00 PM before submitting the quotation. The vendor before making quotation, should inspect the site to fully acquaint himself about the condition of the machines within the ambit of AMC, in regard to accessibility of site, nature and extent of ground, working condition of site and locality required for the satisfactory execution of the work contract. **No extra claim from bidder whatsoever on such account shall be entertained by the O/o the Director General of Audit, Central, Kolkata in any circumstances.**

13. All the machine must be serviced onsite at the office premises. The agency will provide adequate standby machines / systems if the problem is not solved within 24 hours. If the company requires to carry out the machine from the office premises, a loan machine is to be provided as standby.

**14. All the complaint should attend within 24 hours, failing which penalty for not attending the complaint will be made. The penalty charges will be determined by this office if such circumstances arises.** / default in the system should be attended within 24 hours and restored within 48 hours. Otherwise penalty @1% of work order value per day of delay/as per GeM provision will be deducted.

15. The payment to the firm shall be made on quarterly basis, at the end of each quarter subject to satisfactory performance. If performance is not found satisfactory, payment for that quarter will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.
16. **The selected vendor will not be allowed to sublet the tender or engage any other third party to do the AMC work.**
17. One-month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.
18. Tax at source will be deducted as per extant rules/act made under Income Tax Act/GST Act , if applicable, from each amount of bill submitted by the vendor/contractor.
19. **No other person, except Contractor's authorized representative, shall be allowed to enter in office. Within the premises of this office, the Contractor's personnel shall not do any private work other than their normal duties.**

**Senior Audit Officer (Record)  
O/o the DGA, Central, Kolkata**

## **ANNEXURE -II**

### **Minimum eligibility criteria of the company who will be bidding for quoting Annual Maintenance Contract of 07 Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines and 02 Aquaguard Reviva RO Machines of this office**

1. All intending firms shall have to visit this office to get themselves acquainted with the condition of existing **Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines** before submission of their proposals. After bidding, no further request about the condition of existing EPABX system from any intending firm will be entertained.
2. **The bidder(s) qualified for Technical Bid have to appear before the Record-I section of this office alongwith their service engineer ,to provide demonstration of the work they will be executing under this AMC . Subject to satisfactory performance before the Record-I officials along with other criteria, the bidder(s) will be qualified for the Financial Bid. (Email id is to be provided for this purpose, and intimation to appear will be communicated through official email only).**
3. The Bidder must have a registered office in Kolkata or Howrah District or North 24 District or South 24 District only. **This office address must be mentioned either in Trade License or GST Certificate or MSME Certificate otherwise it will be treated as the company don't have any registered office in the aforesaid district.**



4. The Bidder must have at least one single work order of more than Rs. 1,25,000 /- in or C year year at Central/State Govt offices or Semi-Govt. Offices for rendering comprehensive AMC service of Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines. (The work order will be accepted if AMC for the aforesaid machine only has been executed. Order of Work executed on any other machines except the aforesaid machine will be not accepted and the bidder will be disqualified if any work order is provided as credentials against this criteria).

5. The bidder must have at least 05 years of experience in Central/State Govt offices or Semi-Govt. Offices rendering comprehensive AMC service of Aqua guard Green Pure Chill 80SS RO cum UV water purifier machines. Credentials supporting this criteria is to be submitted .(Any bidder not submitting credentials against this criteria will be disqualified).

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**Senior Audit Officer (Record)  
O/o the DGA, Central, Kolkata**

#### 8. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

### **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case

may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**