

OFFICE OF THE PR ACCOUNTANT GENERAL (AUDIT- I), W.B
TREASURY BUILDINGS KOLKATA -700001.
(WELFARE SECTION)

No: PAG(Au-I)/Welfare/AMC-WP/2024-25/10

दिनांक: 12.07.2024

NOTICE INVITING QUOTATION/TENDER/BID
(2nd Call)

Sealed Quotations/Tenders/Bids are invited from reputed and experienced firms/agencies for the Comprehensive Annual Maintenance Contract (CMAC) of 10 (ten) Water Purifiers of different types of ROs, UV⁺ & Coolers installed in the Office of the Principal Accountant General (Audit-I), West Bengal.

The sealed Quotation/tender filled in the specified Proforma (**Annexure-A**) attached herewith and addressed to the Sr Dy Accountant General (Admin), O/o the Pr Accountant General (Audit-I) WB, 2, Govt. Place (West), Kolkata -700 001 and should be sent to **Welfare Section, G.I. Press Buildings, Kolkata-700 001** within seven (07) days from the issuance of the NIQ/NIT. The Quotation/Bid may be sent by post/hand. Quotation/Bid received after the stipulation shall not be entertained.

The bid shall be opened at **4.00 PM on 18.07.2024 in Welfare Section, G.I.Press Buildings, 2nd Floor, Kolkata 700 001** in presence of tenderers or their authorized representatives who may wish to be present Scope of Work and General Instructions (**Annexure-B**) for NIQ/NIT along with Terms & Conditions (**Annexure-C**) are attached here with for necessary action.


Sr. Audit Officer (Welfare)

Copy to (through E-mail only) for information & wide circulation: -

1. Sr. A.O. (Rec.), O/o the Pr. A.G. (A&E), W.B., Kolkata - 700001
2. Sr. A.O. (Rec.), O/o the DGA(Central), 8, K.S. Roy Road, Kolkata - 700001
3. Sr. A.O. (Rec.), O/o the Pr. A.G.(Audit-II), W.B., 3rd MSO Building, CGO Complex (5th floor), DF Block, Salt Lake, Kolkata - 700064
4. Sr. A.O. (Rec.), O/o the Director General of Audit (Mines), 1, Council House Street, Kolkata-700001.
5. Sr. A.O. (Rec.), O/o of the Director General of Audit, Eastern Railway, New K G building, Old Strand Road, Kolkata-700001.
6. Notice board.
7. Forwarded to EDP section for uploading in the departmental website.


Asstt. Audit Officer (Welfare)

ANNEXURE-B

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERS

1. Interested agencies are advised to submit the sealed envelope addressed to the Sr Dy Accountant General (Admin), O/o the Pr Accountant General (Audit-I) WB, 2, Govt. Place (West), Kolkata-700 001 and superscribed with "Quotation for CAMC of ROs, UVs⁺ & Coolers" which should be sent to the **Welfare Section, G.I. Press Buildings, Kolkata-700 001**. The quotation shall be submitted in enclosed proforma "**Annexure: A**" on the Company's letter head.
2. The contract will be for a period of one year from the date of acceptance of award of contract. The contract may be extended on a year to year basis upto three years subject to performance being found to be satisfactory and at the discretion of O/o Principal Accountant General (Audit-I), West Bengal.
3. The firms(s) may inspect the RO, UV⁺ & Cooler machines installed in the O/o Principal Accountant General (Audit-I), West Bengal on any working day between 10.00 AM to 4.30 PM.
4. The successful bidder will have to submit Security Deposit (SD) equal to 10 per cent of the Annual Contract Value (refundable without interest after two months of termination of contract) in the form of Pay Order or Account Payee Demand Draft or Fixed Deposit Receipt/Bank Guarantee from any scheduled Nationalized bank branch in Kolkata in an acceptable form for a minimum period of one year plus 60 days thereafter in favour of '**Pay & Accounts Officer, Office of the Pr. Accountant General (A&E), West Bengal, Kolkata, payable at Kolkata** at the time of awarding of such AMC.
5. The CAMC is covered under preventive checks as well as for break down maintenance e.g. all kinds of filters, pre-filter candles, Carbon blocks, RO membrane, Flow restrictor tube, Post carbon filter, RO Pump, Adapter, All valves, PCB (circuit), TDS Controller, SV (Stopper), Motors, worn out parts, Compressor (in respect of Coolers) etc.
6. Preventive checks/periodical checks are to be performed by the Vendor on Monthly/Quarterly basis and report of the same to be submitted.
7. The Agency has to ensure the TDS level within the permissible limit and report thereon.
8. Filter/candle and membranes are to be replaced half-yearly and also on requirement basis.
9. Violation of any of the condition of the Tender should be treated as breach of contract and the security deposit money may be forfeited as per discretion of the competent authority.
10. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the Authorized signatory may be

attached. No overwriting or cutting through is permitted in quotation. In such cases, the tender shall be summarily rejected.

11. The Competent Authority, Principal Accountant General (Audit-I), West Bengal reserves the right to reject the bids(s) without assigning any reason thereof.

12. L-1 firm will be decided on the basis of lowest comprehensive annual maintenance charges inclusive of cost of hardware items and consumables.

13. There will be at least one visit/supervision per month of all Water Purifiers/ Coolers for regular maintenance and submission of report thereon.


Sr. Audit Officer (Welfare)

Terms and Conditions

1. The contract is for the Comprehensive Annual Maintenance Contract of 10 (ten) Water Purifiers of different types of RO/UV⁺/Coolers Systems installed in the O/o Principal Accountant General (Audit-I), West Bengal located at Treasury Buildings & G.I Press Buildings.
2. The successful tenderer should physically verify the RO/UV⁺ Systems installed at the locations and submit the verification report along with total number of RO/UV⁺/Cooling systems, brands and specification to the undersigned immediately upon award of contract.
3. All the items including Skids (stands) are to be covered under the CAMC.
4. The firm shall use only genuine spares in the maintenance/servicing of Water Purifiers.
5. The selected firm should be able to take complaints on the telephone and attend to all complaints, independently. He should also be well behaved and well mannered.
6. The complaints lodged with the firm will be required to be attended and rectified by him on the same day. Any complaint that cannot be rectified by him on the same day will be required to be rectified by next working day positively.
7. The selected firm should be capable of attending all the complaints. If the firm fails to attend to a complaint within the stipulated time, a penalty on a daily basis for delay, equivalent to pro-rata contract charges payable per day or charged that may be required to be paid to an outside agency, to have the complaint attended to, whichever is higher will be deducted from the firm's bill towards contract charges. In case of delay, any item that is got repaired by an outside agency will be at the risk and responsibility of the selected firm.
8. No Water Purifier or parts thereof will be taken out by the firm to the workshop without prior approval of the Competent Authority.
9. The selected agency has to maintain record of servicing & repair of the breakdown/maintenance and the same to be authenticated by Welfare section. The copy of record of maintenance is to be submitted to Welfare Section for recording and also for payment purposes.
10. No increase of amount shall be considered during the full period of CAMC.
11. Payment will be made quarterly basis after satisfying that the services provided upto the desired level and that the preventive maintenance checks were fully performed.
12. The Competent Authority will have the authority to reject any/all offer(s) without assigning any reason thereof. No enquiry after submission of the quotations will be entertained.
13. The competent authority reserves the right to conduct a performance review of the contracting firm at any time during the contract period and deficiencies, if any, noticed will result

in termination of the contract. It further reserves the right to *suo-moto* terminate the contract by giving one-month notice at any point of time without assigning any reasons.

14. It shall be the responsibility of the contractor to hand over all the RO/UV+ Cooler Systems to the Office in working condition at the completion of the contract. Any damage/repair required in the RO/UV+ Cooler Systems on the expiry of the contract shall be borne by the firm and such an amount would be deducted from the bills of the firm.
15. The firms should have experience of at least two years in maintenance of various type of RO/UV+ Systems in Government Departments. Satisfactory service rendering certificate from existing running contract to be enclosed with bid.
16. During the period of the contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/property.
17. Corrections and over-writing in the tender document are not permissible. All the pages of the tender document shall be signed by the authorized signatory of the firm with office seal as a token of acceptance of the same. The same should be enclosed with the bid, failing which the bid shall be rejected summarily.
18. The firm would provide necessary tools and instruments to their service engineer for the purpose of servicing the equipment covered by the contract.
19. Government taxes as applicable from time to time shall be payable by the concerned agency. The demand raised by the firm should have all Tax Registration numbers printed on the bill. Copy of PAN and Registration of Goods & Services tax should be enclosed with the bid. Validity of the Tax Registration shall be the sole responsibility of the firm.
20. In case of violation of any terms and conditions is noticed and if the services are found unsatisfactory, performance security is liable to be forfeited at the discretion of the Competent Authority and Service Contract may be terminated.
21. A firm as **L-1** on the basis of total value of maintenance quoted for all Water Purifiers will be decided for selection.
22. The Agency has to ensure minimum one visit/supervision per month of all Water Purifiers/ Coolers for regular maintenance and submit the report thereon.


Sr. Audit Officer (Welfare)

ANNEXURE-'A'

SI	Description of Machine	Location	Number	Comprehensive AMC Rate per Unit (Rs.)
1.	<i>Aqua Health</i> make RO Machine, 10 litre capacity	PAG's Secretariat, Treasury Buildings	1(one)	
2.	<i>Aqua Health</i> make RO Machine, 25 litre capacity	LAD Corridor, Treasury Buildings	1(one)	
3.	<i>Aquaguard</i> make Pure Chill 120 litre, UV Machine	Opposite to Record Section, Treasury Buildings	1(one)	
4.	<i>Aquaguard</i> make Pure Chill 120 litre UV machine	Besides FAW, G.I. Press Buildings	1(one)	
5.	<i>Blue Star SDLX240 Cooler</i> , 40 litre capacity	LAD Corridor, Treasury Buildings	1(one)	
6.	<i>Blue Star SDLX8120 Cooler</i> , 120 litre capacity	Admn. Corridor, Treasury Buildings	1(one)	
7	<i>Aquaguard UV+ (Small)</i>	GI Press Buildings Corridor	1(one)	
8	<i>Aquaguard REVIVA 50 lph basic</i>	Admn. Corridor, Treasury Buildings	1(one)	
9	<i>Kent Perk Chiller Cum in built RO 40 lph</i>	GI Press Buildings Corridor	1(one)	
10	<i>Kent Perk Chiller Cum in built RO 40 lph</i>	GI Press Buildings, LAD side	1(one)	
Total			10 (Ten)	

Certified that: -

- i) The total amount quoted above is inclusive of all taxes, consumables, replacement of defective parts with original ones including system, pump and motors forming part of the systems.
- ii) Scope of work and General Instructions for Tenders along with Terms and Conditions forming part of the Notice inviting NIQ/NIT attached with as **Annexure-B&C** are fully accepted by me.

(Authorized signatory)
Signature of the tenderer with seal in token of
Acceptance of terms and conditions

Seal of the firm

Date:

Place: