

## REQUEST FOR PROPOSAL (RFP) CUM COMPLIANCE FORMAT

Technical Specifications and Terms/Conditions of Service Contract for Need Base Preventive & Breakdown Maintenance of DMG make CNC Machines Installed at MSFG /SAC.

Sr No	Description	Bidder should write Agree or disagree with Specific remark if any												
<b>1.</b>	<p><b>General Instructions to Service Provider:</b> Service provider must be OEM or Authorized Service provider of DMG make CNC machines. Offer received from OEM or Authorized Service provider having a valid Authorization Certificate will only be considered for bid evaluation. Offer received from others will be disqualified.</p> <p>Service provider must have suitable facilities like PLC program loading equipment, machine parameter backup, spindle alignment mandrels etc. specifically required for maintenance of DMG make CNC machines and must possess all the equipment / tools required at the time of preventive and breakdown maintenance work to be carried-out at SAC, for machines as per clause no 2.2. Confirmation in writing, in this regard, must be attached by the Service provider along with the offer.</p>													
<b>2.</b>	<b>Scope of Contract:</b>													
2.1	<p>Work to be carried out: The scope of contract includes Need Base breakdown maintenance, preventive maintenance and repair of DMG make CNC machines installed and operational at MSFG/MESA/SAC.</p>													
2.2	<p><b>Details of System:</b> CNC Milling Machines (03 nos.)</p> <table border="1"> <thead> <tr> <th>SR NO.</th><th>MACHINE MODEL</th><th>SERIAL NO</th></tr> </thead> <tbody> <tr> <td>1</td><td>DMC 103 V Milling Machine</td><td>28860001982</td></tr> <tr> <td>2</td><td>DMU 50 Deckle Milling Machine</td><td>11413552974</td></tr> <tr> <td>3</td><td>HSC - 20 Linier 5 Axis micro machining centre</td><td>11790001997</td></tr> </tbody> </table>	SR NO.	MACHINE MODEL	SERIAL NO	1	DMC 103 V Milling Machine	28860001982	2	DMU 50 Deckle Milling Machine	11413552974	3	HSC - 20 Linier 5 Axis micro machining centre	11790001997	
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2.3	<p><b>Periodicity of visit:</b> Expected periodicity of Breakdown/Preventive maintenance visit is, once in three months (approximately).</p>													
2.4	<p><b>Promptness for respond:</b> Service provider will have to attend the breakdown calls within 72 hours after receipt of the calls through telephone / e-mail, excluding the day of communication from SAC officials.</p>													
2.5	<p><b>Prior approval:</b> Service Provider will have to inform &amp; take prior approval from the SAC officials regarding the number of service engineers visiting SAC campus along with their names and details of tools/ items being carried inside the campus.</p>													

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<b>3.</b>	<b>Visit For Breakdown / Preventive / Repair Work:</b>	
3.1	Breakdown maintenance work will involve trouble-shooting of mechanical, Electrical, Electronics, Hydraulic, Pneumatic or any other systems of the machine and solution of any other problems pointed out by SAC official, which inhibits the smooth operation and efficiency of the unit.	
3.2	Service Provider has to supply preventive maintenance and servicing plan / chart and should carry out the work in accordance to the same. Preventive maintenance work will involve checking and monitoring all the points as per the check-list of the preventive maintenance schedule supplied along with machine and taking the suitable steps to correct the problem, if recognized.	
3.3	Service engineer should come along-with all the necessary tools and instruments in order to avoid undue delay during the course of preventive/ breakdown maintenance work.	
3.4	After completion of maintenance / service work, service person of the service provider has to demonstrate the machine in working condition for breakdown maintenance work, he has carried out against the particular breakdown calls and provide the maintenance / service report prepared by them.	
<b>4.</b>	<b>Supply of Spares and Consumables:</b>	
4.1	The spare parts / components required at the time of maintenance shall be provided by SAC (if available in stock).	
4.2	Service Provider should submit list of spare parts / components (Annexure-II) with price of each valid till the end of the Contract and should agree in writing, while giving quotation, for supplying all spares of system listed above. A general list prepared on the basis of available details is enclosed herewith as Annexure-II for reference.	
4.3	However, Service Provider can add items/spares (not mentioned in Annexure-II) which they feel necessary for the said Need Base breakdown maintenance work. Payment shall be made accordingly if spare parts / components are replaced from above list –Annexure-II, by Service Provider from their stock during Breakdown / Preventive maintenance of the said machines.	
4.4	In case the spare parts / components are to be replaced which are not in the list -Annexure-II, the charges for the same shall be paid extra at actual by SAC. Service Provider shall take prior approval from SAC Officials / Division Head / Group director in such case separately.	
4.5	SAC may not have all the electrical diagram, electronics circuit diagram, mechanical diagram & layout for said machine. Only limited troubleshooting information is available so service provider must have necessary expertise and documents for the mentioned CNC machines.	

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<b>5.</b>	<b>Prices of The Contract:</b>	
5.1	For identifying, diagnosing and repairing, including recommendation of spares needed to be replaced for rectification of particular fault / multiple faults in the specified machine and make the machine operational; Service provider will be called for maintenance visit at SAC.	
5.2	Maintenance / services visit charges for above mentioned categories of problem under this contract should include; Lump sum amount for service / maintenance charges, To & fro travel charges, lodging, boarding, local conveyance charges, excess baggage charges, etc. Any other charges over above these, should be taken in to account while quoting the prices.	
5.3	Penalty of 5% of total visit charges shall be deducted in case of delay in response by the service provider beyond 72 hours from time of intimation of problem/ fault, excluding the day of communication from SAC officials, seeking the service engineer visit to SAC Ahmadabad. If the total delay in response is beyond 05 days from date of communication, penalty of not more than 10% of the visit charges shall be recovered.	
5.4	However, reasons for delay, non- availability of service engineer for maintenance service and genuineness of the situation for such delay, will be reviewed by SAC officials in order to rationalize the above said terms, on case to case basis. However, decision in this regard shall entirely be under discretion of SAC officials and final. Service provider should abide by the same.	
<b>6.</b>	<b>Payment of Visit Charges For Breakdown / Preventive :</b>	
6.1	Payment will be made within 30 days of satisfactorily completion of service on a per day basis. The bill in duplicate duly certified by the user and approved by Head of Division along with Work Completion Certificate, to the effect that the system is serviced satisfactorily, shall be submitted to Accounts Officer, Bills, SAC for releasing payment.	
6.2	Since this is a service contract, no MIRVs will be issued for payment of service charges but End User has to provide satisfactory Work Completion Certificate with service provider's bill to SAC/Accounts with the approval of Head of Division.	
<b>7.</b>	<b>Payment For Supply of Spares and Consumables:</b> Spares / components / consumables, required at the time of servicing / maintenance of the machine, shall be replaced with prior approval from the SAC Engineer/ Division Head/ Group Director. Payment will be made on the basis of original invoice, duly approved by Head of the Division certifying the charges of the spares are reasonable. The worn out / retrieved parts shall be SAC property.	

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<b>8.</b>	<b>Duration of The Contract:</b>	
8.1	The contract will be valid for a period of 36 months from the date of the contract.	
8.2	Work done by the contractor under the Annual Maintenance Contract (AMC) will be a technical service rendered.	
<b>9.</b>	<b>Schedules:</b> Mutually agreed time schedules have to be adhered by the Service provider for the Preventive Maintenance.	
<b>10.</b>	<b>Monitoring of Contract:</b> SAC reserves the right to review and verify the progress of work at various stages / any time during the machine maintenance work and adherence by the Service provider to the standards and procedures specified.	
<b>11.</b>	<b>Termination of contract / parallel contract:</b> SAC reserves the right to terminate the contract if the performance / services of the service provider are not found satisfactory during the period of the contract, by giving 01 month notice in writing without any financial implications on either side.	
<b>12.</b>	<b>General:</b>	
12.1	The Service provider's personnel will not be allowed entry into any building or laboratory in SAC other than those specified.	
12.2	The personnel deployed should follow the general guidelines/ rules and work Practices of the SAC while working at facility. He should also maintain the office discipline/ decorum inside SAC premises.	
12.3	The service provider shall be responsible to ensure the credentials of individuals deputed on job under the contract from the security point of view.	
12.4	Utmost care should be taken by your service persons while carrying out the job and ensure the safety of neighbouring instrument or whatsoever of SAC property.	
12.5	In the event of the damages to our property or personal injury to our / your personnel due to the negligence of your service representative, the responsibility will be solely rest with service provider.	
12.6	Generally, the maintenance work will be carried out during normal working days (i.e., Monday to Friday) between 0900 to 1800 Hours, unless otherwise mutually agreed upon to some other time schedule.	
12.7	During the period of contract, the service provider should ensure to communicate to Purchase Officer, SAC for any change in the details like; name of the company, authorization, communication address, name and contact details of service engineer / replacement of service engineer, responsible/ authorize person to whom call for the maintenance to be sent and any other details / arrangement which will be needed for operation of the smooth communications and to avoid the undue delay during the	

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	execution of said Annual Maintenance Contract.	
12.8	However, along with the offer, service provider should communicate the name of the authorized person and the name of the service persons along with full communication details like; land line numbers of the office, mobile numbers of the said persons, e-mails and any other communication channel established by the company in order to make efficient communication for making breakdown calls or for any other communication required from the SAC officials, regarding maintenance of the machine.	
<b>13.</b>	<b>Intellectual Property Rights &amp; Confidentiality:</b> The Service provider shall not use technical information, reports and other related documents given by SAC during the course of his work for any purpose other than for carrying out the work under contract to be finalized under this RFP.	
<b>14.</b>	<b>Coverage / Risk of The Deployed Service Persons:</b>	
14.1	Service provider is fully responsible for the safety of his service persons deployed at SAC. The service provider will be entirely held responsible in case of any accident, which leads to minor or major physical injury or loss of life of his personnel during the time of execution of contract at our premises due to incident such as natural calamities / accident/ explosion etc. if any.	
14.2	All safety precautions are to be taken by the service provider at his cost and shall be deemed to form an integral part of the Work Order/ Agreement.	
14.3	SAC is not responsible for any kind of accident to the persons deployed by service provider and no provision has been made to provide any financial assistance / any kind of compensation or cost incurred in connection with such kind of incidence.	
<b>15.</b>	<b>Security:</b> Service provider shall produce the identity certificate / card which reveals the details like name of the personnel deployed, his date of birth, etc. with duly signed by the person deployed for the work. However, service provider should be ready for any other formalities, which may be required by competent authority of the SAC at the time of finalization of contract and it should be complied with.	
<b>16.</b>	<b>Fall Clause:</b> The rates charged by the Service Provider for the work, shall in no event exceed the lowest rates charged for the work of identical description, to any other customer during the validity of the agreed rates. If, at any time during the said period, the Service Provider reduces the rates for the work to any other customer, he shall forthwith notify such reduction of rates applicable to the undersigned and the rates payable under this contract for the work shall stand correspondingly reduced.	
<b>17.</b>	<b>Sub-Contract:</b> Sub-contracting without SAC prior written confirmation is not permitted for the tendered service.	

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18.	<b>Arbitration:</b> Dispute, if any, shall be settled mutually, failing which it shall be referred to a one-man Arbitrator appointed by the Director, SAC, Ahmedabad in accordance with Arbitration Act 1996, whose decision shall be final and binding on both the parties.																					
19.	<b>Quotation:</b>																					
19.1	Service provider should make a statement in their offer that they agree to all the Clauses of RFP and Terms and conditions.																					
19.2	<b>Evaluation Criteria:</b> Service provider has to quote for all the spares listed at Annexure-II, otherwise offer will be rejected.  Order will be placed on technically complied L1 bidder on the total cumulative price of Sr no 19.2.1 to 19.2.4 as per following table. <table><tr><th>Sr. No.</th><th>Description</th><th>Qty.</th><th>Unit</th></tr><tr><td>19.2.1</td><td>Charges for 1<sup>st</sup> year Breakdown / preventive maintenance of DMG make machines installed and operational at SAC.</td><td>Need-Base</td><td>Per Day</td></tr><tr><td>19.2.2</td><td>Charges for 2<sup>nd</sup> year Breakdown / preventive maintenance of DMG make machines installed and operational at SAC.</td><td>Need-Base</td><td>Per Day</td></tr><tr><td>19.2.3</td><td>Charges for 3<sup>rd</sup> year Breakdown / preventive maintenance of DMG make machines installed and operational at SAC.</td><td>Need-Base</td><td>Per Day</td></tr><tr><td>19.2.4</td><td>Charges for Need based spares / components. Quote the prices in the list given in Annexure-II valid till the end of contract.</td><td>Need-base</td><td>Lot</td></tr></table>	Sr. No.	Description	Qty.	Unit	19.2.1	Charges for 1 <sup>st</sup> year Breakdown / preventive maintenance of DMG make machines installed and operational at SAC.	Need-Base	Per Day	19.2.2	Charges for 2 <sup>nd</sup> year Breakdown / preventive maintenance of DMG make machines installed and operational at SAC.	Need-Base	Per Day	19.2.3	Charges for 3 <sup>rd</sup> year Breakdown / preventive maintenance of DMG make machines installed and operational at SAC.	Need-Base	Per Day	19.2.4	Charges for Need based spares / components. Quote the prices in the list given in Annexure-II valid till the end of contract.	Need-base	Lot	
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