

**GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
ISRO PROPULSION COMPLEX (IPRC)
MAHENDRAGIRI**

**Tender for NON - COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR CRANES**

Bids to be submitted online

Tender No.: IPRC/PURGP2/IP202400154401 dated 01-01-2025

A. Tender Details

Tender No : **IPRC/PURGP2/IP202400154401**

Tender Date : **01-01-2025**

Tender Classification: **SERVICES**

Purchase Entity : **PURGP2**

Centre : **ISRO PROPULSION COMPLEX (IPRC)**

NON - COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CRANES

1. MSE preference is applicable only against the claim of the manufacturer and production of documentary evidence by the manufacturer for the registration of particular item under MSE.
2. Last minute clarification on tenders will not be entertained.
3. This is an E Tender. Hence Postal/Fax/Email tenders will not be accepted.
6. Acceptance of Security Deposit and Downtime compensation clause shall be specified in your Offer.

A.1 Tender Schedule

Bid Submission Start Date : **01-01-2025 14:00**

Bid Clarification Due Date : **22-01-2025 14:00**

Bid Submission Due Date : **22-01-2025 14:00**

Bid Opening Date : **29-01-2025 14:00**

Price Bid Opening Date : **29-01-2025 14:30**

B. Tender Attachments

NA

Instructions To Vendors

1. General Instructions

1. Last minute clarification on tenders will not be entertained.
2. This is an E Tender. Hence Postal/Fax/Email tenders will not be accepted.
3. If a vendor is not able to submit bid against this tender due to any reason, such vendor is requested to post their REGRET message in the e-procurement portal with clear reasons or email to psogroup2@iprc.gov.in. Non submission of bids without regrets will be viewed seriously.
4. IPRC reserves the right to split the tendered quantity in part or whole on its sole discretion without assigning any reason.
5. IPRC has the right to cancel the tender without assigning any reason etc.
6. If any vendor submits forged / false documents along with the tender, offer of such vendors will be summarily rejected and such bidders will be blacklisted for all future tenders.
7. Option Clause:-The purchaser reserves the right to increase/decrease the ordered quantity by up to 25-30 percent at any time, till final delivery date (or the extended delivery date of the contract), by giving reasonable notice even though the quantity ordered initially has been supplied in full before the last date of the delivery period (or the extended delivery period)

2. Conditions for BIDDER FROM A COUNTRY WHICH SHARES LAND BORDER WITH INDIA

1. Any false declaration and non-compliance of the above would be a ground for immediate rejection of offer or termination of the contract and further legal action in accordance with the laws.
2. As per the Rule 144(xi) of General Financial Rule, 2017, any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the competent authority ie., Department for Promotion of Industry and Internal Trade (DPIIT).

3. Hence, Vendors or Agents of a Vendor (Indian or others) from a country sharing border with India shall submit copy of valid registration made with Department for Promotion of Industry and Internal Trade (DPIIT), Government of India along with the tender mandatorily, without which the offer will be treated as invalid.

4. Model Certificate for Tenders

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered

5. Validity of Registration: Registration should be valid at the time of submission of bids and should be valid at the time of placement of order.

3. STANDARD TERMS AND CONDITIONS AMC

1. ADDITIONS or DELETIONS: We reserve the right to add or delete any number of machine in the Contract during its currency

2. Arbitration in the event of any dispute or difference arising under these terms & conditions or any condition contained in the Purchase Order or in connection with this Contract. (except as to any matter the decision of which is specially provided for by these conditions), the same shall be referred to the sole arbitration of the Head of the Purchase Office or of some other person appointed by him, and the dispute further processed in terms of the Arbitration & Conciliation Act, 1996. There will be no objection that the arbitrator is a Government Servant that he had to deal with matter which the Contract relates to or that in the course of his duties as Government Servant has expressed

views on all or any of the matters in dispute or difference. The award of the arbitrator shall be final and binding on the parties of this Contract.

3. Corrections, if any, in the quotation must be attested. All amounts shall be indicated both in words as well as in figures. When there is difference between the amount quoted in words and figures, the amount quoted in words shall prevail.

4. Down Time Compensation : In case the break-downs are not attended within 24 hrs of intimation, down-time compensation at the rate 0.5 percentage of the annual maintenance charges, per day shall be recovered from you subject to a maximum of 10 percentage.

5. For Non-Comprehensive AMC, please furnish the list of spares probable to replace during maintenance with their cost

6. If the arbitrator is a person appointed by the Head of the Purchase Office In the event of his denying or neglecting or refusing to act, or resigning or being unable to act, for any reason, shall be lawful for the Head of the Purchase Office either to proceed with the reference himself or to appoint another person as arbitrator in place of the outgoing arbitrator subject, as aforesaid, to the Arbitration & Conciliation Act, 1996, and the rules there under and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceeding under the clause. The Arbitrator shall have the power to extend with the consent of the Purchaser and the Contractor the time for making and publishing the award. The venue of arbitration shall be the place as the Purchaser in his absolute discretion may determine. Work under the Contract shall, if reasonably possible, continue during Arbitration Proceedings.

7. If the arbitrator is the Head of the Purchase Office

(i) In the event of his being transferred or vacating his office by resignation or otherwise, it shall be lawful for his successor in office either to proceed with the reference himself for to appoint another person as arbitrator, or

(ii) In the event of his being unwilling or unable to act for any reason, it shall be lawful for the Head of the Purchase Office to appoint another person as arbitrator.

8. In the event of any damage to our property or personal injury to our/your personnel due to the negligence of your employees, the responsibility shall solely rest with you

9. No tools and Labourers will be supplied by IPRC

10. Payment: against your Service Bill/Invoice quarterly on pro-rata basis within 30 days after satisfactory completion of quarterly preventive maintenance service

11. Price quoted should be on the basis of FOR at site.

12. Prices are required to be quoted according to the units indicated in the annexed tender form. When quotations are given in terms of units other than those specified in the tender form, relationship between the two systems of unit must be furnished.

13. Quotation should be valid for at least 60 days from the date of opening of the tender.

14. Sales Tax and/or other duties/levies, where legally leviable and intended to be claimed, should be

distinctly shown separately in the tender

15. The facilities meant for our Personnel that is Canteen, Transport, Medical etc. shall not be extended to your Personnel.

16. The Purchaser reserves the right to accept or reject any quotation fully or partly without assigning any reason therefore

17. We shall not be responsible for any loss or damage to your service personnel while performing the Contract at our premises due to natural calamities/ accidents/ explosion etc.

18. You shall employ only qualified and experienced Indian Nationals. You shall follow our security guidelines

4. GENERAL TERMS AND CONDITIONS

1. a) Facility of after sales service to be confirmed with details.

b) Permanent Account Number (PAN) allotted by Income-Tax authorities shall be furnished with documentary proof. Otherwise, documentary proof for having applied for PAN should be provided. Also PAN should be in the name of Company/Firm, if quoted by the Company/Firm and in the name of Individual, if quoted by individual.

c) GST No.

d) PAN No.

e) Local office in Tirunelveli / Nagercoil is preferable.

Note: (b) to (e) are applicable for Indian Companies only.

2. All amounts shall be indicated both in words as well as in figures. Where there is difference between amounts quoted in words and figures, amount quoted in words shall prevail.

3. GST where legally leviable and intended to be claimed should be distinctly shown separately in the tender.

4. Guarantee / Warranty period as applicable shall be indicated, along with the quote.

Guarantee/Warranty shall commence from the date of installation and acceptance of the complete equipment supplied under the contract/purchase order.

5. If an Indian agent submits bid on behalf of the Principal/OEM, the same Indian agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product

6. In a tender, either the Indian Agent on behalf of the Principal/OEM or Principal/ OEM itself can bid

but both cannot bid simultaneously for the same item/product in the same tender.

7. In case of imported items (stores), Ex-Works/FOB/FCA prices should be indicated. In case of indigenous stores the quotation should be on FOR-Destination / Door delivery basis.

8. In case the vendor falls in the category of Small Scale Industries(SSIs), who are registered with NSI, Public Sector Undertakings (PSUs) and Micro & Small Enterprises (MSMEs) the same shall be mentioned in their quote for evaluation.

9. Indian Agents while quoting on behalf of their principals shall attach necessary authorization letter from their Principals along with the bid.

10. IPRC reserves the right to accept or reject any quotation in full or part thereof by recording the reasons.

11. IPRC shall not be responsible for failure of vendors in submitting bids online caused due to technical reasons at vendor end such as network or power failures, computer failure, internet-browser, mistakes / errors in filling the bids on line by vendor etc.

12. ISRO PROPULSION COMPLEX (IPRC) is exempted from payment of Customs Duty under Notification No. 50/2017-Customs dated 30.06.2017 and as amended by Notification No.5/18 Customs dt:25/1/18. For imported items IPRC will provide Customs Duty Exemption Certificate for availing Concessional CD and IGST.

13. Last minute request for the extension of the due date w.r.t. any technical issue at Vendors/Suppliers side will not be considered. You may submit your quotation online well in advance instead of waiting till the last date to ensure that Internet problem and network condition does not cause problem

14. LIQUIDATED DAMAGES:Delivery is the essence of the contract. Items shall be delivered within stipulated period. If delivery is delayed beyond the stipulated delivery period mentioned in the purchase order or any extension thereof, an amount equal to 0.5% per week shall be recovered, subject to a maximum of 10% of the order value shall be deducted from your bills due. For Staggered supply, maximum of 10% of value respective staggered supply lot.

15. Offers sent through post, telegram, fax, e-mail, courier will not be considered. Partially completed / incomplete tenders shall not be considered.

16. Only authorized dealers/agents or their accredited representatives for original manufacturers have to submit the quotation with documentary evidence.

17. PAYMENT: 100% through RTGS within 30 days from the date of receipt and acceptance of items at our site is the normal payment for Indigenous supply. In the case of direct Import, normal terms of payment are by Sight Draft / Wire Transfer after receipt of items. However, other terms of payment like establishment of Letter of Credit may be considered by the Purchaser on such terms and conditions as may be agreed upon.

18. PERFORMANCE BANK GUARANTEE :

The Supplier shall guarantee the successful and satisfactory performance/commissioning of equipment/machinery under the conditions specified in the Purchase Order. As a performance security, the SUPPLIER shall furnish a performance bank guarantee (format enclosed) from Nationalized Bank/Scheduled Bank for an amount equal to the sum of 3% of the order value ensuring the due performance of equipment/machinery in accordance with all the specifications and terms specified in the Purchase Order herein valid for the warranty period. On due performance, the performance bank guarantee shall be automatically cancelled and returned to the Supplier within 30 days after expiry of the Warranty period. The performance bank guarantee shall have claim period of six months.

19. SECURITY DEPOSIT : Security Deposit @ 3% of order value shall be submitted in the form of DD/FDR duly endorsed in favour of Accounts Officer, IPRC or by way of Bank Guarantee (in the prescribed format) within 20 days after receipt of order and valid up to the successful execution of the order.

20. The goods or material offered should be strictly as per our specifications. Change(s) in specifications, if any, should be clearly indicated by the supplier in his quotation. The supplier should also indicate make/type No. of the materials or equipment offered. Vague terms such as Best Indian, Best Indigenous and Imported make should not be used.

21. The offer should be valid for a minimum period of 120 days from the date of opening of the bids (Technical bid in case of 2-part tender).

22. The purchaser shall be under no obligation to accept the lowest or any tender and reserves the right of acceptance of the whole or any part of the tender or portions of the quantity offered and the tenderer shall supply the same at the rates quoted.

23. Wherever the tenderer is asked to submit sample for evaluation of tenders, the same shall be submitted along with your quote.

C. Bid Templates

C.1 Technical Bid - NON - COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CRANES

1. EOT Crane :- AMC FOR THE MAINTENANCE OF 103 NOS. OF CRANES, FOR A PERIOD OF TWO YEARS [Details of Scope, Cranes, nature of schedules etc., as per attached documents with annexure].

Document : Questionnaire

Document : Price Bid Break- Up

Document : AMC - Specification -

Common Specifications (Applicable for all items)

Sl No	Specification	Value	Compliance	Offered Specification	Remark
1	SCOPE OF WORK: The period of contract shall be of Two years as per point 1.0 of tender document and entire indent specification along with annexure – 1, 2, 3, 4, A, B, C.1, C.2	Specify	Yes / No / Explain		
2	List of cranes and terms offered for maintenance as per Annexure-2 of tender document.	Specify	Yes / No / Explain		

3	Conducting PPM, AM, Load test and Brake down maintenance etc., as per the section 1.1 to 1.22 of tender document.	Specify	Yes / No / Explain		
4	Acceptance of consumables supply as per section-1.8 of tender document.	Specify	Yes / No / Explain		
5	Acceptance of Pre-qualification criteria and terms as per section-2 of tender document.	Specify	Yes / No / Explain		
6	Work experience & competency and Man power & response time as per section-3, 6 of tender document.	Specify	Yes / No / Explain		
7	Acceptance of Technical specification as per annexure-4 of tender document.	Specify	Yes / No / Explain		
8	Acceptance of IPRC obligations & Arbitration and terms as per section-5 of tender document.	Specify	Yes / No / Explain		
9	Acceptance of Work force & Response Time as per section-6 of tender document.	Specify	Yes / No / Explain		
10	Acceptance of general conditions as per section-7 of tender document.	Specify	Yes / No / Explain		

11	Acceptance of entry passes and terms as per section-8 of tender document.	Specify	Yes / No / Explain		
12	Acceptance of Compliance of Safety Regulation and terms as per section-9 of tender document.	Specify	Yes / No / Explain		
13	Acceptance of Taxes and Duties and terms as per section-10 of tender document.	Specify	Yes / No / Explain		
14	Acceptance of Rejection of Tender & Other Conditions and terms as per section-11 of tender document.	Specify	Yes / No / Explain		
15	Acceptance of Security Deposit and terms as per section-12 of tender document.	Specify	Yes / No / Explain		
16	Acceptance of Down-Time Compensation and terms as per section-13 of tender document.	Specify	Yes / No / Explain		
17	Acceptance of Validity of Contract and terms as per section-14 of tender document.	Specify	Yes / No / Explain		
18	Acceptance of Payment Terms as per section-15 of tender document.	Specify	Yes / No / Explain		

19	Acceptance of Cancellation of Annual Maintenance Contract and terms as per section-16 of tender document.	Specify	Yes / No / Explain		
20	Acceptance of Replaced Components/ Spares & Quantity Variation and terms as per section-17 of tender document.	Specify	Yes / No / Explain		
21	Acceptance of Schedule of Work and terms as per section-18 of tender document.	Specify	Yes / No / Explain		
22	Acceptance of Sub-Contract and terms as per section-19 of tender document.	Specify	Yes / No / Explain		
23	Acceptance of Compliance of Workman's Compensation Insurance and terms as per section-20 of tender document.	Specify	Yes / No / Explain		
24	Acceptance of Fall Clause and terms as per section-21 of tender document.	Specify	Yes / No / Explain		
25	Acceptance of Information to Bidders and terms as per section-22 of tender document.	Specify	Yes / No / Explain		

26	Acceptance for Nature of Servicing and Maintenance and terms as per annexure - 1 of tender document.	Specify	Yes / No / Explain		
27	Acceptance for List of Cranes for AMC and terms as per annexure-2 of tender document.	Specify	Yes / No / Explain		
28	Acceptance for Spares of EOT crane and terms as per annexure-C.1 of tender document.	Specify	Yes / No / Explain		
29	Acceptance for Major works/ modifications/ rectification/ routine/ equipment etc and terms as per annexure-C.2 of tender document.	Specify	Yes / No / Explain		
30	Party has to quote for annexure – A, B, C.1, C.2 of tender document.	Specify	Yes / No / Explain		

31	Acceptance for similar work means "Annual maintenance contract (AMC) for EOT cranes in which scope of work involves preventive maintenance, annual maintenance with load testing, break down maintenance and service experience on attending VVVF drive complaints and knowledge on its programming)	Specify	Yes / No / Explain		
32	Confirmation of submission of the experience in AMC of higher capacity cranes (minimum 04 nos EOT crane of capacity more than or equal to 20 T in each purchase orders).	Specify	Yes / No / Explain		
33	Confirmation on Number of cranes maintained in a year and list of clients & work orders / P.O & completion certificates furnished along with techno-commercial part bid as per section-2 & 22 of tender document.	Specify	Yes / No / Explain		

34	Confirmation/c ompliance statement (annexure-3) has filled and submitted along with techno- commercial part bid as per section-22 of tender document.	Specify	Yes / No / Explain		
35	Acceptance for “Debarment declaration” as per annexure- 4 of tender document.	Specify	Yes / No / Explain		

Supporting Documents required from Vendor

1. Debarment declaration (annexure - 4)
2. Questionnaire to be filled by Bidder (annexure - 3)
3. Price Bid for Annexure - C.2 (Price Bid Related)
4. Price Bid for Annexure - C.1 (Price Bid Related)
5. Price Bid for Annexure - B (Price Bid Related)
6. Price Bid for Annexure - A (Price Bid Related)
7. Details with proof (as per specification - SI.No.: 2. n)
8. Details with proof (as per specification - SI.No.: 2. m)
9. Details with proof (as per specification - SI.No.: 2. l)
10. Details with proof (as per specification - SI.No.: 2. k)
11. Details with proof (as per specification - SI.No.: 2. j)
12. Details with proof (as per specification - SI.No.: 2. i)

- 13. Details with proof (as per specification - Sl.No.: 2.h**
- 14. Details with proof (as per specification - Sl.No.: 2.g**
- 15. Details with proof (as per specification - Sl.No.: 2.f**
- 16. Details with proof (as per specification - Sl.No.: 2.e.ii**
- 17. Details with proof (as per specification - Sl.No.: 2.e.i**
- 18. Details with proof (as per specification - Sl.No.:2.d**
- 19. Details with proof (as per specification - Sl.No.:2.c.iii**
- 20. Details with proof (as per specification - Sl.No.:2.c.ii**
- 21. Details with proof (as per specification - Sl.No.: 2.c.i**
- 22. Details with proof (as per specification - Sl.No.:2.b**
- 23. Details with proof (as per specification - Sl.No.: 2.a**

5 additional documents can be uploaded by the vendor

C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	2. As per Specification and Annexures.	Yes / No / Explain	
2	1. Vendor has to approve and certify Compliance statement (as per Annexure - 3 & 4)	Yes / No / Explain	
3	Taxes and other costs, if any: (Specify)	Yes / No / Explain	
4	Validity of Offer (specify)	Yes / No / Explain	
5	Delivery Period (specify)	Yes / No / Explain	
6	Delivery Terms: Normal delivery terms - FOR Destination (i.e., IPRC, Mahendragiri)	Yes / No / Explain	
7	PAYMENT TERMS - As per enclosed RFP (No advance payment allowed). Specify your payment terms.	Yes / No / Explain	
8	<p>Security Deposit: Supplier shall submit an interest free Security Deposit for an amount equivalent to 3% of the order value, obtained through Bank Guarantee or fixed deposit receipt from any of the Nationalized/Scheduled Banks executed on non-judicial stamp paper of Rs.200/- value, and shall be kept valid for a period of sixty days beyond the date for completion of the Purchase Order. The Security Deposit can be submitted within 15 days from date of PO.</p> <p>1.In case of BG, confirmation for issued BG may be sent by issuing Bank/Branch to : IFSC Code: SBIN0000880; SBI, Nagercoil Branch.</p> <p>2.In case of FDR, the lien should be marked to Sr. Accounts Officer, IPRC, Mahendragiri.</p> <p>3.In case of DD, it should be drawn in the favour of Sr. Accounts Officer, IPRC, Mahendragiri, payable at Mahendragiri.</p>	Yes / No / Explain	
9	Confirm: Conditions for BIDDER FROM A COUNTRY WHICH SHARES LAND BORDER WITH INDIA	Yes / No / Explain	

10	Name of PRINCIPAL, Address, Contact No, E-mail Id etc. (specify):	Yes / No / Explain	
11	Downtime Compensation Clause - In case the break-downs are not attended within 24 hrs of intimation, down-time compensation at the rate 0.5 percentage of the annual maintenance charges, per day shall be recovered from you subject to a maximum of 10 percentage.	Yes / No / Explain	
12	MSE preference is applicable only against the claim of the manufacturer and production of documentary evidence by the manufacturer	Yes / No / Explain	
13	Bank Details (State Bank of India, Mahendragiri, Tirunelveli (Dist) - 627 133) Details of your bank shall be furnished.	Yes / No / Explain	
14	Your registration details in Government E marketing Portal along with GeM registration Number.	Yes / No / Explain	

C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
1	EOT Crane :- AMC FOR THE MAINTENAN CE OF 103 NOS. OF CRANES, FOR A PERIOD OF TWO YEARS [Details of Scope, Cranes, nature of schedules etc., as per attached documents with annexure].	1.00 Lot		-		