

**GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
U. R. RAO SATELLITE CENTRE (URSC)
BANGALORE**

Tender for Comprehensive AMSC for 5 axis CNC honeycomb milling machine.

Bids to be submitted online

Tender No.: URSC/CE/IS202200103801 dated 15-11-2022

A. Tender Details

Tender No : **URSC/CE/IS202200103801**

Tender Date : **15-11-2022**

Tender Classification: **SERVICES**

Purchase Entity : **CE**

Centre : **U. R. RAO SATELLITE CENTRE (URSC)**

Comprehensive AMSC for 5 axis CNC honeycomb milling machine.

Please refer our terms and conditions and quote accordingly.

Pre-bid Date & Time:-

Date: - 23/11/2022

Time: - 0900 hrs to 1700 hrs

Note: - To inform regarding the visit one day in advance for arranging the pass. Electronic gadgets/mobile/laptop not allowed inside the campus.

Location :-

Five Axis CNC Lab,
Structures Group,
Gate No:-7,
U R Rao Satellite Centre,
HAL Airport Road,
Vimanapura Post,
Bengaluru 560 017.

Focal Point :-

Section Head,
HONEYCOMB COMPONENT MANUFACTURING SECTION
MANUFACTURING AND PRODUCTIONISATION DIVISION
STRUCTURES GROUP

Contact No:- 9481242286/61458020/61458525/25083041/25083017

E-mail: arunk@ursc.gov.in , vinodvh@ursc.gov.in, tanujg@ursc.gov.in

A.1 Tender Schedule

Tender Publish Date : **15-11-2022 11:45**

Bid Clarification Due Date : **28-11-2022 16:00**

Bid Submission Start Date : **15-11-2022 12:00**

Bid Submission Due Date : **05-12-2022 09:30**

Bid Opening Date : **05-12-2022 10:00**

Price Bid Opening Date : **05-12-2022 11:00**

A.2 Pre-bid Meeting Details

Date : **25-11-2022 11:30**

Place : **Bengaluru**

Location : **ISITE, Marathalli Bengaluru**

Centre : **U. R. RAO SATELLITE CENTRE (URSC), BANGALORE, KARNATAKA**

Details : **Focal Point: SECTION HEAD, HONEYCOMB COMPONENT MANUFACTURING SECTION, STRUCTURES GROUP, Phone No. 080 61458020/080 23028020**

B. Tender Attachments

NA

Instructions To Vendors

1. Specific Commercial Terms and Conditions for Comprehensive/Non-Comprehensive Annual Maintenance Service Contract (AMSC)

1. U R RAO SATELLITE CENTRE

BENGALURU - 560 017

Specific Commercial Terms and Conditions for Comprehensive/Non-Comprehensive Annual Maintenance Service Contract (AMSC)

The following Strict Compliance to our Specific Commercial Terms and Conditions for Comprehensive/Non-Comprehensive AMSC has to be uploaded as a separate sheet by the vendor in ISRO E-Procurement portal and will have to be followed or otherwise, your Tender[s] will be rejected.

SL NO. Specific Commercial Terms

1.0 Please provide a copy of Establishment Registration Certificate issued by the Competent Authority.

2.0 The Service Provider shall provide a copy of valid GST Registration Certificate issued by the Competent Authority.

3.0 Price: The Price mentioned for the AMC shall be Firm and Fixed during the tenure of the Contract.

4.0 The proposal is for entering into Comprehensive/Non-Comprehensive Annual Maintenance Service Contract for a period of One/Two/three years from the date of Contract (as the case may be) and extendable for One more year upon mutual consent from Parties with the same Terms and Conditions for attending to break-down visits as and when indicated by URSC.

5.0 Security Deposit: The successful Service Provider shall execute Security Deposit [SD] for 3% of Contract Value towards satisfactory execution of the Contract. The Security Deposit shall be executed through Demand Draft/Banker Cheque/ Fixed Deposit Receipts or Bank Guarantee issued by a Nationalized Bank/Scheduled Bank/an International Reputed Bank approved by Reserve Bank of India, Govt. of India, valid for a period of 60 days beyond the date of completion of all the contractual obligations of the Contract is completely executed. The BG shall be executed on a Non-Judicial stamp paper of Rs. 200/- as per our specimen. In case the successful Service Provider fails to furnish the Security Deposit within 20 days after the receipt of Contract or on Signing of the Contract or any extension thereof, the Contract shall be cancelled or terminated and EMD if any shall be forfeited. The Security Deposit will not carry any interest and shall be returned after completion of all the obligations of the Contract with a 'NO CLAIM CERTIFICATE' issued by Contractor as per our Specimen enclosed.

6.0 Material Bank Guarantee: In case of major repair of the Equipment/Spare Part/Accessory etc., the successful Service Provider shall furnish Bank Guarantee towards the cost of Material to be taken out to Factory/Workshop for carrying out repairs. The BG is to be kept valid till the receipt and acceptance of the repaired unit.

7.0 A) Spare Parts for Comprehensive AMSC: The Service Provider shall be completely responsible to Supply the required genuine Spare Parts and of Original manufacture's at his Cost covered under the Comprehensive AMSC. The Scope of AMC is Comprehensive and hence the Contractor should include the cost of spare parts (all taxes and duties included) in his scope. The Travel Expenses, Boarding/Lodging for the Service Engineers shall be borne by the Service Provider only.

b) Spare Parts for Non-Comprehensive AMSC: The Service Receiver shall arrange to provide Spare Parts as and when required for Repair/Maintenance. In case, Spare Parts are not available with the Service Receiver, the same shall be provided by the Service Provider against payment including Taxes, if any. The Genuine Spares shall be supplied or incorporated/replaced into the System only after a written confirmation is issued by the Service Receiver. The old/worn out parts replaced by new parts shall be the property of the Service Receiver and hence to be surrendered to the Service Receiver and due acknowledgement to be obtained from the Focal Point, URSC.

8.0 Payment Terms: 100% payment will be considered after completion of service supported by an Original Service Report and Invoice backed by a Certificate issued by Focal Point, URSC and duly approved by Authorized Officer.

9.0 Submission of Bills: Bills should be addressed to Accounts Officer, U.R. RAO Satellite Centre, HAL

Airport Road, Vimanapura Post, Bengaluru-560 017 along with Service Report duly certified by the Focal Point, URSC and duly approved by Competent Authority.

10.0 Taxes: Please specify the correct percentage of Applicable Taxes if any.

11.0 Down-Time Compensation: In case, If the Break-Down calls are not attend within 08 Hours of lodging the complaint, Down-Time Compensation @ 0.5% of the Service Charges applicable to the particular Unit/System/Equipment etc., per day shall be recovered from the Service Provider.

12.0 Income Tax: Income Tax will be deducted at source as may be applicable and Accounts Officer, URSC will issue necessary I.T Certificate. Please mention PAN.

13.0 Termination and short closing of Contract: Under the normal circumstances, termination/ short closing of contract is not foreseen. However, URSC reserves the right to Terminate the Contract in whole or in part by giving 30 Days prior notice in the following circumstances:-

- i. Due to repeated non-performance in the execution of P.O/Contract.
- ii. If the Contractor fails to deliver/render the services within the stipulated time schedule or any extension thereof, granted by the Purchaser.
- iii. If the Contractor is not in a position to either rectify the defects or offer the Stores conforming to the contracted Quality Standards.
- iv. If the Contractor is unable to rectify the defects or offer replacements in lieu of defective items.
- v. If the contractor fails to perform any other obligations under this P.O/Contract.
- vi. If the Contractor becomes bankrupt or otherwise insolvent.
- vii. Owing to deficiency of service, breach of Contract.
- viii. For inefficiency, indiscipline, irregularity, insincerity, indifference in work, disobedience, doubtful credentials/integrity, etc., at any point of time during the Contract period.
- ix. If the Contractor fails to Honor the whole or any part of PO/Contract including failure to deliver the Contracted Stores/Render services within the time stipulated in the PO/Contract.

x. If the Contractor is found to have made any false or fraudulent declaration or statement to obtain the Contract or he is found to be indulging in unethical or unfair trade practices.

xi. When both the parties agree mutually.

xii. Any special circumstances, which must be recorded to justify the cancellation or termination of PO/Contract.

xiii. Without assigning any reasons.

14.0 Services: Preventive Maintenance Services shall normally be carried out only on working days between 08.30 AM and 05.00 PM. However, the Service Provider shall attend Emergent calls outside office hours and/or even on Holidays and/or as and when required. It shall be the complete responsibility of the Service Provider to keep the Units/Systems/Equipments etc., covered under this Contract is sound and working condition during the tenure of the Contract. Please specify Nos. of Preventive Maintenance/Year.

15.0 Removal of Equipment to Service Provider's Works: The Service Provider shall make best efforts to repair the Units/Systems/Equipments etc., covered under the Contract at the Service Receivers premises. However, in case any equipments covered under this Contract is required to be taken out to Service Provider's premises for repair, the same shall be subject to furnishing of Material Bank Guarantee towards the cost of the Units/Systems/Equipments etc., to be taken out for repair.

16.0 Extension of Contract: In case the Preventive Maintenance Service could not be carried out with the specific block period by the Service Provider for reasons beyond their control, the Service Receiver shall have an option to extend the period of Contract proportionately.

17.0 Subletting of Contract: The Contract shall not be Sublet, Transferred or assigned to any other Firm, Person, agencies, etc., without the prior written approval of Service Receiver. In case of violation of this Clause the Service Provider/Contractor shall be solely responsible for any Legal action besides Termination of the Contract.

18.0 Compensation for Damages caused for Persons Goods, Property: The Service Provider shall indemnify and hold harmless, Service Receiver and/or any Officer, Employees or assignee thereof, against any loss, damage or expense resulting from damage to property or personnel injury arising out of willful misconduct or gross negligence of the Service Provider or their personnel in the execution of the work under this Contract. The Service Provider shall, at its expense defend any suit or proceedings brought against Service Receiver on account thereof, and shall satisfy all judgments and pay all

expenses, which may be incurred by or rendered against them, or any of them in connection therewith. Service Receiver shall not be responsible for any damages, loss, claims, financial and other injury for any workforce in course of their performance of their duties or for payment towards any compensation.

19.0 Antecedent Verification: The personnel deployed to Service Receiver premises for carrying out AMSC, Antecedent / Police Verification shall be got done by the successful Service Provider if necessary and such records will have to be produced to Service Receiver on demand.

20.0 Parallel Contract: Service Receiver reserves the right:

- i. To enter into Parallel Contract simultaneously or at any time during the period of the Contract with one or more Service Providers.
- ii. To place adhoc Contract[s] simultaneously or at any time during the period of Contract with one or more Service Providers.

21.0 Applicable Law: The Contract shall be Interpreted, Construed and Governed by Laws of India.

22.0 Jurisdiction: The Courts within the jurisdiction of Bengaluru shall have to deal with and decide any matter arising out of this contract.

23.0 Secrecy and Non-Disclosure Agreement: All the Drawings, Documents, Specifications, Formats, Equipments Data and Components issued by U.R. RAO Satellite Centre, Bangalore in connection with the execution of the Contract shall be handled with utmost care and caution by the Service Provider and shall remain the property of Service Receiver and shall not be passed on or sold or disclose to third parties for any exploitation, commercial or otherwise without the express written permission of Service Receiver. The Service Provider shall indemnify U.R. RAO Satellite Centre, Bangalore from infringement of patents and other copy rights to this effect. This is required in order to protect the interest of Service Receiver as far as the Services are concerned. No hard/Photostat copies will be retained by the Service Provider. The Secrecy and Non-Disclosure Agreement in Prescribed format is to be executed by the Service Provider while accepting the Contract as part of Security Measure.

24.0 Arbitration: Arbitration: In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a

resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act 1996 together with amendments thereto or any modification thereof. The arbitration shall be conducted in Bengaluru in the Arbitration and Conciliation Centre Bengaluru (Domestic and International) as per its rules and regulations. The expenses for the Arbitration shall be shared equally or as may be determined by the Arbitration. The considered and written decision of the Arbitration shall be final and binding between the Parties. The applicable language for Arbitration shall be English only.

25.0 Deletion of Units/Systems/Equipments: URSC reserves the right to delete any Units/Systems/Equipments from the Contract.

26.0 Relocation/Shifting of Units/Systems/Equipments: URSC reserves the right to relocate/shift the Units/Systems/Equipments as and when necessary.

27.0 Change in the Name and Address of Service Provider: In the event of Change in Name and Address of Service Provider, Documentary Proof issued by the appropriate Government Authorities shall be produced for such change.

28.0 Implementation of Government Purchase and Price Preference Policy for MSEs: In order to avail of the benefits extended by Government of India to the Micro and Small Enterprises [MSEs], please submit attested copy of the valid Entrepreneur Memorandum Part-II signed by General Manager, District Industries Center or National Small Industries Corporation [NSIC] Registration Certificate along with your offer. The facilities/ benefits will be extended as per orders issued by Ministry of MSME, Government of India, New Delhi or any instructions issued from time to time. The successful MSEs shall execute mandatorily Security Deposit for 10% of the Contract value towards satisfactory execution of the Contract.

29.0 For e-Procurement Tenders: The Service Provider[s] may log in to <https://eproc.isro.gov.in> and submit the Offers through Online only. Manual/Postal Courier/Email/Fax Offers will not be considered. Further, it may be noted that no Manual Tender document will be issued by URSC. No Tender Fee shall be payable for submission of Tender through e-procurement.

30.0 Validity of Offer: The offer should be valid for a minimum period of 180 days from the date of opening of the tender.

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

32.0 The Authority of person signing the Tender, if called for shall be produced.

33.0 Conditional Discounts/Offers will not be considered.

34.0 OEM/Authorized dealers only need to submit the bid against this tender enquiry. Kindly submit valid OEM authorization certificate along with bid. In the absence of OEM authorization certificate URSC reserve right to reject the offer/bid.

35.0 Force Majeure/Extension of Time: Neither party shall bear responsibility complete or partial non-performance of any of his obligations [except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the Contract], if the non-performance results from such force majeure circumstances such as, but not restricted to, flood, fire, earthquake, civil commotion, sabotage, explosion, epidemic, quarantine restriction, strike, lock out, freight embargo, acts of the Government either in its sovereign or its contractual capacity, hostility, acts of public enemy and other acts of God as well as war or revolution, military operation, blockade, acts or actions of state authorities or any other Circumstances beyond the control of the parties that have arisen after the conclusion of Contract. In such circumstances, the time stipulated for the performance of an obligation under the Contract may be proportionately extended. The party for whom it has become impossible to meet the obligation under this contract due to force majeure condition shall notify the other party in writing not later than 7 days from the date of the occurrence and cessation of the force majeure condition/s. In the event of delay lasting over one month, arising from force majeure causes, the Purchaser reserves the right to cancel the contract without any obligation to compensate the Tenderer in any manner. Unless agreed by both the parties, in writing, the Contractor shall continue to perform his obligations under the Purchase Order/Contract as far as is practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event. Any Certificate issued by the Chamber of Commerce or any other competent authority or organization of the respective country shall be sufficient proof of commencement and cessation of the above circumstances. In case of failure to carryout complete or partial performance of an obligation for more than 60 days, either party shall reserve the right to terminate the Contract totally or partially. A prior written notice of 30 days to the other party will be given informing of the intention to terminate without any liability.

C. Bid Templates

C.1 Technical Bid - Comprehensive AMSC for 5 axis CNC honeycomb milling machine.

1. AMSC

Comprehensive AMSC for 5 axis CNC honeycomb milling machine.

Item specifications for AMSC

| SI No | Specification | Value | Compliance | Offered Specification | Remark |
|-------|---|---|--------------------|-----------------------|--------|
| 1 | Comprehensive Annual Maintenance Contract for Five axis CNC machine | COMPREHENSIVE MAINTENANCE FOR THE WHOLE MACHINE AND ACCESSORIES.The machine Annual Maintenance Service Contract is for 3 years (Initially 2 year and 1 year extendable and retaining the same per year cost for all the three years). | Yes / No / Explain | | |
| 2 | Overall specification of the machine | The 5 Axis: X axis (Gantry longitudinal): 2500 mm with dual X axis. (Master X1 and slave X2 synchronized) Y axis (Spindle head traverse): 1950 mm Z axis (Spindle head vertical travel): 300 mm A axis $\pm 30^\circ$ B axis $\pm 20^\circ$ Manufactured by : HMT Hyderabad. Year of Manufacture : 1989 Model : Y1207 | Yes / No / Explain | | |
| 3 | ACCESSORIES | | - | | |
| 4 | Component clamping: | Vacuum clamping and bed size is 2500 X2500 mm. | Yes / No / Explain | | |

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|----|------------------------------------|---|--------------------|--|--|
| 5 | CNC Control System: | SIEMENS 840 D | Yes / No / Explain | | |
| 6 | Hand held unit, Drives and Motors: | SIEMENS make | Yes / No / Explain | | |
| 7 | Feedback System: | HEIDENHAIN Linear Glass scales and SIEMENS encoders. | Yes / No / Explain | | |
| 8 | High speed spindle : | 18000 rpm. | Yes / No / Explain | | |
| 9 | Lubrication : | Automated lubrication system. | Yes / No / Explain | | |
| 10 | Vacuum clamping system: | Consisting of Two Rotary vacuum pumps, two vacuum vessels and 8 Electro pneumatic valves. | Yes / No / Explain | | |
| 11 | Spindle cooler: | SCHIMPKE-HAAN Spindle Cooler (Oil type cooler). | Yes / No / Explain | | |
| 12 | Lubrication system for Spindle. | Oil mist lubrication system. | Yes / No / Explain | | |
| 13 | ACCESSORY 1 | Frequency converter for high speed spindle. | Yes / No / Explain | | |
| 14 | ACCESSORY 2 | Isolation transformers and servo control voltage stabilizers. | Yes / No / Explain | | |
| 15 | ACCESSORY 3 | Vacuum cleaner with three motors fitted on machine. | Yes / No / Explain | | |
| 16 | ACCESSORY 4 | Portable vacuum cleaner for machine bed cleaning. | Yes / No / Explain | | |
| 17 | ACCESSORY 5 | Electrical cabinet consisting of drives, NCU, RELAYS, MCBs, fuses etc with air conditioner. | Yes / No / Explain | | |
| 18 | ACCESSORY 6 | Telescopic covers and bellows of all axis. | Yes / No / Explain | | |
| 19 | ACCESSORY 7 | LM drive motors and coupling mechanism. | Yes / No / Explain | | |

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|----|-----------------------------|---|--------------------|--|--|
| 20 | SCOPE OF THE WORK | COMPREHENSIVE MAINTENANCE FOR THE WHOLE MACHINE AND ACCESSORIES.The machine Annual Maintenance Service Contract is for 3 years (Initially 2 year and 1 year extendable and retaining the same per year cost for all the three years). | Yes / No / Explain | | |
| 21 | MACHINE MAINTENANCE SCOPE 1 | Attending the preventive maintenance of the whole machine and accessories at the beginning of every quarter. | Yes / No / Explain | | |
| 22 | MACHINE MAINTENANCE SCOPE 2 | Comprehensive maintenance of the whole machine and accessories has to cover repair of faulty components or replacing with the new spare parts except ball screws and LM guides in case of break down maintenance. | Yes / No / Explain | | |
| 23 | MACHINE MAINTENANCE SCOPE 3 | Maintenance of the machine including spindle and accessories with respect to Mechanical, Pneumatic, Hydraulic, Electrical, Electronics and Software etc. | Yes / No / Explain | | |
| 24 | MACHINE MAINTENANCE SCOPE 4 | Up keeping of the whole machine including operator panel, operating system , CNC system, drives, motors, PLC's and PLC logic programs etc. | Yes / No / Explain | | |
| 25 | MACHINE MAINTENANCE SCOPE 5 | Up keeping of RS232 communication port. In case of corruption of any software, PLC logic etc, the same has to be restored using field PG and other tools. | Yes / No / Explain | | |

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|----|------------------------------|--|--------------------|--|--|
| 26 | MACHINE MAINTENANCE SCOPE 6 | Taking backup of CNC and PLC programs during the preventive maintenance visit. | Yes / No / Explain | | |
| 27 | MACHINE MAINTENANCE SCOPE 7 | Lubricating and greasing of the machine parts, which are not covered by automated lubrication system. | Yes / No / Explain | | |
| 28 | MACHINE MAINTENANCE SCOPE 8 | Over all cleaning of the machine and accessories to maintain oil free machining environment. | Yes / No / Explain | | |
| 29 | MACHINE MAINTENANCE SCOPE 9 | Supply of consumables like oil, grease, cleaning agents, spider rubber coupling etc., are part of the maintenance scope. | Yes / No / Explain | | |
| 30 | MACHINE MAINTENANCE SCOPE 10 | Unlimited breakdown calls to be attended to up keep the machine and same should be attended with in 24 hrs. | Yes / No / Explain | | |
| 31 | MACHINE MAINTENANCE SCOPE 11 | Laser calibration of the machine each year for X, Y & Z axis. | Yes / No / Explain | | |
| 32 | MACHINE MAINTENANCE SCOPE 12 | X axis to be calibrated with two laser system, one at master axis side and another at slave axis side. | Yes / No / Explain | | |
| 33 | MACHINE MAINTENANCE SCOPE 13 | Checking of Positional accuracy and repeatability and feeding compensation in the CNC system for X, Y & Z axis. | Yes / No / Explain | | |
| 34 | MACHINE MAINTENANCE SCOPE 14 | Compensating of pitch and backlash error in the CNC system. | Yes / No / Explain | | |
| 35 | MACHINE MAINTENANCE SCOPE 15 | Measuring of the geometrical accuracy of the machine each year. | Yes / No / Explain | | |
| 36 | MACHINE MAINTENANCE SCOPE 16 | Measuring straightness of the X, Y, Z axis. | Yes / No / Explain | | |

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|----|------------------------------|--|--------------------|--|--|
| 37 | MACHINE MAINTENANCE SCOPE 17 | Measuring of perpendicularity between X, Y and Z axis. | Yes / No / Explain | | |
| 38 | MACHINE MAINTENANCE SCOPE 18 | Conducting ball bar test every year. | Yes / No / Explain | | |
| 39 | MACHINE MAINTENANCE SCOPE 19 | Checking and correcting/maintaining the Z axis perpendicularity with respect to X & Y axis within 0.015mm for 300 mm travel. | Yes / No / Explain | | |
| 40 | MACHINE MAINTENANCE SCOPE 20 | Pre bid Visit at URSC: Before submitting the offer, Vendor's technical representative shall visit URSC to see the machine and understand the service requirement. | Yes / No / Explain | | |

Document : AMSC ANNEXURE V

Document : AMSC ANNEXURE IV

Document : AMSC ANNEXURE III

Document : AMSC ANNEXURE II

Document : AMSC ANNEXURE I

Common Specifications (Applicable for all items)

| SI No | Specification | Value | Compliance | Offered Specification | Remark |
|-------|-------------------------|---|--------------------|-----------------------|--------|
| 1 | Purpose of the Machine: | The machine is utilized for machining of the following type of components by Dry machining 1) Honeycomb core. 2) Honeycomb sandwich components with Aluminium and CFRP skin. 3) CFRP components. | Yes / No / Explain | | |

| | | | | | |
|---|-----------------------------|--|--------------------|--|--|
| 2 | SCOPE OF THE WORK | COMPREHENSIVE MAINTENANCE FOR THE WHOLE MACHINE AND ACCESSORIES.The machine Annual Maintenance Service Contract is for 3 years (Initially 2 years and 1 year extendable and retaining the same per year cost for all the three years). | Yes / No / Explain | | |
| 3 | MACHINE MAINTENANCE SCOPE 1 | Attending the preventive maintenance of the whole machine and accessories at the beginning of every quarter. | Yes / No / Explain | | |
| 4 | MACHINE MAINTENANCE SCOPE 2 | Comprehensive maintenance of the whole machine and accessories has to cover repair of faulty components or replacing with the new spare parts except ball screws and LM guides in case of break down maintenance. | Yes / No / Explain | | |
| 5 | MACHINE MAINTENANCE SCOPE 3 | Maintenance of the machine including spindle and accessories with respect to Mechanical, Pneumatic, Hydraulic, Electrical, Electronics and Software etc. | Yes / No / Explain | | |
| 6 | MACHINE MAINTENANCE SCOPE 4 | Up keeping of the whole machine including operator panel, operating system , CNC system, drives, motors, PLC's and PLC logic programs etc. | Yes / No / Explain | | |
| 7 | MACHINE MAINTENANCE SCOPE 5 | Up keeping of RS232 communication port. In case of corruption of any software, PLC logic etc, the same has to be restored using field PG and other tools. | Yes / No / Explain | | |
| 8 | MACHINE MAINTENANCE SCOPE 6 | Taking backup of CNC and PLC programs during the preventive maintenance visit. | Yes / No / Explain | | |

| | | | | | |
|----|------------------------------|--|--------------------|--|--|
| 9 | MACHINE MAINTENANCE SCOPE 7 | Lubricating and greasing of the machine parts, which are not covered by automated lubrication system. | Yes / No / Explain | | |
| 10 | MACHINE MAINTENANCE SCOPE 8 | Over all cleaning of the machine and accessories to maintain oil free machining environment. | Yes / No / Explain | | |
| 11 | MACHINE MAINTENANCE SCOPE 9 | Supply of consumables like oil, grease, cleaning agents, spider rubber coupling etc., are part of the maintenance scope. | Yes / No / Explain | | |
| 12 | MACHINE MAINTENANCE SCOPE 10 | Unlimited breakdown calls to be attended to up keep the machine and same should be attended with in 24 hrs. | Yes / No / Explain | | |
| 13 | MACHINE MAINTENANCE SCOPE 11 | Laser calibration of the machine each year for X, Y & Z axis. | Yes / No / Explain | | |
| 14 | MACHINE MAINTENANCE SCOPE 12 | X axis to be calibrated with two laser system, one at master axis side and another at slave axis side. | Yes / No / Explain | | |
| 15 | MACHINE MAINTENANCE SCOPE 13 | Checking of Positional accuracy and repeatability and feeding compensation in the CNC system for X, Y & Z axis. | Yes / No / Explain | | |
| 16 | MACHINE MAINTENANCE SCOPE 14 | Compensating of pitch and backlash error in the CNC system. | Yes / No / Explain | | |
| 17 | MACHINE MAINTENANCE SCOPE 15 | Measuring of the geometrical accuracy of the machine each year. | Yes / No / Explain | | |
| 18 | MACHINE MAINTENANCE SCOPE 16 | Measuring straightness of the X, Y, Z axis. | Yes / No / Explain | | |
| 19 | MACHINE MAINTENANCE SCOPE 17 | Measuring of perpendicularity between X, Y and Z axis. | Yes / No / Explain | | |
| 20 | MACHINE MAINTENANCE SCOPE 18 | Conducting ball bar test every year. | Yes / No / Explain | | |

| | | | | | |
|----|------------------------------|--|--------------------|--|--|
| 21 | MACHINE MAINTENANCE SCOPE 19 | Checking and correcting/maintaining the Z axis perpendicularity with respect to X & Y axis within 0.015mm for 300 mm travel. | Yes / No / Explain | | |
| 22 | MACHINE MAINTENANCE SCOPE 20 | Pre bid Visit at URSC: Before submitting the offer, Vendor's technical representative shall visit URSC to see the machine and understand the service requirement. | Yes / No / Explain | | |
| 23 | TERMS AND CONDITIONS 1 | Company should have experience of at least 5 years in maintaining big size similar kind of gantry machines. Reference to be attached for similar machine maintenance experience at the time of submitting the offer, otherwise offer is not valid. | Yes / No / Explain | | |
| 24 | TERMS AND CONDITIONS 3 | Quote is for comprehensive annual maintenance service for five axis CNC honeycomb milling machine and accessories as per the specification in Annexure-I. | Yes / No / Explain | | |
| 25 | TERMS AND CONDITIONS 6 | Preventive maintenance of the whole machine and accessories shall be carried out at the beginning of every quarter. | Yes / No / Explain | | |
| 26 | TERMS AND CONDITIONS 8 | The machine AMSC is for 3 years (Initially 2 year and 1 year extendable and retaining the same per year cost for all the three years). | Yes / No / Explain | | |

Supporting Documents required from Vendor

1. COMPLIANCE FOR SCHEDULE OF PRICES FOR COMPREHENSIVE ANNUAL MAINTENANCE SERVICE OF FIVE AXIS CNC HONEYCOMB MILLING MACHINE. (Price Bid Related)

2. COMPLIANCE FOR SCHEDULE OF PRICES (MASKED) FOR COMPREHENSIVE ANNUAL MAINTENANCE SERVICE OF FIVE AXIS CNC HONEYCOMB MILLING MACHINE.

3. Technical and techno commercial Compliance table for Comprehensive Annual Maintenance Service of Five Axis CNC honeycomb milling machine.

5 additional documents can be uploaded by the vendor

C.2 Commercial Terms / Bid

| Sl. No. | Description | Compliance | Vendor Terms |
|---------|--|--------------------|--------------|
| 1 | Before submitting the offer, Vendor's technical representative shall visit URSC to see the machine and understand the service requirement. | Yes / No / Explain | |
| 2 | Vendor should provide the following details along with your bid. Taxes and other costs, if any: | Yes / No / Explain | |
| 3 | <p>Security Deposit: The successful Service Provider shall execute Security Deposit [SD] for 3% of Contract Value towards satisfactory execution of the Contract. The Security Deposit shall be executed through Demand Draft/Banker Cheque/ Fixed Deposit Receipts or Bank Guarantee issued by a Nationalized Bank/Scheduled Bank/an International Reputed Bank approved by Reserve Bank of India, Govt. of India, valid for a period of 60 days beyond the date of completion of all the contractual obligations of the Contract is completely executed. The BG shall be executed on a Non-Judicial stamp paper of Rs. 200/- as per our specimen.</p> <p>In case the successful Service Provider fails to furnish the Security Deposit within 20 days after the receipt of Contract or on Signing of the Contract or any extension thereof, the Contract shall be cancelled or terminated and EMD if any shall be forfeited. The Security Deposit will not carry any interest and shall be returned after completion of all the obligations of the Contract with a NO CLAIM CERTIFICATE issued by Contractor as per our Specimen enclosed.</p> | Yes / No / Explain | |

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| 4 | <p>The Service Provider shall be completely responsible to Supply the required genuine Spare Parts and of Original manufacture at his Cost covered under the Comprehensive AMSC.</p> <p>The Scope of AMC is Comprehensive and hence the Contractor should include the cost of spare parts (all taxes and duties included) in his scope. The Travel Expenses, Boarding/Lodging for the Service Engineers shall be borne by the Service Provider only.</p> | Yes / No / Explain | |
| 5 | <p>Payment Terms: 100% payment will be considered after completion of service supported by an Original Service Report and Invoice backed by a Certificate issued by Focal Point, URSC and duly approved by Authorized Officer.</p> | Yes / No / Explain | |
| 6 | <p>Down-Time Compensation: In case, If the Break-Down calls are not attend within 08 Hours of lodging the complaint, Down-Time Compensation @ 0.5% of the Service Charges applicable to the particular Unit/System/Equipment etc., per day shall be recovered from the Service Provider.</p> | Yes / No / Explain | |

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| <p>7</p> | <p>Termination and short closing of Contract: Under the normal circumstances, termination/ short closing of contract is not foreseen. However, URSC reserves the right to Terminate the Contract in whole or in part by giving 30 Days prior notice in the following circumstances:-</p> <p>i. Due to repeated non-performance in the execution of P.O/Contract.</p> <p>ii. If the Contractor fails to deliver/render the services within the stipulated time schedule or any extension thereof, granted by the Purchaser.</p> <p>iii. If the Contractor is not in a position to either rectify the defects or offer the Stores conforming to the contracted Quality Standards.</p> <p>iv. If the Contractor is unable to rectify the defects or offer replacements in lieu of defective items.</p> <p>v. If the contractor fails to perform any other obligations under this P.O/Contract.</p> <p>vi. If the Contractor becomes bankrupt or otherwise insolvent.</p> <p>vii. Owing to deficiency of service, breach of Contract.</p> <p>viii. For inefficiency, indiscipline, irregularity, insincerity, indifference in work, disobedience, doubtful credentials/integrity, etc., at any point of time during the Contract period.</p> <p>ix. If the Contractor fails to Honor the whole or any part of PO/Contract including failure to deliver the Contracted Stores/Render services within the time stipulated in the PO/Contract.</p> <p>x. If the Contractor is found to have made any false or fraudulent declaration or statement to obtain the Contract or he is found to be indulging in unethical or unfair trade practices.</p> <p>xi. When both the parties agree mutually.</p> | <p>Yes / No / Explain</p> | |
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xii. Any special circumstances, which must be recorded to justify the cancellation or termination of PO/Contract.

xiii. Without assigning any reasons.

8

Arbitration: Arbitration: In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act 1996 together with amendments thereto or any modification thereof. The arbitration shall be conducted in Bengaluru in the Arbitration and Conciliation Centre Bengaluru (Domestic an International) as per its rules and regulations. The expenses for the Arbitration shall be shared equally or as may be determined by the Arbitration. The considered and written decision of the Arbitration shall be final and binding between the Parties. The applicable language for Arbitration shall be

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Yes / No / Explain

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| | <p> AAAAAA only. </p> | | |
| 9 | <p>Validity of Offer: The offer should be valid for a minimum period of 180 days from the date of opening of the tender.</p> | Yes / No / Explain | |
| 10 | <p>Material Bank Guarantee: In case of major repair of the Equipment/Spare Part/Accessory etc., the successful Service Provider shall furnish Bank Guarantee towards the cost of Material to be taken out to Factory/Workshop for carrying out repairs. The BG is to be kept valid till the receipt and acceptance of the repaired unit.</p> | Yes / No / Explain | |
| 11 | <p>Purchase Order to be placed on whom. Kindly furnish the following points. A. Please provide contact person and company e-mail ID and mobile/land line number in your quotation. B. Please provide the supplier/company proper address, telephone number and email ID on whom purchase order to be placed on in your quotation.</p> | Yes / No / Explain | |
| 12 | <p>The proposal is for entering into Comprehensive/Non-Comprehensive Annual Maintenance Service Contract for a period of Two years from the date of Contract (as the case may be) and extendable for One more year upon mutual consent from Parties with the same Terms and Conditions for attending to break-down visits as and when indicated by URSC.</p> | Yes / No / Explain | |

C.3 Price Bid

| Sl. No. | Item | Quantity | Unit Price | Currency | Total Price | Remark |
|---------|---|------------|------------|----------|-------------|--------|
| 1 | AMSC Comprehensive AMSC for 5 axis CNC honeycomb milling machine. | 3.00 Years | | - | | |