

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

**Tender for NC-AMSC for DDC system for HVAC system**

**Bids to be submitted online**

**Tender No.: URSC/CE/IS202400085501 dated 23-08-2024**

## **A. Tender Details**

Tender No : **URSC/CE/IS202400085501**

Tender Date : **23-08-2024**

Tender Classification: **SERVICES**

Purchase Entity : **CE**

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

### **Non-Comprehensive Annual Maintenance Service Contract (NC-AMSC for DDC system for HVAC system for a period of three years.**

This is Public tender-two part. Please read all the documents before submitting the bids.

#### **A.1 Tender Schedule**

Bid Submission Start Date : **23-08-2024 16:00**

Bid Clarification Due Date : **05-09-2024 16:00**

Bid Submission Due Date : **13-09-2024 14:30**

Bid Opening Date : **13-09-2024 15:00**

Price Bid Opening Date : **20-09-2024 10:00**

## **B. Tender Attachments**

### **Technical Write-up/Drawings**

**Document : Annexure-1**

**Document : Annexure-2**

### **Instructions To Vendors**

#### **3. 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 10% 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 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 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/Offeres 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 - NC-AMSC for DDC system for HVAC system

1. Non comprehensive AMC for PLC based Control system- NC-AMSC for TRANE make DDC systems & VFD controls for Air conditioning system at Space Park AC plant having High side systems catering to AITF-2 and HDI buildings.

#### Item specifications for Non comprehensive AMC for PLC based Control system

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Non Comprehensive AMSC for 3 years period	For DDC systems(make:TRANE ) & VFD controls for Air conditioning system at Space Park AC plant having High side systems catering to AITF-2 and HDI buildings.	Yes / No / Explain		
2	Scope of Work , Terms and Conditions	As per Annexure-1	Yes / No / Explain		
3	Equipment Connected through DDC	As per Annexure-2	Yes / No / Explain		

2. Non comprehensive AMC for PLC based Control system- Non Comprehensive AMSC for TRANE make DDC systems & VFD controls for Low side Air conditioning system at AITF2 Building

#### Item specifications for Non comprehensive AMC for PLC based Control system

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Non comprehensive AMSC for 3 years period	For DDC (make:TRANE) systems & VFD controls for Low side Air conditioning system at AITF2 Building	Yes / No / Explain		
2	Scope of Work , Terms& conditions	As per Annexure-1	Yes / No / Explain		
3	Equipment Connected through DDC	As per annexure-2	Yes / No / Explain		

**3. Non comprehensive AMC for PLC based Control system- Non Comprehensive AMSC for TRANE make DDC systems & VFD controls for Low side Air conditioning system at HDI Building**

**Item specifications for Non comprehensive AMC for PLC based Control system**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Non Comprehensive AMSC for 3 Years period	For TRANE make DDC systems & VFD controls for Low side Air conditioning system at HDI Building	Yes / No / Explain		
2	Scope of Work , Terms and Conditions	As per Annexure-1	Yes / No / Explain		
3	Equipment Connected through DDC	As per Annexure-2	Yes / No / Explain		

**4. Non comprehensive AMC for PLC based Control system-Non Comprehensive AMSC for HONEYWELL MAKE DDC systems & VFD controls for Low side Air conditioning system at SSIF Building**

**Item specifications for Non comprehensive AMC for PLC based Control system**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Non Comprehensive AMSC for 3 years	For HONEYWELL MAKE DDC systems & VFD controls for Low side Air conditioning system at SSIF Building	Yes / No / Explain		
2	Scope of Work , Terms and conditions	As per Annexure-1	Yes / No / Explain		
3	Equipment Connected through DDC	As per annexure-2	Yes / No / Explain		

**5. Non comprehensive AMC for PLC based Control system- Non Comprehensive AMSC for SIEMENS make DDC systems & VFD controls for Low side & High side Air conditioning systems at APD/VTF & Heat pipe Building**

**Item specifications for Non comprehensive AMC for PLC based Control system**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Non Comprehensive AMSC for 3 years	For SIEMENS make DDC systems & VFD controls for Low side & High side Air conditioning systems at APD/VTF & Heat pipe Building	Yes / No / Explain		
2	Scope of Work, Terms and Conditions	As per Annexure-1	Yes / No / Explain		
3	Equipment Connected through DDC	As per annexure-2	Yes / No / Explain		

**6. Non comprehensive AMC for PLC based Control system- Non Comprehensive AMSC for JOHNSON CONTROL make DDC systems & VFD controls for Low side & High side Air conditioning systems at MSA Building**

**Item specifications for Non comprehensive AMC for PLC based Control system**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Non Comprehensive AMSC for 3 years	For JOHNSON CONTROL make DDC systems & VFD controls for Low side & High side Air conditioning systems at MSA Building	Yes / No / Explain		
2	Scope of Work , Terms and conditions	As per Annexure-1	Yes / No / Explain		
3	Equipment connected to DDC system	As per Annexure-2	Yes / No / Explain		

**Common Specifications (Applicable for all items)**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Vendor shall acknowledge to AMSC Specifications & terms and conditions , Scope of work in Annexure-1 uploaded in Tender documents	Vendor shall submit the Sign and sealed copy of Annexure-1 with Technical Bid	Yes / No / Explain		

2	Vendor shall acknowledge to List of equipment connected to DDC and DDC makes in Annexure-2 uploaded in Tender documents	Vendor shall submit the Sign and sealed copy of Annexure-2 with Technical Bid	Yes / No / Explain		
3	Vendor shall have minimum Work experience of one year in Non comprehensive AMSC for DDC system for HVAC equipment.	Vendor shall submit the Work order copy with Completion certificate for NC-AMSC for DDC system for HVAC systems.	Yes / No / Explain		

**Supporting Documents required from Vendor**

**1. Sign and Sealed copy of ou Annexure1 & 2 in tender documents**

5 additional documents can be uploaded by the vendor

## C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	Vendor shall have minimum Work experience of one year in Non comprehensive AMSC for DDC system for HVAC equipment. Work order copy with completion certificate for the same shall be submitted with Technical Bid	Yes / No / Explain	
2	Taxes and other costs, if any:	Yes / No / Explain	
3	Delivery Period/Completion date:	Yes / No / Explain	
4	Delivery Terms:	Yes / No / Explain	
5	Payment Terms: Pro-rata/Quarterly Payment will be considered after completion of each visit/service by Service Provider against submission of Service Report and Original Invoice by Service Provider and a Certificate issued by Focal Point, URSC and duly approved by Competent Authority.	Yes / No / Explain	
6	Validity of your offer:The offer should be valid for a minimum period of 180 days from the date of opening of the tender.	Yes / No / Explain	
7	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.	Yes / No / Explain	
8	Submission of 03% of Security Deposit:	Yes / No / Explain	
9	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.	Yes / No / Explain	

10	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.	Yes / No / Explain	
11	Any other terms:	Yes / No / Explain	

### C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
1	Non comprehensive AMC for PLC based Control system- NC-AMSC for TRANE make DDC systems & VFD controls for Air conditioning system at Space Park AC plant having High side systems catering to AITF-2 and HDI buildings.	3.00 Years		-		
2	Non comprehensive AMC for PLC based Control system- Non Comprehensive AMSC for TRANE make DDC systems & VFD controls for Low side Air conditioning system at AITF2 Building	3.00 Years		-		



3	Non comprehensive AMC for PLC based Control system- Non Comprehensive AMSC for TRANE make DDC systems & VFD controls for Low side Air conditioning system at HDI Building	3.00 Years				
4	Non comprehensive AMC for PLC based Control system-Non Comprehensive AMSC for HONEYWELL MAKE DDC systems & VFD controls for Low side Air conditioning system at SSIF Building	3.00 Years				
5	Non comprehensive AMC for PLC based Control system- Non Comprehensive AMSC for SIEMENS make DDC systems & VFD controls for Low side & High side Air conditioning systems at APD/VTF & Heat pipe Building	3.00 Years				

6	Non comprehensive AMC for PLC based Control system- Non Comprehensive AMSC for JOHNSON CONTROL make DDC systems & VFD controls for Low side & High side Air conditioning systems at MSA Building	3.00 Years		-		
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