

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

**Tender for Service Contract for Cleaning of Air Filters and Cooling
Coils of AC System**

Bids to be submitted online

Tender No.: URSC/CE/IS202400142101 dated 13-01-2025

A. Tender Details

Tender No : **URSC/CE/IS202400142101**

Tender Date : **13-01-2025**

Tender Classification: **SERVICES**

Purchase Entity : **CE**

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

Service Contract for Cleaning of Air Filters and Cooling Coils of AC System

Service Contract for Cleaning of Air Filters and Cooling Coils of AC System

A.1 Tender Schedule

Bid Submission Start Date : **13-01-2025 16:00**

Bid Clarification Due Date : **27-01-2025 16:00**

Bid Submission Due Date : **03-02-2025 14:30**

Bid Opening Date : **03-02-2025 15:00**

Price Bid Opening Date : **03-03-2025 16:00**

B. Tender Attachments

Technical Write-up/Drawings

Document : Annexure, T&C

Instructions To Vendors

2. 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 - Service Contract for Cleaning of Air Filters and Cooling Coils of AC System

1. Cleaning of Pre-filters of HVAC System: Cleaning / Disinfection of Pre-filters of 10 / 20 / 50 micron, Size 610x610x50mm depth (Approx.) as per Annexure enclosed.

Item specifications for Cleaning of Pre-filters of HVAC System: Cleaning / Disinfection of Pre-filters of 10 / 20 / 50 micron, Size 610x610x50mm depth (Approx.) as per Annexure enclosed.

Sl No	Specification	Value	Compliance	Offered Specification	Remark
1	Cleaning / Disinfection	Pre-filters of 10 / 20 / 50 micron, Size 610x610x50mm depth (Approx.) as per Annexure.	Yes / No / Explain		

2. Cleaning of Box type fine filters of HVAC System: Cleaning / Disinfection of Box type fine filters of 3 / 5 micron, Size 610x610x150mm depth (Approx.) as per Annexure enclosed.

Item specifications for Cleaning of Box type fine filters of HVAC System: Cleaning / Disinfection of Box type fine filters of 3 / 5 micron, Size 610x610x150mm depth (Approx.) as per Annexure enclosed.

Sl No	Specification	Value	Compliance	Offered Specification	Remark
1	Cleaning / Disinfection	Box type fine filters of 3 / 5 micron, Size 610x610x150mm depth (Approx.) as per Annexure enclosed.	Yes / No / Explain		

3. Cleaning of Box type fine filters of HVAC System: Cleaning / Disinfection of Box type fine filters of 3 / 5 micron, Size 610x610x300mm depth (Approx.) as per Annexure enclosed.

Item specifications for Cleaning of Box type fine filters of HVAC System: Cleaning / Disinfection of Box type fine filters of 3 / 5 micron, Size 610x610x300mm depth (Approx.) as per Annexure enclosed.

Sl No	Specification	Value	Compliance	Offered Specification	Remark
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1	Cleaning / Disinfection	Box type fine filters of 3 / 5 micron, Size 610x610x300mm depth (Approx.) as per Annexure enclosed.	Yes / No / Explain		
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4. Cleaning of Cooling Coil of HVAC System: Cleaning / Disinfection of Cooling Coil of AHU & Blowers of various sizes with chemicals as per Annexure enclosed.

Item specifications for Cleaning of Cooling Coil of HVAC System: Cleaning / Disinfection of Cooling Coil of AHU & Blowers of various sizes with chemicals as per Annexure enclosed.

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Cleaning / Disinfection	Cooling Coil of AHU & Blowers of various sizes with chemicals as per Annexure enclosed.	Yes / No / Explain		

Common Specifications (Applicable for all items)

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Service Contract for Cleaning of Air Filters and cooling coils of AC Systems	For 2 (two) years period	Yes / No / Explain		

Supporting Documents required from Vendor

1. Vendor shall submit the Purchase Order copy / work completion Certificate for similar nature of work.

2. Vendor shall submit duly signed and sealed copy of Annexures along with the Technical Bid.

5 additional documents can be uploaded by the vendor

C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	Payment terms: Payment shall be made on Quarterly basis, within 30 days after completion of satisfactory service and on furnishing of bill along with original service reports duly certified by Engineer-in-charge/Engineer-SD and above, C&MG, URSC	Yes / No / Explain	
2	Place of work: Main Campus, URSC, Vimanapura Post, Bengaluru-560017 & ISITE Campus, URSC, Marathahalli, Bengaluru-560037	Yes / No / Explain	
3	Delivery/completion of work: 02 (two) years from the date of issue of Purchase order	Yes / No / Explain	
4	Vendor should provide the following details along with your bid. Taxes and other costs, if any:	Yes / No / Explain	
5	Applicable Law and Jurisdiction : Purchase Order shall be interpreted, construed and governed by the Laws of India and the Courts in Bengaluru city alone shall have exclusive jurisdiction in this regard, to the extent permissible under the Arbitration and Conciliation Act, 1996 and subsequent amendment, if any.	Yes / No / Explain	

6	<p>Dispute Resolution: i. In the event of any conflict or dispute arising out of or in connection with the Contract placed through EGPS, the Parties shall endeavour to settle such disputes amicably. If a dispute is not resolved within 30 (thirty) days after a written notice of any dispute by one Party to the other, the same shall then be resolved through the mechanism of a Dispute Resolution Committee. This Dispute Resolution Committee shall comprise of representatives of both the Buyer and the Seller / Service Provider and shall be chaired by the Procuring entity or any other person as authorized by the Procuring entity.</p> <p>ii. If the Dispute Resolution Committee is not able to resolve the matter within 30(thirty) days of its formation, the dispute shall be dealt with in accordance to Guidelines for Arbitration and Mediation in Contracts of Domestic Public Procurement issued by Department of Expenditure via OM No. F.1/2/2024-PPD dated 03.06.2024, as amended from time to time.</p> <p>iii. The Contract shall be interpreted and governed in all respects in accordance with the laws of India. All disputes in connection with or arising out of the Contract, shall be subject to the exclusive jurisdiction of the Court within the local limits of whose jurisdiction principal place of business of the Buyer department / organization is located.</p>	Yes / No / Explain	
7	<p>Validity of your offer: 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	
8	<p>Down Time compensation :In case, if any breakdown / emergency calls are not attended within 08 hours of lodging the complaint, down time compensation at the rate of 0.5% of the service charges applicable to the equipment / system / Unit per day shall be recovered from the vendor. Emergency calls after office hours even on holidays as and when required, shall be attended by the Contractor without any additional charges.</p>	Yes / No / Explain	

9	<p>Security Deposit: The Contractor shall execute Security Deposit for 3 per cent of the value of the Purchase Order to ensure Satisfactory Performance of the Contract. The Security Deposit shall be executed within 20 days after Receipt of Purchase Order or any extension thereof. The Security Deposit is to be furnished in the form of Insurance Surety Bond/Account Payee Demand Draft or Fixed Deposit Receipt or Bank Guarantee from Nationalized Bank/Scheduled Bank approved by RBI. The Security Deposit shall be executed on stamp paper of appropriate value as required by the state from where the BG is issued and shall be valid for a period of 60 days beyond the date of completion of the P.O/Contract.. In case the Contractor fails to furnish the Security Deposit within 20 days or any extension thereof the Purchase Order shall be Cancelled or Terminated and appropriate penal action shall be initiated. Any breach of the Terms and Conditions of the PO including Delivery Period, Security Deposit shall be forfeited and PO shall be terminated and cancelled at the Contractors risk, cost and liability. The Security Deposit will not carry any interest and shall be returned after completely executing the order. Adherence to this clause is compulsory or otherwise, the Tender will be rejected.</p>	Yes / No / Explain	
10	<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	
11	<p>Unique GEM ID, if registered on GEM, shall be provided by vendor:</p>	Yes / No / Explain	
12	<p>Subletting of Contract : The contract shall not be sublet, transferred or assigned to any other firm by the Service Provider without the prior approval of Service Receiver.</p>	Yes / No / Explain	

13	Any other terms:	Yes / No / Explain	
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C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
1	Cleaning of Pre-filters of HVAC System: Cleaning / Disinfection of Pre-filters of 10 / 20 / 50 micron, Size 610x610x50 mm depth (Approx.) as per Annexure enclosed.	77800.00 Nos.		-		
2	Cleaning of Box type fine filters of HVAC System: Cleaning / Disinfection of Box type fine filters of 3 / 5 micron, Size 610x610x150 mm depth (Approx.) as per Annexure enclosed.	6100.00 Nos.		-		
3	Cleaning of Box type fine filters of HVAC System: Cleaning / Disinfection of Box type fine filters of 3 / 5 micron, Size 610x610x300 mm depth (Approx.) as per Annexure enclosed.	7352.00 Nos.		-		

4	Cleaning of Cooling Coil of HVAC System: Cleaning / Disinfection of Cooling Coil of AHU & Blowers of various sizes with chemicals as per Annexure enclosed.	1615.70 Square Metre		-		
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