



प्रधान महालेखाकार (ले० एवं ह०) का कार्यालय, बिहार, पटना  
OFFICE OF THE Pr. ACCOUNTANT GENERAL (A&E), BIHAR, PATNA

No:-GD/AMC of RO (21-22)/  
Date:- 24/06/2021

**TENDER NOTICE NO.-04 (2021-22)**

Subject:- Invitation of Quotation for comprehensive Annual Maintenance of RO water purifier of 25 ltr./hour & 50 ltr./hour filtration capacity installed in the O/o the Pr. Accountant General(A&E), Bihar, Patna.

Sir,

With reference to the subject cited above, sealed quotations are invited from authorized dealers/ agencies/ firms for Annual maintenance of R.O water purifier system of 25 ltr./hour&50 ltr./hour filtration capacity installed in the O/o the Pr. Accountant General, Bihar, Patna at Mahalekhakar Building. The rates may be filled in the format annexed as Annexure 'A'. Last date for submission of quotation will be 12/07/2021 by 3.00pm. The quotation should be Addressed to Sr. Accounts officer, General Section O/o the Pr. Accountant General (A&E) ,Bihar, Patna and dropped into "Tender Box" at grievance cell, Ground floor, O/o The Pr. Accountant General (A&E), Bihar , Patna or handed over to the same. Quotations will be open on 13/07/2021 at 11.00 AM. Details of consumable/changeable parts of RO water purifier and their recommended frequency of replacement is appended below.

**Details of Changeable parts of Water RO system**

Sl. No.	Description of parts	Size	Remarks
1.	Sediment filter	20"	Once in a year or earlier if they get clogged
2.	Carbon Filter	20"	Once in a year
3.	Post sediment Filter	20"	Every two to three years
4.	RO Membrane & FRT	-----	As and when required
5.	Motor,SV,SMPS(If need to change)	-----	Changed at the time of servicing if required

Terms and Conditions for quotation are given below:-

1. All rates should be inclusive of taxes.
2. Quotation should be submitted before or on 12/07/2021 by 3.00PM.
3. The Competent Authority shall have full right to accept or reject one or all quotations without assigning any reason. The decision of the competent authority shall be binding upon the dealer/agency/firm.
4. Negotiations may be done with the agency quoting the lowest rates
5. No transportation cost should be allowed to agency for carrying product/consumable parts to this office..
6. The dealer/ firm/agency should have full responsibility for the safe delivery of the product/ consumable parts to this office.
7. The AMC would be inclusive of replacement of changeable parts / filters as per the recommended frequency of replacement.
8. No extra payment will be made for replacement of any part / filter.
9. Conditional quotations are not accepted.
10. The firm shall take permission from the undersigned / Assistant Accounts Officer, General Section for taking for taking the machine out of the office premises for repairs and replacement of the worn out parts with original one. No extra charges will be paid for doing the work outside the office premises. In such cases transport and labour charges will be borne by the contractor.
11. Payment would be made strictly on availability of funds and inspection of parts by this office. The agency should submit bill in duplicate.
12. The rates quoted by the firm will not be enhanced during the period of contract in any case.
13. Monthly, Quarterly, Yearly servicing & Preventive maintenance of the machines or as and when asked for in emergent cases be got done by the experienced service engineer/mechanic.
14. Payment shall be made half yearly basis against submission of bill along with the satisfactory reports.
15. The contract can be terminated any time during the currency of the contract by the competent authority in this office without assigning any reason or giving any notice if the work of the contractor is found to be unsatisfactory or deficient.
16. The successful bidder is required to deposit performance security @10% of the contract value.

17. The vendor should be authorized by the concerned brand of machines to service/ repair and to take AMC of their machine. (Valid proof of document to be attached).
18. The vendor should have minimum two years of experience (of minimum amount of Rs. 50,000/- in each type of work i.e. AMC of RO) during each of last two financial years 2019-20 & 2020-2021 for similar type of work(s) at Central/ State Govt offices./autonomous body / State Central PSUs with annual turn over of more than twenty lakhs (20) per annum. (Valid proof of documents to be attached).
19. The vendor should not have been blacklisted by the Department/ Ministries of Central/ State Govt., autonomous body under state/ Central Govt., State/ Central PSUs (valid proof of document/ declaration to be attached).
20. O/o The Pr. Accountant general (A&E), is proposing to enter into a rate contract for the period of One Year comprehensive Annual Maintenance Contract (AMC) for RO systems of Kent Models listed in schedule of Requirement (Annexure-A) from the reputed authorized service provider dealing in concerned items. The rates are to be submitted in Price Bid by the interested eligible parties.
21. The AMC is for preventive as well as for breakdown maintenance and includes repair and replacement of all parts including (but not limited to) the filter membranes of the RO system free of charge during the AMC period to ensure water quality from RO within the acceptable limit of drinking water standards set by Bureau Of Indian Standards (ISI 0500:2012) in continuity during the AMC period.
22. The representative/ engineer of the firm has to make a monthly mandatory visit to check that all the equipments under AMC are working properly.
23. The contract may be extended for the following period of 6 months and / or one year subject to satisfactory performance and mutual agreement of both the parties.
24. Lowest bidder(L1)of the successful bidder will be eligible for the award of the tender. If during the AMC period, L1 party does not fulfill the tender qualification and its contract is terminated or party withdraws expresses inability to work further, O/o The PAG (A&E), Bihar reserves the right to select L2 and subsequently L3 etc to execute the works as per the rates quoted against this tender.
25. In such cases where a bidder after award of work order refuses to accept the work, its EMD and Performance Security Deposit (PSD) (if deposited) shall be forfeited and party may be black listed for a period of 3 months from submitting any bid to O/o PAG (A&E), Bihar.
26. The quotation should be accompanied by a valid Demand Draft of Rs.5000/- in favour of PAO (Audit), O/o the Pr. Accountant General (A&E), Bihar payable in Patna as Earnest Money Deposit (EMD) without which tender shall not be accepted. The EMD shall not carry any interest. EMD of unsuccessful will be rewarded once the work is awarded. **The EMD of successful bidder may be adjusted as Performance Security Deposit.**

27. The successful bidder need to submit and amount of Rs. 10,000 as Performance Security Deposit. If the vendor desire so he can adjust this amount with the EMD i.e. he/she can request O/o PAG (A&E), Bihar to convert EMD as PSD by paying additional amount towards PSD in form of **Demand Draft payable in favour of PAO (Audit), O/o the Pr. Accountant General (A&E), Bihar payable in Patna.** PSD will be returned within 60 working days beyond the AMC period and after making adjustments against penalty etc (if any). No interest shall be payable on PSD.
28. It may be ensured that parts of authorized brand (ISI brand) only should be supplied for repair and AMC. In case if it is found at a later stage that sub-standard / inferior quality items supplied, necessary action will be taken against such supplier, including penalty to be deducted from the due payment and debarring them for quoting future bids.
29. All bids should be duly sealed/taped and clearly marking the bidders name and address on the top of the sealed envelopes along with heading as BID FOR AMC OF WATER PURIFIERS.
30. Incomplete and unsigned quotations are liable to be rejected. The original tender document must be duly signed and stamped by authorized signatory On each page. Alteration in the tender if any should be attested by the authorized signatory properly, failing which the tender is liable to be rejected.
31. The successful bidder of the tendering process needs to sign an agreement based on the spirit of the terms and condition mentioned in the agreement.
32. Upon receipt of notification of award of work over email ID by the successful bidder, the successful bidder shall sign the duly filled agreement on Rs 1000/- Stamp Paper and deposit along with Performance Security Deposit and duly signed Integrity pact within 10 working days.
33. The service provide must provide / attach a client service associate for the job of AMC mentioned in scope of work who must be approachable over phone between 8 am to 6 pm on all days during AMC and he must attend to any complaint within 24 hours of registration of complaint over email. Non compliance may lead to penalty in form of deduction from the payment as :
- Attending to complaint within 24 hours to 48 hours of intimation – Rs.500/-
  - Attending to complaint beyond 2 days – Rs. 1,000/-



Sr. Accounts Officer/ GD

बरीय लेखा अधिकारी  
Sr. Accounts Officer  
कार्यालय, प्रधान महालेखकार (ले० एवं हक०)  
O/o the Pr. Accountant General (A&E)  
बिहार, पटना  
Bihar, Patna

## ANNEXURE 'A'

### Details of Installation of Water RO Purifier.

S.No.	Model	Date of Purchase	Location
1	Kent Elite- I (25 LPH)	August 2014	South Side of 2 <sup>nd</sup> floor
2	Kent Elite- I (25 LPH)	August 2014	South Side of 6 <sup>th</sup> floor
3	Kent Elite- I (25 LPH)	March 2018	Near Try. Section Ground floor
4	Kent Elite- II (50 LPH)	August 2014	Departmental Canteen Ground floor
5	Kent Elite- II (50 LPH)	August 2014	North side, 2 <sup>nd</sup> floor
6	Kent Elite- II (50 LPH)	September 2016	North Side, 5 <sup>th</sup> floor,
7	Kent Elite- II (50 LPH)	September 2016	North Side, 3 <sup>rd</sup> floor
8	Kent Elite- II (50 LPH)	September 2016	South side, 3 <sup>rd</sup> floor

ANNEXURE 'B'

Price Bid

Scope of works	Unit Qty.	Price of AMC Rate per unit (Rs.) [Minimum 12 visits are compulsory]	Total Amount (Rs.)
Comprehensive Annual Maintenance Contract of Kent Company made model: Elite-II Ro System of 25 LPH Installed at O/o PAG (A&E), Bihar			
Comprehensive Annual Maintenance Contract of Kent Company made model: Elite-II Ro System of 25 LPH Installed at O/o PAG (A&E), Bihar			
Total			

Signature & Name of  
Agency / Firm with seal