



GOVERNMENT OF INDIA
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE
OFFICE OF THE DEPUTY COMMISSIONER OF CUSTOMS
GUWAHATI CUSTOMS DIVISION
NILAMONI PHUKAN PATH, CHRISTIANBASTI, GUWAHATI-781005

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NOTICE FOR AWARDING OF ANNUAL MAINTENANCE
CONTRACT FOR LIFTS

Sealed tenders are invited in two parts (two bids, Technical & Financial bid) from reputed Manufacturers/Authorised Service Agent for the Annual Maintenance Contract (AMC) of the Automatic and Manual Elevators at Custom House, Nilamani Phukan Path, Christianbasti, Guwahati – 781005.

| Sl.No. | Description of Material | Unit | No. of units |
|--------|-------------------------------------------------------------------------|------|--------------|
| 1 | Annual Maintenance Contract (AMC) of the Automatic and Manual Elevators | No. | 02 |

The eligibility criteria, conditions governing the Maintenance contract and list of items are mentioned in Annexure –I,II and III respectively enclosed with this tender notice. The tender applications of only those who satisfy the eligibility criteria and conditions governing AMC (as laid down in Annexure I,II and III)

Availability of Tender Document

Tender document can be obtained by hand, free of cost from the Public Relation Officer, Office of the Deputy Commissioner, Guwahati Customs Division, Guwahati -781005. Details can also be accessed and downloaded from departmental website (<http://shillongcustoms.nic.in/>). This office would not be responsible for any delay or loss of the tender documents through mail or otherwise.

Receipt of Tender

Interested parties are requested to submit their rates in a sealed envelope superscripted as "Tender for AMC of Lifts" and addressed to the Deputy Commissioner, Guwahati Customs Division, Guwahati-781005, containing the sealed quotations in two separate envelopes i.e. Technical bid and Financial bid up to 3:00PM on **03.05.2018** in the office of the Deputy Commissioner, Guwahati Customs Division, Guwahati. Quotations received after the last date will not be considered. This office would not be responsible for any delay or loss of the tender documents sent through mail or otherwise.

Opening of Tender

Tender shall be opened at 4.00 p.m. on **03.05.2018** in the office chamber of the Deputy Commissioner, Guwahati Customs Division, Guwahati in presence of members of Purchase Committee and any bidder/member or their authorised representative, if they wish to remain present during tender opening process. If the tender is not opened on the above date due to unforeseen circumstances, the same shall be opened on the next working day.

Offer sent through Telegram, Fax, Telex or E-Mail will not be considered.

Deputy Commissioner, Customs Division, Guwahati reserves the right to accept or reject any or all tenders without assigning any reasons.

sdf

(Annu Darin)
Deputy Commissioner

C.No. I(7)1/Admn/Lift/PRO/CUS/GHY/10 /1782

Dated: 13/04/2018

Copy to the-

1. The Commissioner of Customs (preventive), NER, Shillong for information.
2. ✓ Superintendent (Comp. & Trg.), Customs Hqrs. Office, Shillong with a request to upload the Tender in the Departmental Website.
3. Notice Board, Customs Division, Guwahati.
4. Administrative Officer, Customs Division, Guwahati.

Annu Darin

(Annu Darin)
Deputy Commissioner

Eligibility criteria for AMC of Passenger and Goods Lifts:-

1. The Firm/Company/enterprise (hereinafter called the Company) intending to submit the tender should be a reputed organization in the field of maintenance of passenger as well as goods lift.
2. The Company intending to submit the tender shall be a reputed organization in the field of maintenance of Lifts.
3. The company should have undertaken AMC for at least one Government Department/Public sector Unit (PSU), in any of the previous three years in Guwahati or in Assam and should have provided the support from their local offices at the designated customer sites.
4. The company's contract should not have been terminated before the expiry of the full term, in any of the previous years or current years.
5. The company must have expertise in the field of maintenance of Lifts and its service engineer must be knowledgeable enough to troubleshoot any problem related to Lifts.
6. For termination of aforesaid contract, one month notice will be served by either side. In case of any dispute, the jurisdiction of Guwahati Court will be valid / applicable.

ANNEXURE-II

Conditions governing AMC of Lifts and the scope of works :-

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
2. The maintenance service by the company shall include quarterly preventive service and breakdown maintenance of both the Lifts installed in this Office.
3. Proper functioning of Lifts during the entire period under maintenance should be ensured.
4. The tenderer shall maintain a reasonable supply of frequently used parts and lubricants appropriate to the Lifts to meet specific requirement of both the lifts. The parts shall be good quality branded parts.
5. The tenderer shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by the Vendor and this office shall not be liable to interact with any of the subcontractors or the contractor.
6. The tenderer will have to repair or replace parts in original which are defective within 24 hrs to maintain both the Lifts functional..
7. Routine maintenance shall be made in a month which includes proper functioning of Lift during the entire period under maintenance.
8. Periodical examination should be done of safety devices and governor of the deviators to ensure safety.
9. Proper maintenance of safety devices like examine of ropes, gears, motors, bearing, drives, electrical controllers, PCB's, leaving devices, relays, amplifiers, governors interlocks, hooters, alarm system etc., to be done and to renew all wire ropes and chains(where fitted) as often as required to maintain an adequate factor of safety, to equalize the tension on all hoisting ropes, repair or replace conductor cables and hoistway and machine room elevator wiring.
10. In the event of emergencies the tenderer's representative should be available at the site within a reasonable time limit to attend the service complaints within 2 to 3 hours from the logging of service calls.
11. The party/tenderer will carry out the repairing of the whole unit and parts thereof at their service station or in the Headquarters office.
12. The Assistant Commissioner, Customs Division, Guwahati, may terminate the contract at any time if the services of AMC vendors are not found to be satisfactory.
13. Shut down for maintenance shall be taken with prior approval of the department.
14. The contractor shall not sublet the work or part thereof. However, services of specialized agencies for specific work can be obtained.
15. TDS applicable will be deducted from the payable amount of the Bill.
16. The contractor shall abide with all local/municipal/sate/central laws and regulations.

SPECIAL SCOPE OF WORK

17. The Contractor/Firm shall systematically examine and adjust the following components. Machine, Worm, Gear, Thrust Bearings, Drive Sheave, Drive Sheave Bearings, Brake Contact, Linings & components. Motor, Motor Generator, Motor Windings, Rotating elements, Commutator, Brushes, Brush holders, Bearings, Coils, Resistance for operating & motor circuits, Magnet Frames & other Mechanical Parts, Controller, Selectors, Leveling Devices, Cams, Relays, Solid state components e.g. PCB's, Transducers, Resistors, Condensers, Power Amplifiers, Transformers, Contacts, Leads, Dashpots, Timing Devices, Steel Selector tapes and mechanical and electrical driving equipment. Governor, Governor Sheave, Shaft Assembly, Bearings, Contacts and Governor Jaws. Car and Hall mechanical buttons, car and hall position indicators, hall lanterns, car direction indicators and all other car and landing signal fixtures as installed. Deflector or secondary sheave, Bearings, Car and Counterweight Guides, rails and Buffers, Top and bottom limit switches, Governor Tension Sheave assembly, Compensating Sheave Assembly, car counterweight 7 counterweight guide shoes including rollers or gibes. Interlocks on hoist way door, hoist way door hangers, guides, automatic power operated door operator, car door hanger, car door contact, accessories of safety shoes, load weighting equipment car frame, car safety mechanism and platform. In case of discontinue manufacture of any of the above mentioned items ,the firm will apprise the Department for any modifications.
18. The Contractor/firm will periodically examine safety devices & governor (Progressive Safety Gear, Over speed governor, Buffers, Final Limit switches, other safety devises and switches etc)of the lift to ensure user safety
19. ARD(Automatic Rescue Devise) Systems fitted in the lift has also to be maintained and if require ,undertake repair and periodically examine to ensure safety of the user of the lift.
20. The firm will give priority in its service, repair & manufacturing facilities to restoring the lift to normal service. Any complaint lodged regarding malfunctioning of the lift should be attended within 24 hrs. without fail.
21. The firm will provide emergency minor adjustment Call-Back service at no extra charge will be extended round the clock on all working days as well as on holidays. However, any other repairs or service will be performed during normal working hours on normal working days. In case there is any extra requirement for deputing the staff on special duty due to VVIP function the same will be provided at no extra cost.
22. The Department may provide the machine room with adequate lighting, cooling, moisture control and/or ventilation as may be required in the judgment of firm to assist its men in providing the work set out hereunder and in enhancing the effective operation of the equipment. The user will keep away from any areas enclosing mechanical or electrical equipment, persons other than firm's authorized employees.
The Department will provide the firm unrestricted ready access to all areas of the building in which any parts of the units are located and to keep all machine rooms and pit areas free from water, stored materials and rubbish/debris. If any unit is malfunction or in a dangerous condition, the Department shall Immediately notify the firm and until the firm rectifies the problem and to remove the Unit from service and take all possible precautions to prevent its access or use. The Department agree to display any publicity material relating to safety / use of equipments and warning to passengers in connection with the use of elevators.
23. The decision of the Commissioner, Customs, (Preventive), NER, Shillong shall be final and binding.
24. If employees of the Company are deputed for maintenance jobs during currency for the agreement then the department will not ask to submit any certificate for the staff employed during maintenance contract.

25. The delay due to any cause beyond its reasonable control due to lack of shipping space, embargoes, acts of Government, strikes, lockouts, fire explosion, theft, floods, riots, civil commotion, war, malicious mischief or acts of God is not the responsibility of the firm.
26. **PERIOD OF CONTRACT:** The contract will initially be valid for a period of one year from the date of award and may be extended further period subject to satisfactory performance of the Firm and subject to the approval of the competent authority and mutually agreed terms and conditions. The rates quoted will remain in force for the full period of contract including the extended period. No demand for revision of rate on any account shall be entertained during the contract period. The department reserves the right to terminate the contract by giving notice of one month of duration at any time during the currency of the contract.
27. No additional condition what so ever will be accepted for turnover tax / sales tax on work contract. In case of additional condition for payment of such claims by the contractor the tender may be liable to be summarily rejected by the accepting authority.
28. **PAYMENT TERMS:** Payment will be made on quarterly basis on receipt of valid bills from the contractor and also upon satisfactory performance subject to the availability of the fund. The contractor shall submit bills duly signed by him in duplicate. : Price once fixed will remain valid for the entire period of contract. Price includes all taxes and levies, but excludes GST. GST would be paid as applicable
29. All the material will be under the charge of contractor till it is completed and handed over. No materials will be removed from site without written permission of Engineer in charge.
30. **EXTENSION OF VALIDITY:** In case, if the letter of award of work cannot be placed within the validity \ period of the tender, the department can request all tenderers to extend the validity of their respective tenders by a reasonable period.
31. **DAMAGES TO OFFICE INSTALLATION:**
Any damage to the installation(s)/building during the maintenance period due to the carelessness on the part of maintenance staff shall be the responsibility of firm & shall be replaced/rectified by the firm without any extra cost. Any accident or damage during maintenance/operation will be the responsibility of the agency & the Department will not entertain any claim, compensation, penalty etc. on this account or on account of non observance of any other requirement of law relevant to his work.
32. **COMPENSATION FOR DEFICIENCY IN SERVICE:**
The firm shall maintain the Lifts in such a way to provide uninterrupted Lift operation to the Staff / Passengers. In case of Lift failure for more than a day, the firm can be penalized if this is on account of carelessness / poor response to attend the breakdown timely, on the part of the contractor. The decision of Deputy Commissioner, Customs Division, Guwahati shall be final.

NOTE :- Notwithstanding the compensation clause described above, the department shall take necessary steps for repair etc. of faulty equipment at risk & cost of firm, by way of spot quotations, beyond 7 days of continuing failure, without further notice. The decision of the Commissioner, Customs(Preventive), NER, Shillong shall be final in this regard.



(Annu Darin)
Deputy Commissioner,
Guwahati Customs Division.

MAINTENANCE SCHEDULE - PASSENGER LIFTS

TASKS

Monthly

1. Ensure all units are in working order
2. Checking control accessories
3. Check car & landing buttons
4. Check indication display of car and landing
5. Check safety points
6. Check the leveling
7. Check gear oil level & lubrication of main motor and car door motor bearings
8. Check selection apparatus
9. Check brake drum, brake shoe, brake spring
10. Lubricating pulley, ropes, governor,
11. Check car gate and landing gate shoes
12. Check leakage of oil
13. Check emergency light and hooters
14. Check car telephone and readiness of emergency operations
15. Cleaning of door guide shoe and grooves of sill
16. Cleaning of machine room
17. Check motor current, V3F drive
18. Check guide rails, shoes etc

CHECK FOR

1. Abnormal noise
2. Abnormal heating of any component
3. Vibrations
4. Any Breakage/leakage

TENDER DOCUMENT

The goods required, bidding procedures and contract terms are prescribed in the Bid/Tender Documents. The Tender Documents include:-

- (a) Tender Notice
- (b) General (Commercial) Conditions of the Contract
- (d) Schedule of Requirements
- (e) List of items to be maintained
- (f) Format for Contract(Agreement) form
- (g) Format for Technical Bid
- (h) Format for Financial Bid
- (i) Format for Letter of Authorisation for attending Bid Opening.

The Bidder is expected to go through all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid at the technical bid opening stage.

PART: I
(TECHNICAL / COMMERCIAL BID)

TECHNICAL BID FORM FOR TENDER OF SERVICING, REPAIRS AND MAINTENANCE OF 2 (TWO) NOS LIFTS AT OFFICE
OF THE DEPUTY COMMISSISONER, CUSTOM HOUSE , CHRISTIAN BASTI
GUWAHATI-781005

| | | |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1. | Name of the Firm/Company | |
| 2. | Address of the Firm/Company | |
| 3. | Valid GST/Income Tax Registration with PAN No. | |
| 4. | Name of the Authorised Signatory | |
| 5. | Specimen Signature of the Authorised Signatory | |
| 6. | Telephone No. of the authorized signatory and the Telephone No of the Firm. | |
| 7. | Document in support of experience of comprehensive maintenance contract for maintenance of Lifts(AMC) for more than three years in Central/State Govt./PSUs during the last three years. | |
| 8. | Has your Firm/Company black listed at any time in past by any Organization? Yes/No,If yes please provide details. | |
| 9. | Certificate of Incorporation/ Firm Registration Certificate. | |
| 10. | Documentary Evidence/Certificate of being service provider of Lifts. | |

DECLARATION

I/We hereby certify that information furnished above is true and correct to the best of my/ out knowledge. I/We understand that if any deviation is found in above statement at any state I/We shall be blacklisted and will not have any dealing with the department in future.

I hereby confirm that I am authorized to sign the Tender Document

Sign
Date:
Name:-
Place:
Desgn.:-
Co. Name & Seal

PART: II
(PRICE/FINANCIAL BID)

FORMAT FOR PRICE/FINANCIAL BID

PRICE BID

TECHNICAL BID FORM FOR TENDER OF SERVICING, REPAIRS AND MAINTENANCE OF 2 (TWO) NOS LIFTS AT OFFICE OF THE ASSISTANT COMMISSIONER, CUSTOM HOUSE, CHRISTIAN BASTI GUWAHATI-781005

| Sr.No. | Description | Qty. | Unit Rate | GST | Any other taxes ,if any | Total Amount in INR |
|--------|-------------------------------------------------------------------------|------|-----------|-----|-------------------------|---------------------|
| 1. | Annual Maintenance Contract (AMC) of the Automatic and Manual Elevators | | | | | |
| (A) | | | | | | |
| (B) | | | | | | |

Note- This is only a format for guidance on how to quote the prices. The firm should submit their prices as per the specified format on their own letter head duly authenticated.

Signature & Seal of the bidder