



GOVERNMENT OF INDIA
Zoological Survey of India
Kolkata-700053

REQUEST FOR PROPOSAL
COMPREHENSIVE MAINTENANCE CONTRACT OF ELECTRONICS ITEMS.
IN TWO BID SYSTEM.

Tender Reference Number: NIT/ZSI/HQ/CMC/09/2023-24, Date: 06 Sep 2023.

On behalf of the President of India, Director Zoological Survey of India, New Alipore, Kolkata-53 invites sealed tenders / bids / from interested reputed and experienced OEM / Service Provider / AMC Contractor / Firm / Vendor / Suppliers for Annual Maintenance Contract of Electronics Items for the period of One Year extendable to Three Years. The tender document consists of the following two parts: -

Part-1(A to C) : "TERMS & CONDITIONS" & "TECHNICAL BID" of the Tender.
Part-2(A) : "PRICE BID" of the Tender.

The main details of Tenders are as follows: -

BID REFERENCE No.	: NIT/ZSI/HQ/CMC/09/2023-24
LAST DATE AND TIME FOR SUBMISSION OF BIDS	: 21-09-2023 UPTO 12:00 Noon
DATE AND TIME OF OPENING OF BIDS	: 21-09-2023 UPTO 12:00 Noon
PLACE OF OPENING OF BIDS	: Zoological Survey of India New Alipore, Kolkata - 700053
BID SECURITY (EMD)	: Rs. 10,000.00 (Ten Thousand Rupees Only)

The dates for submission and opening of the tender mentioned above are final. In case some other dates & EMD for these are mentioned elsewhere in the tender document, it shall prevail over them.

This Document Contains - 10 Pages

Please superscribe the Title, Reference number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid. **The Tender, complete in all respects should be submitted up to 12:00 Noon on 21 Sep 2023 which shall be opened on the same day at 12:00 Noon in presence of parties present at the time of opening of Tender.**

For any communication regarding this tender, kindly mention Bid Reference No i.e. NIT/ZSI/HQ/CMC/09/2023-24 on the main envelop of the correspondence

The sealed envelope of the bidders containing Part-1 "Terms & Conditions" and "Technical bid" shall be opened on 21 Sep 2023 at 1200HRS. One representative of each vendor may participate at the time of opening the bids. The Part -2 "Financial Bid" of only those parties who qualify in Part -1 will be opened on a later date. The bidders may depute their representative, duly authorized in writing, to attend the opening of bids on the due date and time. Important technical / commercial clauses quoted by the all the Bidders will read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

Prospective Bidders may download the Tender Documents from websites <http://www.zsi.gov.in> and submit their offers to the Director, Zoological Survey of India, New Alipore, Kolkata-53 along with Demand Drafts for EMD of Rs 10,000.00/Item list (Five Thousand Rupees Only) favouring PAO BSI/ZSI, Kolkata. For any query, Stores Officer of this Department may be contacted. **It will be the responsibility of the bidders to check website <http://www.zsi.gov.in> for any amendment through corrigendum in the tender document. In case of any amendment, bidders will have to incorporate the amendments in their bid accordingly.**

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Head of Office



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PART - 1(A)

**TERMS & CONDITIONS OF REQUEST FOR PROPOSAL
FOR COMPREHENSIVE MAINTENANCE CONTRACT OF ELECTRONICS ITEMS.**

1. **Last date and time for depositing the Bids:** - 1200HRS 11 Jul 2023 the sealed Bids should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder.

2. **Manner of depositing the Bids:** - Sealed Bids should be either dropped in the Tender Box marked as DIRECTOR, ZOOLOGICAL SURVEY OF INDIA or sent by registered post at the address given below so as to reach by the due date and time. Late / Delayed tenders will not be considered. Printed conditions of the vendor submitted with the tender will not be binding on Zoological Survey of India. No responsibility will be taken for postal delay or non-delivery / non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered. Please superscribe the above mentioned Title, Request for Proposal No and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.

**Address: Director, Zoological Survey of India
Prani Vigyan Bhawan, M-Block,
New Alipore, Kolkata-700053**

3. **Time and date for opening of Bids:** - 1200HRS 21 Sep 2023 (If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

4. **Location of the Tender Box:** -
ZOOLOGICAL SURVEY OF INDIA, 1st Floor Room No-106, Prani Vigyan Bhawan, M Block, New Alipore, Kolkata-700053

Only those Bids that are found in the tender box will be opened. Bids dropped in the wrong Tender Box will be rendered invalid.

5. **Place of opening of the Bids:** - Conference Hall or any other place of Zoological survey of India. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

7. **Forwarding of Bids:** - Bids should be forwarded by Bidders under their original memo / letter pad inter alia furnishing details like GST number, etc. and complete postal & e-mail address of their office. Bidders are requested to carefully read the Request for Proposal before forwarding the bids.

8. **Clarification regarding contents of the Tender:** - During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

9. **Modification and Withdrawal of Bids:** - A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior

to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

10. **Clarification regarding contents of the Bids:** - During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

11. **Rejection of Bids:** - Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection of bid. Conditional tenders will be rejected and forfeiture of EMD.

12. **Validity of Bids:** - The Bids should remain valid till 90 days from the last date of submission of the Bids.

13. **Earnest Money Deposit:** - Bidders are required to submit Earnest Money Deposit (EMD) for amount of Rs 10,000/- per List (Rupees Ten Thousands only) along with their bids. The EMD may be submitted in the form of Account Payee Demand Draft in favour of PAO, BSI/ZSI, payable at Kolkata in a separate sealed envelope. No exemption in earnest money shall be given. All tenders submitted without requisite amount of earnest money shall be rejected and their financial bids shall not be opened. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Guarantee from them as called for in the Work Order / contract. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender.

14. Interested parties who fulfill following criteria are only eligible for purchase contract: -

(a) Registered with GST No. Must have registered shop/office/show room.

(b) Experience of supply of AMC Services in Any Government Organization (please attach requisite documents)

(c) The firms/bidders should not have been blacklisted by any Department of Govt. of India. The tendering firms/ bidders shall have to give a notarized affidavit on a stamp paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Department of Govt. of India have not been banned.

15. For further information/clarification in this respect, please contact Head of Office, ZSI during working hours.

16. No increase in rates will be allowed during the Contract Period due to any reason, after opening the bids.

17. In case, GST etc. are reduced or increased subsequently by the Government at the time of placement of the Purchase Order, then the same will be adjusted by either party on production of requisite proof.

18. The prices quoted should be inclusive of all taxes etc and no hidden cost may be given.

19. The Equipment i.e Electronics Items. may be inspected by the bidders on any working day between 11:00AM to 05:00PM before submitting the bids.
20. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Zoological Survey of India regulations.
21. **Performance Guarantee:** EMD of successful bidder will be converted into Performance Guarantee. Performance Guarantee should be valid up to successful delivery of item. No exemption with regard to Performance Guarantee will be given to any firm.
22. **Penalty for use of Undue influence:** The Service Provider / Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Service Provider / Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offence by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the ZSI/ Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.
23. This Request for Proposal will be binding to the successful vendor as contract documents. Work Order will be issued to successful vendor with applicability of all terms & conditions of this Request for Proposal.
24. **Liquidated Damages:** In the event of the firm's failure to provide services mentioned in the Work Order the institute may, at his discretion, withhold any payment until the completion of the contract. The Institute may also deduct from the firm as agreed, liquidated damages to the sum of 0.5% of the Work Order price of the delayed/undelivered stores for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.
25. **Payment Terms & Condition:** The payment to the contractor will be made on half yearly basis (50% of Work Order value of AMC in case of One Year) at the end of each half yearly period against invoice with PAN number, GST No raised by the contractor and based on past performance. The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground during the contract period. TDS will be deducted as per rules.
26. The Lowest Bid will be decided upon the lowest price for each line quoted by technically qualified Bidder. Work Order would be placed to L1 firm(s) who meets all criteria mentioned in the tender.
27. The Director Zoological Survey of India reserves the right to reject any or all quotations without assigning any reason therefore.

- 28. Decision of the Director Zoological Survey of India will be final and binding for all concerned.
- 29. All disputes subject to Kolkata jurisdiction only.

Head of Office

DECLARATION BY THE VENDOR

It is hereby declared that I/We the undersigned, have read and examined all the terms and conditions etc. of the Request for Proposal for which I/We have signed and submitted the bid under proper lawful Power of Attorney. It is also certified that all the terms and conditions of the tender document are fully acceptable to me/us and I/We will abide by the conditions from serial No 1 to 29. This is also certified that I/We/our OEM / Service Provider / Firm have no objection in signing the contract if the opportunity for the services against this tender is given to me/us.

Date:.....

.....
Signature

Address:.....

Name:.....

.....

Designation:.....

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On behalf of:.....

.....

(Company Seal)



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PART - 1(B)

VENDOR EVALUATION FORM
ZOOLOGICAL SURVEY OF INDIA, NEW ALIPORE, KOLKATA

Sl No	Particulars	To be filled in by the Tenderer
1	Name of the Firm/ Service Provider	
2	Full address of Firm along with Telephone no. Fax no. E-mail address :	
3	Are you a OEM or dealer / Service Provider? (please attach relevant document)	
4	The firm must have OEM product support capability. (OEM Authorization Certificate) (please attach relevant document)	
5	Details of EMD (a) Amount (b) Draft No (c) Date (d) Issuing Bank (please attach relevant document)	
6	Annual turnover in last 3 financial years in Lacs. (With 3 years IT Returns) (Please attach documentary proofs) (i) Year 2020-2021 (ii) Year 2021-2022 (iii) Year 2022-2023	
7	GST Registration No with Place (please attach requisite documents)	
8	Income Tax Registration No with place (please attach requisite documents)	
9	Notarized Affidavit of undertaking that the firm has not been blacklisted / debarred by any Department of Govt of India (please attach requisite documents)	
10	Whether the firm accepts the terms and conditions of Request for Proposal (please attach requisite documents)	

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Signature and seal of the bidder:



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PART - 1(C)

SCOPE OF WORKS

1. The following Equipment will be part of scope of works: -

Sl. No.	Name of the Instrument	Quantity	Company
1.	PCR machine: Geneamp PCR system 9700	1	Applied Biosystems (ABI)
2.	PCR machine: Veriti 96 well	1	Applied Biosystems (ABI)
3.	Step One Real Time PCR	1	Applied Biosystems (ABI)
4.	-30oC freezer, 1500 litre	2	Thermo Scientific
5.	4oC refrigerator, 1500 litre	1	Thermo Scientific

(Bidders may inspect the Equipment's before bidding.)

2. The following AMC clause will form part of the contract placed on successful Bidder: -

(a) The Service Provider / Firm would provide comprehensive AMC for a period of 01 year and extendable to 03 years subject to satisfactory performance of the firm. The AMC services would be provided in two distinct ways:

(i) Preventive Maintenance Service: The Service Provider / Firm will provide a minimum of four Preventive Maintenance Service visits during a year to the Zoological Survey of India (ZSI) to carry out functional checkups and minor adjustments/ tuning as may be required. For this they have to inform ZSI one week in advance.

(ii) Breakdown maintenance Service: In case of any breakdown of the equipment/system, on receiving a call from the Zoological Survey of India (ZSI), the Service Provider / Firm is to provide maintenance service to make the equipment/system serviceable.

(b) **Response time:** The response time of the Service Provider / Firm should not exceed 24 hours from the time the breakdown intimation is provided by the Zoological Survey of India (ZSI).

(c) Serviceability of 95 % per year is to be ensured. This amounts to total maximum downtime of 20 days per year. Also unserviceability should not exceed 03 days at one time. Required spares to attain this serviceability may be stored at site by the firm at his own cost. Total down time would be calculated at the end of the year. If downtime exceeds permitted downtime, LD would be applicable for the delayed period.

(d) Maximum repair turnaround time for equipment/system would be 02 days. However, the spares should be maintained in a serviceable condition to avoid complete breakdown of the equipment/system.

(e) **Technical Documentation:** All necessary changes in the documentation (Technical and Operators manual) for changes carried out will be provided.

(f) During the AMC period, the firm shall carry out all necessary servicing/repairs to the equipment/system under AMC at the Zoological Survey of India (ZSI). Prior permission of the authority of the Department would be required in case certain components/sub systems are to be shifted out of location.

(g) Service Provider / Firm has to maintain Log Book of the Equipment. Details of services, if any parts has been changed need to be entered in the Log Book.

(h) The Zoological Survey of India (ZSI) reserves its right to terminate the maintenance contract at any time without assigning any reason after giving a notice of 01 months. The firm will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the firm for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.

3. **Replacement of Parts:** Maintenance of the Equipment are free of cost. Spares required for maintenance will be the part of the AMC and no charges will be paid by this Zoological Survey of India (ZSI).

4. **Working Hours:** The maintenance work shall normally be done during working hours of the Zoological Survey of India (ZSI). However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the firm.

5. Quantities are approximate and it may increase or decrease, so bidders are requested to quote competitive price.

Bidder (s) are requested to inspect the Equipment before submitting the bids.

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Signature and seal of the bidder:



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PART - 2 (A)

ZOOLOGICAL SURVEY OF INDIA, NEW ALIPORE, KOLKATA

PRICE BID FORMAT

(Bidders are requested to offer their price bid in the following format)

Sl No	Description	DOQ	Qty.	Unit Price (in Rs)	Total Cost without Tax	Tax Amount (in Rs)	Total Cost with Tax (in Rs)
1	PCR machine: Geneamp PCR system 9700	No.	1				
2	PCR machine: Veriti 96 well	No.	1				
3	Step One Real Time PCR	No.	1				
4	-30oC freezer, 1500 litre	Nos.	2				
5	4oC refrigerator, 1500 litre	No.	1				
	Net bid price with Tax in Rs						

Bidders are requested to quote the price as per price bid format only.

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Signature and seal of the bidder: