



TENDER DOCUMENT

TENDER FOR THE PURCHASE OF

**Geotechnical Engineering Laboratory – Basic Testing Equipments**

UNDER

TWO BID SYSTEM

NO. 717-16/CVL-10092/Deptt/PS

## **CHECK LIST**

### **DULY FILLED CHECK LIST TO BE ATTACHED WITH THE TECHNICAL BID**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Check Mark</b>
1	Whether EMD attached?	Yes/ No
2	Whether technical specifications of the quoted equipment attached?	Yes/ No
3	Whether catalog of the equipment attached?	Yes/ No
4	In case of authorized agent/distributor whether certificate/ authorization letter for the same issued by the manufacturer attached?	Yes/ No
5	Whether tender document along with all Annexures (B to G) duly signed & stamped by the authorized signatory attached?	Yes/ No
6	Whether affidavit duly attested by the Oath Commissioner/Executive Magistrate regarding non-black listing of supplier attached?	Yes/ No
7	Whether list of Institutes/Organizations where the quoted model of equipment supplied by the tenderer in India is attached?	Yes/ No
8	Whether split rates of each sub units are quoted?	Yes/ No
9	In case of foreign suppliers quoting directly, whether, the name of Indian agent mentioned?	Yes/ No
10	Whether compliance sheet duly filled in, signed & stamped attached?	Yes/ No
11	Whether warranty certificate duly filled in, signed & stamped attached?	Yes/ No
12	Whether AMC certificate duly filled in, signed & stamped attached?	Yes/ No

**List of Annexures**

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### Notice Inviting Quotation

IIT Ropar intends to purchase the following equipments. You are, therefore, requested to send your sealed offer in Two Bid System as per the instructions given below:

Sl. No.	Description	Quantity
1	Basic Testing Equipments for Civil Engineering (Detailed specifications of above items as per Annexure-A)	As per Annexure -A

#### 1. Schedule of EMD :

1	Last Date and Time of receipt of tender :	31.01.2017 up to 03:00 PM.
2	Opening of Technical Bids on :	31.01.2017 at 03:30 PM.
3	Earnest Money Deposit (EMD)	₹14,000.00

#### 2. EMD:

EMD to be submitted in shape of DD/BG/TDR favouring 'The Registrar, IIT Ropar' payable at Ropar alongwith the Technical Bid. Offers without EMD shall not be considered.

#### 3. Two Bid System :

- Technical bid consisting of all technical details alongwith commercial terms and conditions and EMD; and
- Financial bid indicating item-wise price for the items mentioned in the technical bid.

Technical bid and financial bid should be sealed in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed as "Technical Bid for the supply of " Basic Testing Equipments for Civil Engineering" and "Financial Bid for the supply of " Basic Testing Equipments for Civil Engineering" Due on < Last date and time >. Technical bids shall be opened at the first instance and evaluated by technical committee. At the second stage financial bids of the only technically qualified bidders shall be opened for financial evaluation and ranking before awarding the contract. Mixing price bid with technical bid will disqualify your bid for further evaluation.

- The bidders should quote price for all the equipments/components, failing this your bid shall be rejected.

#### 4. Submission of tender:

Offers addressed to the 'Registrar, IIT Ropar' and valid for 90 days should reach the office of 'The Registrar, IIT Ropar, Room No. 104' on or before the last date and time. Tenders received late shall not be considered.

#### 5. Bidding:

- Either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid.
- If an agent submits bid on behalf of a Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.

All offers other than those from the Principal/OEM should be supported by an authority letter from the manufacturer authorizing the supplier to tender on their behalf. In case of manufacturer a certificate or a copy thereof to the effect that the bidder is a manufacturer of the equipment must be accompanied with the technical bid prepared as per 'Annexure – B'.

#### 6. Opening of Bids:

Technical bids will be opened as per the above schedule in the presence of bidders or their authorized representatives whosoever may wish to attend. In case the due date of receipt/opening of the quotation/s (technical/price) is declared a holiday in the Institute, then, the due date of receipt/opening of the quotations shall be the next working day at the same time.

#### 7. Price Bid:

Price bid should be prepared as per 'Annexure – E'.

#### 8. Rates Comparison:

Bidders are requested to send their rates on FOR, IIT Ropar basis in case of indigenous items and on FOB/FCA basis in case of imported items with separately mentioning CIF/CIP charges. Rates comparison will be made on Net Price (Including Freight/ Insurance/Installation/Taxes/Duties etc.) if offers are received both for indigenous and import items. If offers are received only for import items then comparison will be made on FOB/FCA basis. Rates of available foreign currency will be taken from RBI website as on the opening of the technical bids for the purpose of conversion in Indian rupees.

#### 9. Spares:

The spare parts/wear & tear consumables, if any, required for trouble free operation of equipment to be quoted separately giving the full nomenclature, rate, quantity and shelf life of each item. The vendor should certify that the spares will be available for atleast 10 years in future.

#### 10. Indigenous items:

The items which can/are to be provided indigenously may be listed separately.

**11. Parts of Equipments:**

Where the equipment is composed of several subunits/components, the rate should be quoted for each subunit/component. The Institute reserves the right to increase or decrease the number of subunits/components and number of equipment according to its requirements. The rates in ambiguous terms will render the quotation liable to rejection. The words "Not quoting" should be clearly written against any item of equipment for which the tenderer is not quoting.

**12. Payment Terms:**

Payment will be made to the supplier through following modes.

**a). Indigenous goods:**

NEFT/Cheque/Demand Draft : 90% payment will be made within 30 days from the date of receipt of material at IIT Ropar and balance 10% after successful installation of the equipment and on the submission of performance bank guarantee valid for warranty period + 3 months .

**b). Imported goods:**

Letter of credit/Telegraphic Transfer/Sight Draft – 90% payment will be made through LC/TT/SD and balance 10% after successful installation of the equipment and submission of performance bank guarantee for 10% of order value, either by the principal company or by their Indian agent valid for warranty period + 3 months.

Bank charges occurred outside India will be borne by the beneficiary.

**13. Acceptance of Terms & Conditions:**

Bidders must confirm the acceptance of all the terms and conditions of this NIQ. Any non-acceptance or deviations from the terms and conditions must be clearly mentioned. However, tenderers must note carefully that any conditional offer or any deviation from the terms and conditions of this NIQ may render the quotation liable for rejection.

**14. Service Manual/Circuit Diagram**

It is specifically required that the bidders will supply all the operating & service manuals and circuit diagrams alongwith the equipment.

**15. Power Supply:**

The equipment should be quoted only for 220 volts and 50Hz electricity supply. The extra requirement of line voltage, current rating etc. and the optimum climate and environment required for the equipment must be stated precisely. Voltage stabilizers/ isolation transformers/CVT/UPS etc., as may be required shall be listed separately. The full technical specifications and literature in respect of the voltage stabilizer etc., must be furnished.

**16. Guarantee/Warranty and AMC:**

Duly signed and stamped certificate of at least 1 year comprehensive onsite warranty as per Annexure-G should be attached with the technical bid. Successful firm will be required to agree for payment of penalty for exceeding permissible downtime during Guarantee/Warranty period. Annual Maintenance Contract charges for 3 years after the expiry of warranty period should be quoted as per Annexure-H. The rates of AMC will be taken into consideration while making rates comparison.

**17. Country of origin:**

Country of origin of the quoted item should be mentioned in the offer in case of imported item.

**18. Customs Duty or Excise Duty:**

IIT Ropar is exempted from the payment of Customs Duty/Excise Duty. CDEC/EDEC with DSIR certificate will be provided along with the order (If applicable).

**19. Service Facility:**

Bidder should mention about the service set up in India and how capable they are to provide after sales services.

**20. Training:**

If required, should be included in your offer without any extra cost.

**21. Banker's details:**

Name and address of the banker of your company should be mentioned.

**22. Reference of supply:**

Name and contact details of the premier educational Institutes where the quoted equipment has been installed in India should be attached as per Annexure-F. Copies of purchase orders may be attached(If possible). IIT Ropar reserves the right to inspect the equipment for its actual performance in any of the listed Institute.

**23. Liquidated Damages:**

In case the firm fails to execute the supply as per the purchase order in whole or in part as per the terms and conditions of PO, IIT Ropar can impose the penalty @1% per week of the undelivered stores, subject to a maximum of 10%. It will also be open to the institute to procure the required item(s) from any other source at the risk and expense of the firm.

**24. Relocation:**

The supplier has to stand guaranteed for the relocation of supplied equipment once the permanent campus of IIT Ropar gets ready for operation. Transportation of the equipment will be provided by the Institute.

Note: The Director, IIT Ropar reserves the right to accept/reject any or all tenders without assigning any reasons thereof and also to reject the material if the same is not found conforming to the specifications, with further right to affect risk and cost of the purchases.

**Annexure-“A”**

Sl. No.	Detailed Specifications	Quantity
1	<b>Density Bottle with stopper</b> - As per IS 2720 (Part III/ Sec-1) - 1980	6
2	<b>Pycnometer</b> :- As per IS 2386(Part III)-1963 and IS 2720 (Part III) - 1980. A glass vessel with one litre capacity having a metal (brass) conical screw top with a 6-mm diameter hole at its apex. The screw top shall be watertight when it is screwed on to the jar, and, if necessary, a rubber or fibre washer shall be inserted in the joint. If such a washer is used, a mark shall be made on the jar to correspond with a mark on the screw top so that the screw is tightened to the same position every time and the volume contained by the jar is constant throughout the test	6
3	<b>Field Density Kit</b> :- As per IS 2720-29 (1975) <b>Cylindrical Core-Cutter</b> - of seamless steel tube, 130 mm long and 100 mm internal diameter, with a wall thickness of 3 mm, bevelled at one end <b>(1 nos)</b> <b>Steel Dolley</b> – 2.5 cm high and 10 cm internal diameter with a wall thickness of 7.5 mm with a lip to enable it to be fitted on top of the core-cutter <b>(1 nos)</b> <b>Steel Rammer</b> - With solid mild steel foot 140 mm diameter and 75 mm height with a concentrically screwed 25 mm diameter solid mild steel staff. The overall length of the rammer including the foot as well as the staff should be approximately 900 mm. The rammer (foot and staff together) should weigh approximately 9 kg. <b>(1 nos)</b>	2
4	<b>Sand Replacement Apparatus:-</b> <b>Sand Pouring Cylinder</b> - As per IS 2720-28 (1974) for compacted fine- and medium-grained soils for which a small sand pouring cylinder. <b>(1 nos)</b> <b>Cylindrical Calibrating Container</b> - with an internal diameter of 100 mm and an internal depth of 150 mm fitted with a flange approximately 50 mm wide and about 5 mm thick surrounding the open end. <b>(1 nos)</b> <b>Metal Tray with Hole</b> - 300 mm square and 40 mm deep with 100 mm hole in the centre (as per IS 2720-28 1974). <b>(1 nos)</b> <b>Metal Containers</b> -to collect excavated soil. A convenient size is one about 150 mm diameter and 200 mm deep with a removable cover (as per IS 2720-28 1974). <b>(1 nos)</b>	3
5	<b>Cassagrande Liquid Limit Device (Hand operated) with 2 different grooving tool:-</b> <b>Mechanical Liquid Limit Device</b> with counter- It shall conform to IS: 9259-1979. <b>(1 nos)</b> <b>Grooving tool</b> (Type A, Type B) - It shall conform to IS: 9259-1979 <b>(1 nos each)</b> <b>Porcelain evaporating dish</b> - about 12 to 15 cm in diameter. <b>(1 nos)</b> <b>Flat unbreakable Glass/Perpex Plate</b> - 10 mm thick and about 45 cm square. <b>(1 nos)</b>	2
6	<b>Cassagrande Liquid Limit Device (Motorized) with 2 different grooving tool</b> <b>Mechanical Liquid Limit Device (motorised with counter)</b> - It shall conform to IS: 9259-1979 with electrical motor and counter for measuring number of blows. <b>(1 nos)</b> <b>Grooving tool</b> (Type A, Type B) - It shall conform to IS: 9259-1979 <b>(1 nos each)</b> <b>Porcelain evaporating dish</b> <b>(1 nos)</b> <b>Flat Glass/Perpex Plate</b> - 10 mm thick and about 45 cm square. <b>(1 nos)</b>	2
7	<b>Cone penetrometer Automatic</b> <b>Cone penetrometer</b> - It shall conform to IS: 11196-1985*, with automatic functioning <b>(1 nos)</b> <b>Cylindrical cup</b> – steel or brass made. <b>(1 nos)</b>	1
8	<b>Plastic limit apparatus</b> <b>Porcelain Evaporating Dish</b> - about 12 cm in diameter. <b>(1 nos)</b> <b>Flat unbreakable glass/fibre Plate</b> - 10 mm thick and about 45 cm larger. <b>(1 nos)</b> <b>Brass rod</b> - 3mm diameter, 10 cm long. <b>(2 nos)</b> <b>Palette Knives</b> - two, with the blade about 20 cm long and 3 cm wide (for use with flat glass plate for mixing soil and water). <b>(1 nos)</b>	2
9	<b>Shrinkage limit apparatus</b> <b>Evaporating Dish</b> - two, porcelain, about 12 cm in diameter with a pour out and flat bottom, the diameter of flat bottom, being not less than 55 mm or an enamel iron tray with pour out. <b>(1 nos)</b> <b>Shrinkage Dish</b> -circular, porcelain or non-corroding metal dish inert to mercury having a flat bottom and 45 mm in diameter and 15 mm height internally. The internal corner between the bottom and the vertical sides shall be rounded into a smooth concave curve. <b>(1 nos)</b> <b>Straight Edge</b> - steel, about 15 cm in length. <b>(1 nos)</b> <b>Glass Cup</b> - 50 to 55 mm in diameter and 25 mm in height, the top rim of which is ground smooth and level. <b>(1 nos)</b> <b>Glass Plates</b> -- two, each 75 × 75 mm, 3 mm thick. One plate shall be of plain glass and the other shall have three metal prongs inert into mercury. <b>(1 nos)</b>	2

10	<b>Crucibles (Moisture cans)</b> - With lid, more than 50mm diameter, stainless steel made,	10
11	<b>Mercury (250gm)</b>	1
12	<b>Sieve sets (4.75mm to 75micron including PAN and Lid)</b> (4.75mm, 2.36mm, 1.18mm, 600micron, 300 micron, 150 micron, 75micron, PAN and Lid) As per IS: 2720 (Part 4)-1985 and IS: 460 (Part 1)-1985	2
13	<b>Sieve 75 micron</b> :- As per IS: 2720 (Part 4)-1985 and IS: 460 (Part 1)-1985	4
14	<b>Sieve 425 micron</b> :- As per IS: 2720 (Part 4)-1985 and IS: 460 (Part 1)-1985	4
15	<b>Sieve shaker (motorized):</b> Compatible with Sieves	1
16	<b>Spatula:</b> - Steel made, flexible, with the blade about 8 cm long and 2 cm wide.	6
17	<b>1000 ml Hydrometer jar with cork:</b> - A graduated cylinder having 1000 ml capacity made with ground glass or rubber stoppers about 7 cm diameter and 33 cm high marked at 1000 ml volume.	4
18	<b>Hydrometer</b> :- As per IS: 2720 (Part 4) – 1985 and IS: 3104 (Part I) - 1982	4
19	<b>High speed stirrer with Dispersion cup</b> As per IS: 2720 (Part 4) - 1985 a mechanical -stirring device in which a suitable mounted electric motor turns a vertical shaft at a speed of 8 000 to 10000 rev/min when loaded. The shaft shall be equipped with a replaceable stirring paddle of either of the types made of metal, plastic or hard rubber. The shaft shall be of such length that the stirring paddle will operate neither less than 20 mm nor more than 35 mm above the bottom of the dispersion cup. <b>Dispersion cup</b> -A special dispersion cup (brass made) conforming to either of the designs shown in IS: 2720 (Part 4) - 1985 shall be provided to hold-the sample while it is being dispersed.	1
20	<b>Permeability apparatus with mould</b> <b>Set of Stand Pipes</b> - As per IS: 2720 (Part 17) - 1986. Glass stand pipes for falling head (variable head) test arrangement, varying in diameter from 5 to 20 mm, suitably mounted on graduated stand <b>Mould assembly</b> - mould assembly (including drainage base and drainage cap) shall conform to IS: 11209-1985	1
21	<b>Relative Density Apparatus (With moulds, fittings and vibrator)</b> <b>Vibratory Table</b> - deck about 75 × 75 cm, a steel table with a cushioned steel vibrating The vibrator should have a net mass of over 45 kg. The vibrator shall have a frequency of 3600 vibrations per minute, a vibrator amplitude variable between 0.05 and 0.65 mm in steps of 0.05 to 0.25 mm, 0.25 to 0.45 mm and 0.45 to 0.65 mm under a 11-kg load and shall be suitable for use with a 415-V three phase supply. <b>(1 nos)</b> <b>Moulds with Guide Sleeves</b> -cylindrical metal unit mass moulds of 3000 cm <sup>3</sup> and 15000cm <sup>3</sup> capacity conforming to the requirements as given in IS: 10837-1984* <b>(1 nos each)</b> <b>Surcharge Base Plates with Handle</b> - one surcharge base plate 10 mm in thickness for each size mould conforming to requirements given in IS: 10837-1984* <b>Surcharge Masses</b> -- one surcharge mass for each size mould conforming to requirements given in IS: 10837-1984*. <b>(1 nos)</b> <b>Dial Gauge Holder</b> - conforming to requirements given in IS: 10837-1984* <b>(2 nos)</b> <b>Dial Gauge</b> - 50 mm travel with 0.025 mm graduations (see IS: 2092.1962) <b>(2 nos)</b> <b>Calibration Bar</b> -- of metal and 75 × 300 × 5 mm in size.	1
22	<b>Compaction moulds for proctor test</b> <b>Cylindrical Metal Mould</b> - It shall be either of 100 mm diameter and 1000 cm <sup>3</sup> volume or 150 mm diameter, and 2250 cm <sup>3</sup> volume and shall conform to IS: 10074-1982.	6
23	<b>Compaction Hammer (light):</b> -conforming to IS 2720 Part 7: 1980*	3
24	<b>Compaction Hammer (Heavy)</b> :- conforming to IS 2720 Part 7: 1980	3
25	<b>Hot Air Oven</b> – Temperature range 50°C to 250°C. Temperature controller by thermostat. Inner chamber should stainless steel and outer M.S with powder coating, size: 450 × 450 × 450 mm	3
26	<b>Vacuum pump</b> - (Small oil less vacuum pump capable to produce a suction of 60mm mercury. Operating voltage 220 V)	1
27	<b>Desiccators</b> - (Plastic made, 200mm)	4
28	<b>Infrared Moisture meter</b> (Capacity to sense a range of water content from 0 to 100%)	1
29	<b>Electronic weighing Balance</b> (0.01gm sensitivity 200g capacity)	2
30	<b>Electronic weighing Balance</b> (1gm sensitivity 20kg)	3
31	<b>Distil water plant</b> - (Portable, with 4liter/hr distillation capacity)	1
	<b>Terms and Conditions for the purchase of items 1 to 31</b> I. All electrically operated accessories/pumps/motors/control units should be compatible with electricity supplied in India with all necessary safety features II. The quotation must include installation/commissioning, demonstration/training, re-installation to the new IIT Ropar campus and annual maintenance for 3 years. III. All the tenders must comprise of a technical bid and financial bid in separate	

	<p>sealed covers. The technical bid must contain 1) comprehensive literature in English comprising users' manual, specifications, material used, dimensions, details of the supporting structure, operating procedure etc. for each equipment, 2) documents pertaining to satisfactory supply, installation, demonstration/training and performance of the quoted equipments from the authorized authority, preferably concerned faculty in-charge or the head of department of at least 3 CFTI's, preferably IIT's. Name and contact details of the person issuing the certificate must be clearly mentioned on the issued certificate. The financial bid would be opened only if the technical bid satisfies the pre-requisites. Evaluation of the technical bid may also include a presentation by the bidders at IIT Ropar. The financial bid would be opened only if the technical bid satisfies the pre-requisites.</p> <p>IV. The selected vendors shall be asked to supply the equipments within 2 months of the issue of the purchase order from IIT Ropar.</p>	
	<p><b><u>Eligibility Criteria</u></b> The bidders must have supplied similar equipments to at least three Centrally Funded Technical Institutes (CFTIs) – preferably IITs. The quotations must include certificates of satisfactory performance from the authorized authority, preferably concerned faculty in-charge or the head of department.</p>	





**FORMAT FOR MANUFACTURER'S AUTHORISATION CERTIFICATE**

To,  
**The Registrar**  
**Indian Institute of Technology Ropar**  
**Nangal Road, Rupnagar-140001**

**Sub. : Tender for “ \_\_\_\_\_ ”.**

Dear Sir,

We, \_\_\_\_\_, who are established and reputed manufacturers of \_\_\_\_\_, having factory/office at \_\_\_\_\_, hereby authorize M/s \_\_\_\_\_ [name & address of agents/distributors] to bid, negotiate and conclude the order with you for the above goods manufactured by us.

We shall remain responsible for the tender/Agreement negotiated by M/s \_\_\_\_\_, jointly and severally. No company or firm or individual other than M/s \_\_\_\_\_ are authorized to bid, negotiate and conclude the order in regard to this business against this specific tender as for all business in the entire territory of India.

An agency commission of \_\_\_\_% included in the FOB price is payable to M/s \_\_\_\_\_. We hereby extend our full guarantee and warranty as per the terms and conditions of tender for the goods offered for supply against this invitation for bid by the above supplier.

1. \_\_\_\_\_

2. \_\_\_\_\_

\*specify in detail manufacturer's responsibilities+the services to be rendered by M/s \_\_\_\_\_ are as under:

i) \_\_\_\_\_

ii) \_\_\_\_\_

[Specify the services to be rendered by the agent/distributor] In case duties of the agent/distributor are changed or agent/ distributor is changed it shall be obligatory on us to automatically transfer all the duties and obligations to the new Indian Agent failing which we will ipso-facto become liable for all acts of commission or omission on the part of new Indian Agent/ distributor.

Yours faithfully,

[Name & Signature]

For and on behalf of M/s. \_\_\_\_\_ [Name of manufacturer]

Note: This letter of authorization should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer.

**FORMAT FOR NON BLACKLISTING OF SUPPLIER**

I/ We \_\_\_\_\_ Manufacturer/partner/Authorized Distributor/Agent (strike out which is not applicable) of (Supplier) \_\_\_\_\_ do hereby declare and solemnly affirm that the individual/firm/company is not black-listed by the Union/State Government/Autonomous body.

Deponent  
Address \_\_\_\_\_

I/ We hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed.

Deponent  
Dated: \_\_\_\_\_

(Note: To be furnished on non-judicial stamp paper duly attested by the Oath Commissioner.)

**FORMAT FOR THE SUBMISSION OF RATES – PRICE BID**

(To be submitted on the letterhead of the company/firm)

Name of the Equipment \_\_\_\_\_

Name of the Manufacturer \_\_\_\_\_

Make of the Equipment \_\_\_\_\_

Model Number \_\_\_\_\_

County of Origin \_\_\_\_\_

Sl. No.	Particulars	Rate/Unit
1	Cost of the equipment with 1 year warranty (FOB value including Indian Agency Commission)	
2	Air freight, Insurance charges etc. (In case of import item)	
3	Total CIF value up to New Delhi Airport (In case of import item)/ Total FOR IIT Ropar value (In case of indigenous item)	
4	AMC charges for 1st year after expiry of warranty	
5	AMC charges for 2nd year after expiry of warranty	
6	AMC charges for 3rd year after expiry of warranty	
7	Percentage of Indian Agency Commission (IAC) payable to the Indian Agent, if any (In case of import item).	
8	FOR charges in Rupees including clearance, loading & unloading, transportation and insurance from New Delhi Airport to IIT Ropar (In case of import item)	
9	Packing dimension of the equipment	
10	Gross weight of the equipment after packing	

This is certified that the rates quoted above are not more than the rates charged from any other Institute/ Department/Organization.

**Note:**

**1. Taxes and other levies, if any are to be clearly specified in the bid.**



**CERTIFICATE OF WARRANTY**

i). I/We certify that the warranty shall be for a period of 1 year starting from the date of satisfactory installation, commissioning and handing over of the equipment and of the works conducted therewith covered under the supply order in working order. During the warranty period, I/we shall provide free “after sale service” and the replacement of any part(s) of the equipment or rectification of defects of work of the equipment will be free of cost. The replacement of the parts shall be arranged by us, at our own cost and responsibility. We undertake that the above warranty shall begin only from the date of satisfactory and faultless functioning of the equipment for 60 days at IIT Ropar premises. The benefit of change in dates of the warranty period shall be in the interest of the use/your organization.

ii). During the warranty period, we shall provide at least 3 preventive maintenance visits.

iii). Uptime Guarantee: During the warranty period, we will be responsible to maintain the equipment in good working conditions for a period 328 days (i.e. 90% uptime) in a block of 365 days.

a). All complaints will be attended by us within 2 weeks of receipt of the complaint in our office.

b). In case there is delay of more than 2 weeks in attending to a complaint from our side then you can count the number of days in excess of the permissible response time in the downtime. The above said response time of 2 weeks for attending to a complaint by us will not be counted in the downtime.

c). Penalty: We shall pay a penalty equivalent to 0.1 % of the FOB value of the equipment for every week or part thereof delay in rectifying the defect.

Note: The right to accept the reason (s) for delay and consider reduction or waive off the penalty for the same shall be at the sole discretion of Director, IIT Ropar

iv). We certify that the equipment being/quoted is the latest model and that spares for the equipment will be available for a period of at least 10 years and we also guarantee that we will keep the organization informed of any update of the equipment over a period of 10 years.

v). We guarantee that in case we fail to carry out the maintenance within the stipulated period, IIT Ropar reserves the right to get the maintenance work carried out at our risk, cost and responsibility after informing us. All the expenses including excess payment for repairs/maintenance shall be adjusted against the Performance Bank Guarantee. In case the expenses exceed the amount of Performance Bank Guarantee, the same shall be recoverable from us with/without interest in accordance with the circumstances.

vi). We shall try to repair the equipment at IIT Ropar premises itself. However, the equipment will be taken to our site on our own expenses in case it is not possible to repair the same at IIT Ropar. We shall take the entire responsibility for the safe custody and transportation of the equipment taken out for repairs till the equipment is rehabilitated to the IIT Ropar after repair Any loss of equipment or its accessories under its charge on account of theft, fire or any other reasons shall be at our sole risk and responsibility which will be compensated to IIT Ropar for such losses at the FOB/CIF value for the damaged/lost equipment/part, including accessories.

vii). We undertake to perform calibration after every major repair/breakdown/taking the equipment for repair out of IIT Ropar premises.

viii). In case of extended warrantee, we undertake to carry out annual calibration of the equipment.

ix). We guarantee that we will supply spare parts if and when required on agreed basis for an agreed price. The agreed basis could be an agreed discount on the published catalogue price.

x). We guarantee to the effect that before going out of production of spare parts, we will give adequate advance notice to you so that you may undertake to procure the balance of the life time requirements of spare parts.

xi). We guarantee the entire unit against defects of manufacture, workmanship and poor quality of components.

**TERMS AND CONDITIONS OF THE SERVICE CONTRACT**

1. During the service contract period, the firm shall provide at least 3 preventive maintenance visits per year and attended to all emergent and break-down calls.
2. The service contract charges must be quoted separately for each year strictly as under and quoting of rates in ambiguous terms or in percentage terms etc. shall render the tender liable to rejection :
3. Rate for 1st year = \_\_\_\_\_ (Rupees in words).  
Rate for 2nd year = \_\_\_\_\_ (Rupees in words).  
Rate for 3rd year = \_\_\_\_\_ (Rupees in words).
4. The service contract charges should be quoted only for services and travel cost etc. and should not include the cost of any replacement parts/components which shall be arranged by the IIT ROPAR at its own cost.
5. In each block of 365 days during the entire service contract period the firm will be responsible to maintain the equipment in good working condition for a period 328 days (i.e 90% uptime). The time taken by the IIT ROPAR in providing to the firm the spare parts shall not count towards the down time. All the complaints will be attended by the firm within 2 working days of the dispatch of the complaint to their office. In case there is delay of more than 2 working days in attending to a complaint then the number of days in excess of the permissible response time shall be counted in the downtime. In case total downtime exceeds the permissible downtime a fine equivalent to double the service contract charges shall be recovered from the firm on per day basis.
6. The right to accept the reason(s) for delay and consider reduction or waive off the penalty for the same shall be at the sole discretion of Registrar, IIT Ropar.
7. We undertake to carry out annual calibration of the equipment.
8. We undertake to perform calibration after every major repair/breakdown/taking the equipment for repair out of IIT Ropar premises.
9. The replaced parts shall remain the property of the IIT Ropar.
10. The firm shall try to repair the equipment at IIT Ropar itself. However, the equipment may be taken to their site, on their own expenses if in case it is not possible to repair the same at IIT Ropar. The firm shall take the entire responsibility for the safe custody and transportation of the equipment taken out for repairs till this is handed over the purchaser after repair. Any loss of equipment or its accessories on account of theft, fire or any such reasons shall be the sole risk and responsibility of the firm who will compensate the IIT Ropar for such losses at FOB value of the damaged/lost equipment/part including accessories.
11. During the service contract period the parts/components that may be needing replacement shall made available by the IIT Ropar at their own expenses and all import formalities, payment of customs duty etc., shall be complied with/borne by the IIT Ropar.
- 12. All service contract charges will be invoiced twice in each year. The payment of the invoice will be made afterwards.**
13. No price revisions will be accepted by the IIT Ropar during the entire tenure of the service contract agreement.