



## INDIAN INSTITUTE OF MANAGEMENT LUCKNOW

Prabandh Nagar, IIM Road, Lucknow – 226013

### REQUEST FOR QUOTATIONS (RFQ) FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF PHYSICAL FITNESS EQUIPMENT

RFQ No. IIML/PUR/ESTATE/18/2020-21	Date:16/09/2020
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Bids are invited under two bid system (Technical Bid and Financial Bid) from reputed, experienced agencies for the for Comprehensive Annual Maintenance Contract (CAMC) of physical fitness equipment installed at Gymnasium, IIM Lucknow.

#### BID INFORMATION:

Document Description	RFQ for Comprehensive Annual Maintenance Contract (CAMC) of physical fitness equipment installed at Gymnasium, IIM Lucknow
EMD	Rs.20,000/- (Rupees Twenty Thousand only) The bidders registered with NSIC / MSME are exempted from submission of EMD subject to submission of valid NSIC/MSME certificate
Last date & Time of Submission of Response to RFQ Document	08/10/2020, 11: 00 AM
Pre-bid meeting	Date & time: 25/09/2020 at 11:00 AM Venue: Meeting Room (1st Floor), Samadhan Building, IIM Lucknow, Prabandh Nagar, IIM Road, Lucknow – 226013 or through Video Conferencing as per decision of the authority. (Queries, if any, shall be sent to <a href="mailto:PURCHASE@IIMLAC.IN">PURCHASE@IIMLAC.IN</a> 24 hours prior to the pre-bid meeting. No queries will be entertained after pre-bid meeting)
Bid Opening (Venue, Date & Time)	Meeting Room (1 <sup>st</sup> Floor), Samadhan Building, IIM Lucknow, Prabandh Nagar, IIM Road, Lucknow - 226013 Date:12/10/2020 Time: 03:00 PM
Bid Validity	120 days from the date of opening of bids.
Name, Designation, Address and other details (For Submission of Response to RFQ Document)	Chief Administrative Officer Indian Institute of Management, Prabandh Nagar, IIM Road , <b>Lucknow -226013 ,</b> <b>Phone :0522 -6696917/6929</b>

**REQUEST FOR QUOTATIONS (RFQ) FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT  
(CAMC) OF PHYSICAL FITNESS EQUIPMENT**

**1. SCOPE OF WORK**

- 1.1 The Institute is looking for contractors to provide onsite (i) high quality preventive maintenance, (ii) repairing services using trained manpower and (iii) supply of best quality genuine/compatible parts and material at cost-effective rates.
- 1.2 The Institute is inviting quotations for Comprehensive Onsite Maintenance Contract (with spares). List of equipment's is provide in Annexure-IV for maintenance purpose.
- 1.3 The Comprehensive Onsite Maintenance Contract will include monthly preventive maintenance services, need-based repairing services (WITH SPARES), routine check-up of fitness equipment. Minimum 02 visit per month will be mandatory.
- 1.4 The period of CAMC will be initially one, which may extended for another 2 years (on yearly basis) depending on the satisfactory performance of the contractor and mutual consent of the both the parties.

**2. ELIGIBILITY CRITERIA**

- 2.1 The intending bidder should have minimum 3 years' (as on last date for submission of RFQ) experience of similar nature of work (Enclosed work order/ agreement during last 3 years - for one such contract costing not less than 250,000/- or 2 such contract costing not less than Rs.1,87,500/- each or 3 such contracts not costing less than Rs.125000/- each). IIM Lucknow reserves the right to obtain feedback from bidder's clients.
- 2.2 The bidder should have average annual turnover of Rs. 5.00 lakh during the last three financial years for similar services (Enclosed CA Certificate or Profit & Loss Account and Balance Sheet duly audited by the Chartered Accountant).
- 2.3 Should possess necessary statutory licenses for their existing businesses (Enclose GST Registration Certificate).
- 2.4 The Bidder should enclosed EMD or valid NSIC / MSME for similar services, without which the bid will be cancelled.
- 2.5 Acceptance of the tender document i.e. Annexure-I shall be submitted stamp and signed

**3. GENERAL TERMS AND CONDITIONS**

- 3.1 EMD of Rs.20,000/- in favour of "Indian Institute of Management Lucknow" should be sent along with technical bid on aforesaid address. Bids without the prescribed EMD will not be considered. However, the bidders registered with NSIC / MSME

are exempted from submission of EMD subject to submission of valid NSIC/MSME certificate. The EMD will be returned to unsuccessful bidders on finalization of the contract. The EMD of Successful bidder will be returned on the deposit of performance of security.

- 3.2 The Technical Bid (annexure-II) and the Financial Bid (annexure-III) should be put in separate sealed envelopes clearly marked 'Technical Bid' and Financial Bid' respectively. Both the envelopes should be put in a single envelope mentioning the RFQ title (on all three envelopes). The single envelope have to be sent by speed post /courier only to the office of Chief Administrative Officer, INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW, PRABANDH NAGAR, IIM ROAD, LUCKNOW - 226013. Failure in submitting the technical bid and financial bid in two separate sealed envelopments will not be considered
- 3.3 IIM Lucknow accepts no responsibility for any loss/delay/non-receipt of offers not submitted in person within the stipulated time. Offers received late/incomplete are liable for rejection.
- 3.4 The technical bid will be opened on date & time specified in page-1 of this document. The bidders/ their representatives may attend the opening of the bid opening.
- 3.5 The financial bids of only those Bidders whose technical bids are recommended by competent committee / authority will be opened at a later date. The date & time of opening the financial bid will be intimated to the technically-qualified Bidders in advance.
- 3.6 The offer of the Bidder shall be valid for 120 days from the last date of submission of RFQ/revised offer (if any). No Bidder will be allowed to withdraw his bid after submission and during the bid validity period . In case the Bidder does not honour his/her bid, the EMD submitted by the bidder would stand forfeited.
- 3.7 In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competency of contractors to provide high quality maintenance services using trained / qualified manpower and best quality parts and material at cost-effective rates.
- 3.8 IIM Lucknow reserves the right to accept/reject any bid in part or full, without assigning any reason whatsoever.
- 3.9 If the last date of receiving/opening of the bids coincides with a holiday, then the next working day shall be the receiving/opening date.
- 3.10 Before submission of the bid, the bidder should inspect the physical fitness equipment installed at the Institute to familiarize himself/herself with the various elements of services that are required to be rendered and to understand the quality levels of service that are required to be rendered. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the Institute and is aware of the operational conditions prior to submission of bid.

- 3.11 In the event of breach of any terms and/or conditions of the contract, Indian Institute of Management Lucknow reserves the right to annul the contract and have the work completed alternatively at the contractor's risk and expenses without any further notice to him. The contractor will have no claim for compensation for any loss, which he suffers in case of default of the contracted terms. In case of any default by the contractor, his security deposit will be forfeited.
- 3.12 In case of any dispute, the decision of Indian Institute of Management Lucknow will be final and binding on both the parties. Further dispute, if any, will be settled in the court of law at Lucknow.
- 3.13 The Bidder should sign and stamp with official seal on each page of the FRQ document.
- 3.14 Bids which are late/vague/conditional/incomplete/not conforming to the laid down procedure in any respect will be rejected.
- 3.15 Bids submitted through telex / fax / telegram / e-mail will not be accepted.
- 3.16 Even after approval, if information/facts submitted by a Bidder are found misleading/incorrect/false etc, IIM Lucknow reserves the right to disapprove an item / items for the current / future contract or may impose penalties as deemed fit. Non-compliance of any of the terms of RFQ and future instructions by IIM Lucknow will also warrant above penalties.
- 3.17 The rate quoted should be inclusive of onsite (at the premises of IIM Lucknow) repairing and maintenance, all statutory levies, taxes and charges.
- 3.18 The successful Bidder will have to submit Bank Guarantee / Demand Draft drawn in favour of Indian Institute of Management Lucknow at the rate of 10% of the total value of contract towards performance Security deposit within 15 days from award of contract. In case of Bank Guarantee, the same shall be valid for a period of 38 months. This security deposit will be released/returned after 60 days of the successful completion of the contract after making deduction towards any fault of the contractor for which deduction was not made from the invoice raised during the contract period.
- 3.19 In case of differences arising in the terms and conditions of the RFQ documents with the firm(s), the decision of IIM Lucknow shall prevail.
- 3.20 The successful Bidder who has been awarded the contract will be required to execute an agreement on a non-judicial stamp paper of Rs.100/- (cost of stamp paper to be borne by the successful bidder) within 30 days from the date of award of the contract for CAMC of Physical Fitness Equipment.
- 3.21 IIM Lucknow reserves the right to modify/change/delete/add any further terms and conditions prior to actual signing of the agreement.

3.22 The rates should be mentioned in figures as well as in words. (Erasing / overwriting should be avoided/duly attested by the Bidder.) Taxes, however, should be indicated separately. In case, nothing is mentioned, it will be assumed that all taxes are included in the rates quoted

3.23 **Disclaimer Clause** : IIM Lucknow has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set in the RFP and the bidder has no claims against such right. The Institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever.

3.24 **Termination clause:** Either party hereto may terminate the Agreement without cause at any time, upon at least thirty (30) days written notice. If the contract is terminated due to poor performance or non-performance, the security money would be forfeited. If any loss of property occurs due to negligence of the party, the amount of such loss (as decided by the Institute) would be deducted from the running bill or security deposit.

3.25 **Force Majeure Clause:**

Force majeure is hereby defined as any cause which is beyond the control of the contracted bidder or IIML as the case may, which they could not foresee with a reasonable amount of diligence and which could substantially affect the performance of the contract, such as natural phenomena (including but not limited to floods, droughts, earthquakes, epidemics, etc.), acts / directions of any Government (including but not limited to war, declared or undeclared, priorities quarantines, embargos, etc.); provided that either party shall within 15 days from the occurrence of such a cause notify the other party in writing of such causes. Bidder to note that rains, droughts and monsoons are not part of force majeure and bidder is required to provide all its facility as per the stipulated minimum requirements.

The bidder or IIML shall not be liable for delays in performing their obligations resulting from any force majeure cause as referred to the defined above. Hence during the period of force majeure, as indicated and covered above, during which the services are not provided by the contracted bidder or not availed by IIML, both parties will not be liable for their obligations under the contract. Thus, the Force Majeure will free both parties from contractual obligations / liability when prevented by such events from fulfilling obligations, as the same will be suspended for the period of Force Majeure. However, if the performance in whole or part or any obligation under this contract is prevented or delayed for period exceeding 120 days, either party may at its option terminate the contract without any financial repercussions on either party by giving at least 15 days' notice.

3.26 **Arbitration and Dispute Resolution:** Any dispute and/or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director of the Institute.

The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation

Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Lucknow, Uttar Pradesh only.

3.27 **Jurisdiction of Court:** The courts at Lucknow, Uttar Pradesh shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

**4. SPECIAL TERMS AND CONDITIONS**

4.1 Comprehensive Annual Maintenance Contract for the physical fitness equipment would be comprehensive (with spares parts) onsite for a period of one year, extendable for another 2 years (on yearly basis) subject to satisfactory performance of the bidder and on mutual consent. The comprehensive onsite contract will include repairing, preventive maintenance of equipment on monthly basis (twice in 30 days) including cleaning, routine check-up of fitness equipment, replacement of replace defective parts etc. It also includes onsite need based Fitness Equipment repairing. In such cases the complaints shall be attended preferably on the same day or maximum within 3 working days. There will be no extra payment for attending need-based repairing.

4.2 Each visit shall be recorded / entered in the register and a report be submitted by an authorized personnel of the firm to the authorized personnel of Indian Institute of Management Lucknow (jointly signed). Copy of this report shall be submitted with the invoice.

4.3 The equipment are normally required to be repaired in the IIM Lucknow premises only. In exceptional cases when the equipment cannot be repaired in the premises and required to be taken out of campus, it shall be done with the prior permission of Officer In-charge (Estate), Indian Institute of Management Lucknow. The Institute will not make any payment towards the expenses for the to and fro transportation of the equipment. It will be borne by the Bidder.

4.4 In case replacement of any part is required, the part shall be only be replaced by the contractor at his cost with genuine & compatible spare parts.

4.5 Payment will be released on quarterly basis i.e. 25% of the total CAMC charges after review of the satisfactory work done in every three months, on production of invoice by the firm and satisfactory report by the user department (Estate). The invoice shall also be supported jointly signed report, to be prepared on each visit for preventative

4.6 **Penalty:**

Sr No.	Nature of Errors / Discrepancies	Minimum penalty amount Rs. (Maximum to be decided by the Institute in view of the nature of error(s)).
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01	For not attending the minimum visit no. i.e.2 visits per month	Deduction would be made as per Less visit Example: If bidder does not attend one visit in a month, only half of monthly AMC charges would be payable. If bidder miss both visits, no AMC would be payable until or unless terms & conditions permits to do so.
02	For not attending complaint of any equipment(s) within 3 working days of the complaint	Rs. 100/- per day (after 3 working days of the complaint) till rectification and no AMC would be payable for that period of time for that particular equipment.
03	In case the bidder does maintain a particular equipment on account of non-availability of spare-parts or any other valid reasons.	No AMC for that particular equipment will be paid from the date from which the equipment is unusable. Additionally a penalty equivalent to 10% of the AMC (quoted by the bidder and on pro-rata basis) for that equipment will be charged.
04	Breach of any of the conditions of the contract	The amount of penalty will be decided by the Competent Authority, IIM Lucknow. This will be in addition to the above penalties.

- 4.7 The penalty will be deducted from contractor's pending bills or through forfeiture of performance guarantee. The decision of the Institute regarding penalty will be final and binding in deciding the nature of the default.
- 4.8 The services which are felt essential for the effective functioning of the Gym-equipment shall also be rendered by the contractor during the period of this C-AMC.
- 4.9 During the period of CAMC, if IIM Lucknow disposes any of the Gym equipment(s) covered under this CAMC, the C-AMC amount will be reduced proportionately the that particular equipment.

To  
The Chief Administrative Officer  
Indian Institute of Management Lucknow  
Prabandh Nagar, IIM Road,  
Lucknow.

Dear Sir,

Sub :- Tender for Comprehensive Annual Maintenance Contract (CAMC) of Physical Fitness Equipment

With reference to the above, I/We am/are offering our competitive prices for providing annual maintenance services of Physical Fitness Equipment.

I / We hereby reconfirm and declare that I / We have carefully read and understood the tender document including instructions, terms & conditions and all the contents stated therein.

I / We also confirm that the rates quoted by me / us are inclusive of onsite service/repairing charges, defective parts replacements (if required), all taxes, duties etc., applicable as on date.

I/We also confirm that the equipment installed in IIM Lucknow have been inspected by us and I/We possess trained manpower, material and parts to repair and maintain such physical fitness equipment.

I/We hereby certify that our firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

Earnest Money Deposit of Rs. 20,000/- in the form of Demand Draft / Pay Order, is enclosed herewith.

I/We also certify that the above information is true and correct in every respect and in any case, at a later date, it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm be blacklisted.

Thanking you,  
Yours faithfully,

(Signature & Seal of the Bidder)

Encl:

1) EMD vide Demand Draft.

<b>ANNEXURE — II — TECHNICAL BID</b>			
<b>PROFILE OF ORGANISATION</b>			
S.No.	Particulars		Page(s) No.
1	Name of the Firm		NA
2	a) Address for correspondence		NA
	b) Name of the contact person		NA
	c) Email Id & Contact number		
3	Year of Establishment/incorporation (Certificate to be attached)		
4	Income Tax PAN/TAN (attach copy of PAN card)		
5	GSTIN No (Copy of relevant documents to be attached).		
6	Experience of similar nature of work (minimum 2 years)	YES/NO Enclosed work order/ agreement	
8	Work order for the any one of the following shall also be attached		
	(a) One such contract costing not less than 250,000/-	Yes / No (If yes mention page number)	
	(b) Two such contract costing not less than Rs.187,500/- each	Yes / No (If yes mention page number)	
	(c) Three such contracts not costing less than Rs.125000/- each)	Yes/ No (If yes mention page number)	
9	Annual Turnover in last 3 years (Attach audited Balance sheet or CA Certificate)		
	2016-17	Rs.....	
	2017-18	Rs.....	
	2018-19	Rs.....	

(Signature & Seal of the Bidder)

## ANNEXURE — III — FINANCIAL BID

**FINANCIAL BID**

<b>S1. No.</b>	<b>Description</b>	<b>Model</b>	<b>Qty</b>	<b>Offered rate (Rs)</b>	<b>Total Amount</b>
1	Tread Mill	T-8000 Pro	04 nos.		
2	Tread Mill	T 50X	01 no.		
3	Tread Mill	Adventure-2	01 no.		
4	Recumbent Bike	R1X	01 no.		
5	Electronic Cycle (Upright Bike)	C8000	02 nos.		
6	Class Cycle	P8000	01 no.		
7	Cable Cross over machine		01 no.		
8	Pulley Machine		01 no.		
	<b>Grand Total:</b>				

Total Amount (in Figures):

Note:

- (i) Items to be covered under Comprehensive Annual Maintenance contract will be as per Annexure-IV
- (ii) GST will be extra as applicable.

Name and signature of the Bidder

With company seal

## LIST OF MACHINES

Sl. No.	Description	Model	Company	Qty.
1	Tread Mill	T-8000 Pro	Johnson	04 nos.
2	Tread Mill	T 50X	Matrix	01 no.
3	Tread Mill		Harizon	01 no.
4	Recumbent Bike	R1X	Matrix	01 no.
5	Electronic Cycle (Upright Bike)	C8000	Johnson	02 nos.
6	Class Cycle	P8000	Johnson	01 no.
7	Cable Cross over machine		Body Charger	01 no.
8	Pulley Machine		Magnum	

## List of Items (Machine Wise) to be covered under Comprehensive Annual Maintenance Contract:

<i>Tread Mill</i>			
	Model Tread Mill - T8000PRO		Model - MXT50X
1	DRIVE MOTOR	1	DRIVE MOTOR
2	CARBON BRUSH	2	CARBON BRUSH
3	SENSOR DRIVE MOTOR	3	SENSOR DRIVE MOTOR
4	ROLLER SENSOR	4	ROLLER SENSOR
5	MOTOR CONTROL BOARD	5	MOTOR CONTROL BOARD
6	ELEVATION MOTOR	6	ELEVATION MOTOR
7	CONSOLE CONTROL BOARD	7	CONSOLE CONTROL BOARD
8	CANSOLE CABLE	8	CANSOLE CABLE
9	M-KEYPAD	9	M-KEYPAD
10	ROLLER FRONT	10	ROLLER FRONT
11	ROLLER BACK	11	ROLLER BACK
12	MOTOR BEARING	12	BEARING MOTOR
13	BEARING ROLLER FRONT	13	BEARING ROLLER FRONT
14	BEARING ROLLER BACK	14	BEARING ROLLER BACK
15	BEARING IDEALER	15	BEARING IDEALER
16	IDEALER SET	16	IDEALER SET
17	RUNNING DECK	17	RUNNING DECK
18	RUNNING BELT	18	RUNNING BELT
19	INDICATIVE STICKER AND OVERLAY	19	INDICATIVE STICKER AND OVERLAY
20	RUBBER AND PLASTIC PARTS	20	RUBBER AND PLASTIC PARTS
21	DECK BUSH	21	DECK BUSH
22	BODY PARTS	22	BODY PARTS

	<b><i>TREAD MILL</i></b>
	Model : Adventure 2
1	DRIVE MOTOR
2	CARBON BRUSH
3	SENSOR DRIVE MOTOR
4	ROLLER SENSOR
5	MOTOR CONTROL BOARD
6	ELEVATION MOTOR
7	CONSOLE CONTROL BOARD
8	CANSOLE CABLE
9	M-KEYPAD
10	ROLLER FRONT
11	ROLLER BACK
12	BEARING MOTOR
13	BEARING ROLLER FRONT
14	BEARING ROLLER BACK
15	BEARING IDEALER
16	IDEALER SET
17	RUNNING DECK
18	RUNNING BELT
19	INDICATIVE STICKER AND OVERLAY
20	RUBBER AND PLASTIC PARTS
21	DECK BUSH
22	BODY PARTS

***Recumbent Bike***

Model : MXR1X

- 1 CONSOLE CONTROL BOARD
- 2 LOWER CONTROL BOARD
- 3 DRIVE AXEL SET
- 4 MAGNETIC FLY WHEEL
- 5 SEAT ADJUSTMENT ROLLER
  
- 6 CRANK RHS
- 7 CRANK LHS
- 8 DYNAMO
- 9 PEDAL SET
- 10 HAND PULSE GRIP
- 11 M-KEYPAD
- 12 TENSION MOTOR
- 13 CABLE TENSION MOTOR
- 14 SEAT SLIDING ROD
- 15 PEDAL STRAP SET
- 16 POLY V BELT
- 17 INDICATIVE OVERLAY AND STICKER
- 18 RUBBER AND PLASTIC PARTS
- 19 HANDLE GRIPS
- 20 SEAT PAD SET
- 21 BODY PARTS

***Electronic Cycle (Upright Bike)***

Model: C8000

- 1 CONSOLE CONTROL BOARD
- 2 PEDAL STRAP SET
- 3 LOWER CONTROL BOARD
- 4 POLY V BELT
- 5 DRIVE AXEL SET  
INDICATIVE OVERLAY AND  
6 STICKER
- 7 MAGNETIC FLY WHEEL
- 8 RUBBER AND PLASTIC PARTS
- 9 DYNAMO
- 10 HANDLE GRIPS
- 11 CRANK RHS
- 12 SEAT PAD SET
- 13 CRANK LHS
- 14 BODY PARTS
- 15 PEDAL SET
- 16 HAND PULSE GRIP
- 17 M-KEYPAD
- 18 TENSION MOTOR
- 19 CABLE TENSION MOTOR
- 20 SEAT SLIDING ROD

***Class Cycle***

Model : P8000

- 1 CONSOLE CONTROL BOARD
- 2 LOWER CONTROL BOARD
- 3 DRIVE AXEL SET
- 4 M-KEYPAD
- 5 BREAK SHOE LEVELER
- 6 CRANK RHS
- 7 CRANK LHS
- 8 HAND PULSE GRIP
- 9 PEDAL STRAP SET
- 10 CHAIN
- 11 INDICATIVE OVERLAY AND STICKER
- 12 RUBBER AND PLASTIC PARTS
- 13 HANDLE GRIPS
- 14 SEAT PAD SET
- 15 BODY PARTS
- 16 BREAK SHOE