



भारतीय प्रबंध संस्थान, लखनऊ
INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW
PRABANDH NAGAR, IIM ROAD, LUCKNOW -226013 (U.P.), INDIA

Notice Inviting Tender for Annual Maintenance Contract (AMC) of Physical Fitness Equipment

Tender No. IIML/PUR/AMC/GYM/36/2018-19 Dated 01/02/2019 for AMC of Physical Fitness Equipment

E-Tenders are invited under two bid system (Technical Bid and Financial Bid) from reputed, experienced parties for the following work:

Name of the Work	Annual Maintenance Contract (AMC) of Physical Fitness Equipment at IIM Lucknow Campus
Tender No.	IIML/PUR/AMC/GYM/36/2018-19 Dated 01/02/2019
Tender Submission Cost	Rs. 500/- (Rupees Five Hundred Only) (Non Refundable Amount) by demand draft in favour of Indian Institute of Management Lucknow payable at Lucknow
EMD	Rs. 10,000/- (Rupees Ten Thousand Only) by demand draft in favour of Indian Institute of Management Lucknow payable at Lucknow
Contract Period (Total 03 years)	The contract shall be valid initially for one year which may be extended for further two years (01 + 01) on mutual consent, satisfactory performance and on same terms and conditions. Institute reserves the right to curtail or to extend the validity of contract on such rates, terms and conditions for such period as may be agreed to, but not beyond further two years.
Issue of Tender	The Tender document can be downloaded from the central procurement portal – www.eprocure.gov.in and NIT will also be available at Institute website — www.iiml.ac.in Please keep visiting our websites for any corrigendum / amendments and submit the bid documents accordingly.
Submission / Receipt of Tender	Uploaded on eprocure portal up to 15:00 hrs. on 25/02/2018 and demand drafts of Tender fee and EMD should reach in the office of Officer on Special Duty, INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW PRABANDH NAGAR, IIM ROAD, LUCKNOW -226013 on or before last date.
Pre-Bid Meeting and Inspection of Fitness Equipment by the bidders	At 1100 hrs on 13/02/2019 for clarifications of queries, if any, at above mentioned address.
Opening of Tender (Technical Bid)	Technical Bid - The technical tender documents shall be opened on the 28/02/2019 at 15:30 hrs. (Authorized representatives of the bidders may attend the opening). Part — B — Financial Bid – Will be intimated later.
Contact Person (for any clarification during the tendering process)	<u>Estate (Office) / Purchase & Stores</u> <u>INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW</u> <u>PRABANDH NAGAR, IIM ROAD, LUCKNOW -226013</u> <u>Tel: 0522-6696917/6926</u>
Proposed Date to Commence the AMC	01 st April 2019.

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 AMC Comprehensive Onsite Maintenance Contract (with spares). List of equipment's are provided 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.
- 1.4 The period of AMC will be for one to three years depending on the satisfactory performance of the contractor.

2. General Terms and Conditions

- 2.1 Demand drafts for Rs. 500/- (non-refundable) as tender fee and EMD of Rs.10,000/- in favour of "Indian Institute of Management Lucknow" should be sent on aforesaid address. Application without the prescribed fee will not be considered.
- 2.2 Tenders/Offeres have to be uploaded on eprocure portal and demand drafts of Tender fee and Earnest Money Deposit have to be sent by speed post /courier only to the office of Officer on Special Duty, INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW, PRABANDH NAGAR, IIM ROAD, LUCKNOW -226013
- 2.3 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.
- 2.4 The technical bid will be opened at 1100 hrs. on 28/02/2019 in the presence of the representatives of the Tenderers who are present.
- 2.5 The financial bids of only those Tenderers 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 eligible Tenderers in advance.
- 2.6 The offer of the Tenderer shall be valid for three months from the last date of submission of Tender/revised offer (if any). No Tenderer will be allowed to withdraw his tender after submission and during the bid validity period (three months). In case the tenderer does not honour his/her bid, the EMD submitted by the tendering firm would stand forfeited.
- 2.7 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.
- 2.8 IIM Lucknow reserves the right to accept/reject any Tender in part or full, without assigning any reason whatsoever.
- 2.9 If the last date of receiving/opening of the Tenders coincides with a holiday, then the next working day shall be the receiving/opening date.
- 2.10 Before filling the tender document, 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 the tender documents.
- 2.11 Tenderers are requested to upload their bids in two parts namely (a) technical bid and (b) financial bid.

- 2.12 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.
- 2.13 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.
- 2.14 The tenderer should sign and stamp with official seal on each page of the tender.
- 2.15 Bids which are late/vague/conditional/incomplete/not conforming to the laid down procedure in any respect will be rejected.
- 2.16 Tenders sent by telex/fax/telegram & e-mail will not be accepted.
- 2.17 The tender documents are neither transferable nor the cost of tender document is refundable under any circumstances.
- 2.18 Even after approval, if information/facts submitted by a tenderer 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 tender and future instructions by IIM Lucknow will also warrant above penalties.
- 2.19 The rate quoted should be inclusive of onsite repairing and maintenance, all statutory levies, taxes and charges at the premises of IIM Lucknow.
- 2.20 The successful tenderer will have to deposit the performance guarantee in the form of Bank Guarantee/Demand Draft drawn in favour of Indian Institute of Management Lucknow at the rate of 10% of the total value of contract at the time of execution of contract, and the same will remain with the Institute for 45 days beyond contract period for which no interest will be paid by IIM Lucknow.
- 2.21 In case of differences arising in the terms and conditions of the tender documents with the firm(s), the decision of IIM Lucknow shall prevail.
- 2.22 The successful tenderer who has been awarded the contract is required to make an agreement within 30 days from the date of award of this contract for C-AMC of Physical Fitness Equipment. The rates of successful tenderers will be valid for 24 months from the date of execution of this contract and no increase on any account will be considered.
- 2.23 IIM Lucknow reserves the right to modify/change/delete/add any further terms and conditions prior to actual signing of the agreement.
- 2.24 The English version of this tender shall only prevail in the matters of interpretation of any terms and conditions.
- 2.25 NSIC / MSME registered Firms will be exempted to furnish Tender Fee/ Earnest Money Deposit.

3. Eligibility Criteria

- 3.1 The intending bidder should have minimum two years as the last date and having annual minimum turnover of Rs. 5.00 lakh during the last two financial years in similar services as per profit & loss account and balance sheet duly audited by the Chartered Accountant and the same should be attached as documentary proof.
- 3.3 Copy of last two financial year's Income Tax Returns.
- 3.3 Should possess necessary statutory licenses for their existing businesses.
- 3.4 Bid without Earnest Money Deposit (in form of Demand Draft) will be rejected without any intimation.

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, two years or three years as decided by the Institute. The comprehensive onsite contract will include repairing, preventive maintenance of equipment on monthly basis (twice in 30 days) including cleaning, routine checkup of fitness equipment etc. for spares required to replace defective parts. It will be carried out and a report be given by an authorized personnel of the firm to the authorized personnel of Indian Institute of Management Lucknow. It also includes onsite need-

based repairing. In such cases the complaints would be attended to preferably on the day these are reported or maximum within 3 working days. There will be no extra payment for attending need-based repairing.

4.2 The equipment's 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 with the permission of Officer incharge (Estate), Indian Institute of Management Lucknow will not make any payment towards cartage and the expenses for the to and fro transportation of the equipment. It will be borne by the tenderer. Only genuine / compatible spare parts will be used by the contractor.

4.3 Payment will be released on quarterly basis i.e. 25% of the total AMC 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).

4.4 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)).
1	For not attending work/service as per month	Rs. 1,000/- per week till default continues (Rupees One Thousand only)
2	For not attending need-based repairing request Rs. 100/- per day till default continues within 3 working days	Rs. 100/- per day till default continues (Rupees One Hundred only)
3	Breach of any of the conditions of the contract	Minimum penalty of Rs. 500/- per default or suitable higher amount as decided by the Institute or termination of contract and forfeiture of performance guarantee as the case may be.

4.5 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.

4.6 The services which are felt essential for the effective Working of Gym equipment shall also be rendered by the contractor during the period of this C-AMC.

4.6 The tender may be awarded to one or more tenderers in part or whole (if required).

4.8 During the period of this maintenance contract if IIM Lucknow disposes of any of the Gym equipment(s) covered by the C-AMC, the C-AMC amount will be reduced proportionately.

5. Arbitration and Dispute Resolution

5.1 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.

5.2 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.

6. 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.

ANNEXURE — I

To
The Officer on Special Duty
Indian Institute of Management Lucknow
Prabandh Nagar, IIM Road,
Lucknow.

Dear Sir,

Sub :- Tender for Annual Maintenance Contract (AMC) 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. 10,000/- in the form of Demand Draft / Pay Order, and cost of the Tender of Rs. 500/- in favour of IIM Lucknow are 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 Tenderer)

Encl:

- 1) EMD vide Demand Draft.
- 2) Tender Document Cost vide Demand draft.

**ANNEXURE — II — TECHNICAL BID
PROFILE OF ORGANISATION**

S.No.	Particulars		Page(s) No.
1	Name of the Firm		
2	a) Address for correspondence b).Telephone No. c) Fax No. d) Email Id e) Name of the contact person f) Contact number of the contact person g) Website		
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	Registration details (Copy to be attached)		
7	Turnover in last two years 2016-17 2017-18 Attach audited Balance sheet and I T Acknowledgement copy of these two years	Rs..... Rs.....	

(Signature & Seal of the Tenderer)

ANNEXURE — III — FINANCIAL BID

FINANCIAL BID

S1. No.	Description	Model	Qty	Offered rate (Rs)	GST	Total Amount
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	Cross Trainer	GB9000DX	01 no.			
8	Cable Cross over machine		01 no.			
9	Pulley Machine		01 no.			
Grand Total:						

Total Amount (in Figures):

Note : Items to be covered under Comprehensive Annual Maintenance contract will be as per Annexure-IV

Name and signature of the tenderer

With company seal

Annexure-IV**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	Cross Trainer	GB9000DX	Magnum	01 no.
8	Cable Cross over machine		Body Charger	01 no.
9	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

	<i>Tread Mill</i>
	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
- 6 INDICATIVE OVERLAY AND 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

Cross Trainer

Model : GB9000DX

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