



**SOFTWARE TECHNOLOGY PARKS OF INDIA**  
(An Autonomous Society under Govt. of India, Ministry of Communications & Information  
Technology, Department of information Technology)  
No.5, 3 rd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113  
Phone No. (044)3910 3525 (Tele Fax). (044)3910 3505

**TENDER No: STPIC/Admin/G&P/010/2009-10/ 011**

**Date: 11/12/2009**

**TENDER FOR COMPREHENSIVE AMC FOR LIFTS AT  
STPI, CHENNAI – 3 Nos  
(For the period of ONE year)**

**TOTAL PAGES: 15 pages (inclusive of specification)**

**NAME OF THE PARTY:**

**TENDER NOTICE**  
Software Technology Parks of India  
(STPI)

|   |  |   |
|---|--|---|
| I   | Tender inviting officer, Authority, Designation and Address        | The Director, STPI<br>No.5, 3 <sup>rd</sup> Floor, Rajiv Gandhi Salai,<br>Taramani, Chennai – 600 113.<br>Website: <a href="http://www.chennai.stpi.in">www.chennai.stpi.in</a> |
| II  | Name of the Equipment's/ work:<br><br>B. Place of execution        | Tender No: STPIC/Admin/G&P/010/2009-10/011<br>Date: 11/12/2009<br>Place: STPI - Chennai   |
| III   | Tender documents available place and due date for obtaining tender | Tender document can be obtained on working days between 10.30 AM to 4.00 PM from 14/12/2009 to 29/12/2009 at the address mentioned in column I                                  |
| IV  | Due Date, time and place of submission of Tender                   | Due Date : 31/12/2009<br>Time : 3.00 PM<br>Place : At the above mentioned in column I   |
| V   | Place, date and time of Tender Opening                             | Date : 31/12/2009<br>Time : 3.30 PM<br>Place : At the above mentioned in column I   |
| VI Any other important criteria specified by the tender inviting authority:<br>1. Tender received after due date and time will be summarily rejected. |  |   |

STPI invited sealed tenders from reputed & financially sound manufacturers / multistate co-operatives/ distributor's /dealers/ firms for annual comprehensive maintenance contract for 3 Nos. of Lifts. The bid should be sealed by the bidder and duly superscripted as Tender No: STPIC/Admin/G&P/010/2009-10/ 011, dated 11.12.2009 and name of the tender.

Intending eligible bidders may obtain a copy of bid document from STPI, No: 05, IIIrd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113 on payment of Rs 500/- (Rupees Five Hundred only) in the form of crossed Demand Draft /Banker's Cheque from any scheduled Bank in favor of " Software Technology Parks of India payable at Chennai".

In case, firm has downloaded the tender documents from the official website i.e. [www.chennai.stpi.in](http://www.chennai.stpi.in) , they must ensure that requisite tender fee/ cost is enclosed in the form of Account Payee Demand Draft from any of the commercial bank in favour of "Software Technology Parks of India payable at Chennai" with their tender, failing which the tender will be treated as incomplete and will be ignored.

DIRECTOR  
STPI -Chennai

## **NOTICE INVITING TENDER**

**To:**

**Dear Sir/s:**

SUB: A.M.C FOR 3 Nos. of LIFTS (2 Passengers + 1 Freight) AT S.T.P.I CHENNAI OFFICE CUM INCUBATION CENTRE AT TARAMANI, CHENNAI

1. Contract documents comprising scope of the work, form of Tender, Conditions of Tender, Terms and Conditions are forwarded herewith. The cost of document of Rs.500/ (non-refundable) maybe sent to us by cheque/DD drawn in favor of SOFTWARE TECHNOLOGY PARKS OF INDIA, payable at Chennai
2. Please send all the papers, with the completed form of tender, the Conditions of tender and of contract, and scope of work, all duly signed at every page, before 15.00 HRS on 31/12/2009 in a sealed cover super scribed "A.M.C FOR LIFTS AT S.T.P.I OFFICE CUM INCUBATION CENTRE AT TARAMANI, CHENNAI." and addressed to the Director, Software Technology Parks of India, No 5 Rajiv Gandhi Salai, Taramani Chennai 600113. No consideration will be given to the tender received by us after the time above stipulated and no extension will be allowed for submission of tender.
3. The tenders will be opened at Software Technology Parks of India No 5 Rajiv Gandhi Salai, Taramani Chennai 600113 Phone 39103525 on 15.30 hrs on 31/12/2009.
4. Every tender shall be accompanied by Earnest Money Rs.5,000/- (Rupees Five thousand only) in the form of Demand Draft from a commercial bank drawn in favor of SOFTWARE TECHNOLOGY PARKS OF INDIA payable at CHENNAI. Any tender not accompanied by such Earnest Money is liable to be rejected straightaway.
5. The Earnest Money will be retained in the case of successful contractor as part of the security for due fulfillment of the contract. Security deposit will be deducted @ 2.5% of gross amount of each running bill till the same, along with the sum already deposited as Earnest money, will amount to security deposit of 5% of the tendered value of work.
6. The Security Deposit or Retention Money will bear no interest whatsoever. The security Deposit will be returned after one month of passing final bill.
7. The contractor shall submit his tender only after carefully examining the whole of the tender documents and the conditions of tender and of contract, scope of work, etc. Bidders are advised to inspect the site before quoting

8. All submission of Proposals must be signed by an authorized agent / representative of the company submitting the Proposal.
9. This notice inviting tenders, the conditions of tender and the duly completed form of tender will form part of the agreement to be executed by the successful contractor with STPI. The successful bidder may obtain the draft agreement copy from STPI.
10. The STPI reserves the right to reject any or all the tenders without assigning any reason thereof.
11. STPI reserves the right to receive and, if it thinks fit, to consider and accept a non-compliant proposal. The acceptance or rejection of a non-compliant proposal is entirely a matter for STPI in its absolute discretion.
12. The work should be executed in coordination with other agencies that the STPI may employ to carry out items of work not covered in your tender.
13. Where a proposal is incomplete or unclear in any respect, STPI may request further supporting information to achieve satisfactory evaluation of the proposal.
14. Tenders submitted shall remain open for acceptance for a period of **Ninety days** from the date of their opening. Should any contractor withdraw his tender before the expiry of the said period makes modifications to his tender which are not acceptable to the Employer, or refuses to execute the agreement within a stipulated time after the issue of the work order by the Employer, he shall be liable to forfeit the Earnest Money Deposit furnished by contractor.

Yours faithfully,

## **TENDERING PROCESS**

The tender is invited on a twin bid basis i.e. qualifying bid (technical bid) and then the financial bid. The tender form for Qualifying bids and Financial bid prescribed at Annexure -I&II (Attached) complete in all respect may be submitted in separate sealed covers superscribed **Qualifying Bid - "Qualifying Bid – C-AMC for LIFTS "** and Financial Bid - **"Financial Bid- C-AMC for LIFTS"** and put together in one envelope addressed to:

The Director,  
Software Technology Parks of India  
No: 05, Third Floor, Rajiv Gandhi Salai, Taramani – 600 113.  
Ph: 044 39103525, Telefax: 044 39103505

The Envelope should be dropped in the Tender Box of the STPI at Reception in above address latest by 1500 hrs on 31.12.2009. Incomplete bid documents will be rejected. The Technical bids will be opened at 15.30 hrs on the same day and scrutinized by the Tender Committee to shortlist the eligible bidders. The financial bids of the eligible bidders only will be opened by intimating later through mail/ fax.

### **1.0 ELIGIBILITY CONDITIONS**

1. Average annual financial turn over during the last 3 year ending 31st March of previous year should be at least Rs.10 lakhs only manufacture of lift or a company of Electrical & Mechanical engineers approved by chief electrical inspector of TamilNadu government are eligible to participate in this tender
2. Experience of having successfully completed similar works such as maintenance of lifts during the last 3 years ending last day of month previous to date of the tender should be either of the following.
  - a) 3 similar completed works costing not less than Rs 0.8 lakhs
  - b) 2 similar completed works costing not less than Rs 1.0 lakh
  - c) 1 similar completed work costing not less than Rs1.6 lakhs.

**3. Documentary proof for the above shall be produced along with the offer, failure of which the offer may be disqualified**

### **2.0 TERMS AND CONDITIONS**

- 2.1 The agreement will be in force for one year from the date of execution of contract.
- 2.2 Agency shall arrange subject to the provisions contained herein to safeguard the appliances, fittings materials and property of the STPI

- 2.3 Mode of payment will be quarterly and would be paid on 10th of each succeeding quarter. Payments to the Agency will be through Account Payee cheques only.
- 2.4 After the expiry of the agreement period, the service need not be continued taking it as deemed extension of period.
- 2.5 STPI has the right to impose fine and recover from the agency for noncompliance of the requirements. Decision of STPI will be final.
- 2.6 Any dispute arising out of this agreement or that which may arise in future, will be resolved by taking recourse to mutual settlement in th instance, failing which the dispute will be subject to Chennai jurisdiction only. STPI is entitled to withhold payments due to the Agency in case of dispute of claims till it is resolved.
- 2.7 The Agency shall strictly comply with the terms and conditions of agreement. In case of violation of any of the terms, the agreement shall be liable for cancellation immediately.
- 2.8 The successful bidder of the contract has to submit a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipts of **Rs.20,000/- ( Rupees Five thousand only)** within three days from the day of obtaining the contract.

### **3.0 SPECIAL CONDITIONS:**

- 3.1. The work shall be carried out at Software Technology Parks of India, No.5 Rajiv Gandhi Salai, Taramani, Chennai-600 113 as per the direction of Engineer in charge. This building consists of basement, Ground and Three upper floors.
- 3.2. The contract covers servicing and comprehensive maintenance of 3 Lifts. As per enclosure. Cables, terminations and connected accessories of the equipments are also included in the contract.
- 3.3. Bidder shall inspect the system before quoting. A bidder shall deem to have full knowledge of installations whether he inspects it or not. The service engineer shall make minimum one inspection per month (during normal working hr i.e. 9 am to 5.30 pm) for normal servicing on the date mutually agreed upon to ensure proper functioning.
- 3.4 The scope of this contract includes all major and minor repairs and breakdowns if any.
- 3.5. No spares or any other items will be supplied by the department except consumable.

- 3.6. The agency shall maintain log book and record the nature of service rendered and the same shall be duly got signed by the representative of STPI.
- 3.7. No advance payment will be made. Payment will be made quarterly by account payee cheque on completion of the work to the fullest satisfaction of the Engineer in charge. This payment will be treated as advance payment 2.5% of gross amount of each running bill will deducted as security deposit.
- 3.8. Income tax plus surcharge on income tax etc will be recovered at the prevailing rate.
- 3.9. Bidder shall intimate their PAN Number in the quotes.
- 3.10. Works contract tax at the prevailing rate will be recovered.
- 3.11. Department reserve the right to terminate the contract without assigning any reason, if the annual comprehensive maintenance and services are found to be dissatisfactory.
- 3.12. Recoveries will be made if the services and maintenance are not attended properly, as per the decision of STPI which will be final and binding.
- 3.13. All general and special T and P are to be arranged by the contractor at his cost.
- 3.14. Responsibility of safety and security of the contractor's employees rest with the contractor
- 3.15. Earnest money of Rs.5,000/- by D.D drawn in favour of STPI payable at Chennai shall be furnished along with quotation
- 3.16. S.T.P.I reserves to itself the authority to reject any or all tenders received without the assignment of any reasons.
- 3.17. The tender for the work shall remain open for acceptance for a period of 90 days from the date of opening of tender. If any bidder withdraws his tender before the said period or issue of letter of acceptance which ever is earliest or makes any modifications in terms & conditions of the tender which are not acceptable to the department then S.T.P.I shall without prejudice to any other right or remedy be at liberty to forfeit 50% of the said EMD as afore said. Further the bidder shall not be allowed to participate in the re-tendering process of work.
- 3.18. State and central labour laws are to be complying by the contractor.
- 3.19. Water and electricity required for execution of work will be supplied by department free of cost.

- 3.20. Rates shall be quoted in words & figure. The amount to be worked out to a whole number.
- 3.21. Conditional quotes will not be accepted.
- 3.22. Minimum educational qualification/certification for the persons engaged to work shall be as per central Lift rules.
- 3.23. MAINTENANCE WORKS ARE REQUIRED TO BE CARRIED OUT AS PER MANUFACTURERS' MANUALS AND ENSURED THAT SYSTEMS WORK WITHOUT BREAK DOWN.

#### 4.0 SPECIFICATION OF LIFTS:

- 4.1. Scope: Annual Comprehensive Maintenance & Servicing of Lift Nos: 3165, 3166, And 3167.
- 4.2. Installation: The above Lifts are installed at STPI, No.5, Rajiv Gandhi Salai, Chennai-113.
- 4.3. Details of Lifts:
- |                       |   |                                       |
|-----------------------|---|---------------------------------------|
| Manufacturer          | : | JOHNSON                               |
| No of floor served    | : | Basement, Ground and 3 Upper floors   |
| Capacity              | : | 16 persons – 2 Nos. & 2000Kgs – 1 No. |
| Date of Installations | : | 2007                                  |
- 4.4. All servicing, maintenance and replacement shall be done with the knowledge of STPI.
- 4.5. Annual safety test be conducted

#### 5.0 Details of Lift Maintenance Schedule:

| Periodicity of Check | IN Car   | In Car Top  | In Machine Room  | In PIT and Sheet   |
|----------------------|--|---|--|--|
| Monthly              | 1.Alarm<br>2.Intercom<br>3.Car operating panel functions<br>4.Door operation<br>5.Safety edge operation<br>6.Landing push box<br>7.Landing indicator<br>8.Car and Land sill<br>9.Car light and fan<br>10.Car calls | 1.Door operation function<br>2.Door operator belt/channels<br>3.Car top cleaning<br>4.Automatic rescue device<br>5.Check all locks are functioning properly | 1.Blower<br>2.Brake operation<br>3.Brake liner<br>4.Relay/contractor operation<br>5.Controller ventilation<br>6.OSG operation<br>7.Clean machine<br>8.M/C room light and fan | 1.Condition of spring<br>2.Lighting in shaft<br>3. Rail & counter weight |

|           |  |   |   |   |
|-----------|--|---|---|---|
|           | <ul style="list-style-type: none"> <li>11.Ride comfort</li> <li>12.Car emergency light</li> <li>13.Infra red curtain</li> <li>14.Play in car</li> <li>15. Cleaning the car and landing sill.</li> <li>16. Toe guard.</li> <li>17.Levelling</li> <li>18.Emergency stop</li> <li>19.Landing door operation</li> <li>20.Landing door gate lock</li> </ul> |   | <ul style="list-style-type: none"> <li>9.Car top safety</li> <li>10.Sheave shaft</li> <li>11.Motor shaft</li> <li>12.Governor pully</li> <li>13.Sleeve bearings</li> <li>14.Check on simplex/duplex operation</li> <li>15. Grease bearings</li> <li>16. Check Rope and Rope safety switch</li> <li>17.Check on starting and running current</li> <li>18. Check on incoming voltage.</li> </ul>  |   |
| Quarterly |  | <ul style="list-style-type: none"> <li>1.Inspection box</li> <li>2.Guide rail lubrication</li> <li>3.landing door track roller</li> <li>4.Guide shoes car / counter weight</li> </ul> | <ul style="list-style-type: none"> <li>1.Main switch unit</li> <li>2.Gear oil clear level</li> <li>3.Tacho and Tacho belt</li> </ul>  | Clean pit   |
| Annually  |  | <ul style="list-style-type: none"> <li>1.Car top isolation</li> <li>2.Shaft wire tightness</li> </ul>   | <ul style="list-style-type: none"> <li>1. Car over speed safety gear by manually moving levers and check the performance of safety locks.</li> <li>2.Machine room earthing</li> <li>3.Power supply cables</li> <li>4.Insulation resistance of <ul style="list-style-type: none"> <li>a) Power cables</li> <li>b)power cores in traveling cable</li> <li>c) Motor, Switch and Relays.</li> <li>d)R.S. Joist paintings</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>1.Counter wt run by</li> <li>2.Car bottom isolation</li> </ul> |

**6.0 Comprehensive Annual Maintenance Contract shall cover the following:**

- 6.1 Diagnose the faults and rectify the defect detected in reasonable time.
- 6.2. Repair / replace the faulty parts etc of the equipment.
- 6.3 Carry out the periodic (at least once in a month) preventive maintenance
- 6.4 Upkeep of the system, recording required readings and maintaining log book of Works carried out.
- 6.5. The contractor shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by contractor; the employer shall not be liable to interact with any of the subcontractors of the contractor.

**7.0. REPAIR AND MAINTENANCE**

**7.1 Support Centre:**

The contractor shall ensure that all the centre at Chennai. This is in addition to staff required to be posted at site (if indicated in contract) The contractor shall furnish the names, locations, complete postal address, telephone numbers and FAX numbers of all technical support centers and also alternate contract persons including contractor. Any change in the above details shall have to be intimated in writing by the contractor to the in charge of the employer at the earliest.

**8.0 TECHNICAL SUPPORT PROCEDURE:**

- 8.1 In case of any fault the officer in charge of the employer shall immediately contact the designated support centre of the contractor and give information about the nature of fault over phone / FAX / e-mail.
- 8.2 The details of faults reported shall be recorded in the FAULT-DOCKET as given in Annexure III
- 8.3 Even if the fault is reported over phone to the centre a copy of the fault docket duly filled by the site in charge of employer shall be sent by FAX or E mail to the centre for record. The time of occurrence of fault as recorded in the fault docket shall only be taken into consideration for calculating the actual duration of faults and shall be final and bonding.
- 8.4 Similarly after rectification of fault a fresh fault docket duly filled in the time of restoration and total duration of fault shall be sent by in charge of the employer to the centre.
- 8.5. The fault docket shall be filled with utmost care giving all the details of he fault and shall be authenticated by signature of the in charge of the employer.

- 8.6 The contractor shall also ensure inspection of their experts in case the fault is not rectified by the centre properly.
- 8.7 Once the fault has been rectified and the system is restored to normalcy the Engineer of the contractor shall record in the log book, the details of works done by them for restoration of faults and also record the details of steps to be taken and procedures to be followed for not only restoration of similar faults by employer but also for preventing the occurrence of faults in future.
- 8.8 Any down time in the system affecting the availability of service under AMC shall be considered critical and liable to cause imposition of liquidated damage @ Rs No per day or part there of, of delay for restoration of fault counted from the time of reporting to the centre beyond reasonable time as assessed by the employer which shall be final and binding.

**9.0 Technical Bid:**

9.1. Name, address & Contact No. Of the concern:

9.2. Turnover for last two years  
(Copies of I.T. returns filed, P & L A/c and balance sheet to be enclosed)

| Financial Year | Turn over in Lakhs. | Whether Supporting Document enclosed |
|----------------|---------------------|--------------------------------------|
|                |                     | Yes/No                               |
|                |                     | Yes/No                               |

9.3 Proof of WO order / work completion certificate as per the terms mentioned in eligibility criteria: (Please enclose proof of the same)

| Sl. No. | Year | Name of the client with the address and contact number | Contract Value | Proof submitted |
|---------|------|--|----------------|-----------------|
|         |      |  |                | Yes/No          |
|         |      |  |                | Yes/No          |
|         |      |  |                | Yes/No          |

9.4 Certificates of Satisfactory completion of above mentioned work may be submitted. If it is noticed that any client did not find the work carried out satisfactory, the tenders of such bidders will be treated as invalid.

9.5 Mention the registration number, if the Agency/ company are registered under provident fund Act, ESI and shops, and Establishments Act. Copy of Registration papers along with code numbers attached to the Agency / Company may be provided

| Sl. No. | Particulars   | Reg. No & date | Proof submitted  |
|---------|---|----------------|--|
|         | Mention the registration numbers:<br><br>a) Service tax<br><br>b) ESI<br><br>c) PF<br><br>d) License for Lifts operator<br><br>e) PAN |                | Yes/No<br><br>Yes/No<br><br>Yes/No<br><br>Yes/No<br><br>Yes/No |

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Date:

Place:

Designation:

Company Seal:

**ANNEXURE - II**

**10.0 Financial Bid**

1. Name, address & Contact No. Of the concern:

2. Rate shall include cost of transportation of staff from agency office to site etc.

|                                     |     |
|-------------------------------------|-----|
| Comprehensive AMC Charges per annum | Rs. |
| Service Tax                         | Rs. |
| Total                               | Rs. |

(Rupees \_\_\_\_\_ only)

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Designation:

Company Seal:

Date:

Place:

**FAULT – DOCKET**

Name of Site: Docket SI.No:

File No: Date:

From:-

Name:  
(of the officer in charge of Employer)  
Designation:

To,

M/s..... (the Contractor)

Address:  
(of the Technical support/Center)

1.1 Date..... Time..... (of occurrence of Fault)

1.2 Date..... Time..... (of Reporting of Fault)

2. Fault Reported to: Technical support center (Name of the person) on phone:

3. Mode of Reporting: Phone, Fax, E-Mail,  
(Tick whichever is applicable)

4. Description of fault & observation of the reporting officer:

5. Details of Services affected:

6. Date ..... Time..... (of receiving the 1<sup>st</sup> assistance over phone from  
Technical support center)

7. Details of Assistance received:  
(Note: Add additional sheet if needed)

8. Was the fault restored by following the instructions given over phone?  
A-YES B-NO (Tick whichever is applicable)

9. If Yes, record the date & time of restoration & duration of fault:  
Date..... Time..... (In hours & minutes)
10. Duration of Fault..... Days.....Hours.....Minutes.
11. Was the fault restored?  
A- Partially                      B-Fully                      (Tick whichever is applicable)
12. If the fault is not restored or restored only partially, give details of observation:  
(Note: Add additional sheet if needed)
13. Note: date & time of giving feedback  
(only on the event of partial/ non restoration of faults)  
Date..... Time..... (in hours & minutes)
14. Date & Time of arrival of Contractor's Expert at site of Fault:  
Date..... Time..... (in hours & minutes)
15. Brief observation and works done by the contractor's staff / expert:  
(Detailed entry to be made by contractor's staff in the Log-Book)
16. Date & Time of complete restoration of system:  
Date..... Time..... (in hours & minutes)
17. Total Duration of Fault: ..... days..... hrs..... minutes
18. Remarks of in charge (if any):
19. Remarks of visiting Engineer (of contractor), if any:

Signature:

Name:

Designation:  
(of staff in charge)

- Note:
1. Each page of the Docket must be signed by designated officer of ..... (Including the additional sheets, if attached)
  2. A copy of the fault – Docket must be sent to the technical Support Center of the Contractor, immediately by FAX / E-Mail after restoration of fault.

