



**India Meteorological Department
Mausam Bhawan, Lodi Road
New Delhi-110003**

Notice Inviting Tender (NIT)

Tender Enquiry No. CPU/LT/52/0618/9859

Dated: 11.06.2019

1. Director General of Meteorology (DGM), India Meteorological Department (IMD), Ministry of Earth Sciences (MOES), Government of India, on behalf of president of India invites **ONLINE e-TENDER** in **single bid system** from eligible and qualified Indian firms for the following Services. **Manual bids shall not be accepted.**
2. **Name of Services:** **Repair and CAMC of Display System at IMD Main Gate and Sat. Met. Division Building (Total 02 Nos.)**
3. **Quantity & Specification** As per RFP
4. **Tender schedule is as follows:**

1.	PRE BID Meeting (A) Date & Time (B) Venue	Yes 24.06.2019/ 1100 hrs Conference Hall, 2 nd Floor, Mausam Bhawan, IMD, Lodi Road, New Delhi-110003 Ph: 011-43824314
2.	Closing date and time for submission of tender	09-07-2019 / 1500 Hrs
3.	Tender Opening date & time	10-07-2019 /1500 Hrs
4.	Place of Tender opening	Central Purchase Unit O/o DGM, IMD Lodi Road ,New Delhi-110003

5. **Earnest Money Deposit (EMD):** Rs. 13,000 (Rupees Thirteen Thousand only). EMD shall be accepted from the participating firm in the form of Bank Guarantee (BG)/Fixed Deposit Receipt (FDR) only. **Signed and scanned copy of EMD and any other certificate must be uploaded on eprocure.gov.in on CPP portal. Originals of EMD and any other certificate for exemption must be submitted in Central Purchase Unit (CPU) room No.517 on or before opening of bids. EMD shall be valid for 240 days from the date of opening of tender.**
6. (a) Micro and small Enterprises registered as OEM **for stores and services** specified in this tender with any government bodies specified by Ministry of Micro, Small & Medium Enterprises are exempted for submitting the **earnest money deposit (EMD)**.
(b) Firms other than SSI registered as OEM **for stores and services** with NSIC, are also exempted for submitting EMD.

(c) The exemption and relaxation in EMD are subject to validity of their registration on the date of opening of tender.

7. All prospective tenderers are requested to attend the Pre Bid meeting if mentioned above. The venue, date and time are indicated in the Para 4 above.

8. The bidder shall download the **Tender Enquiry Document** from <https://eprocure.gov.in/eprocure/app> . Bidder shall be upload their tender ONLINE through <https://eprocure.gov.in/eprocure/app>, along with scanned copies of EMD as mentioned in Para 4 above. All participating firms should use their own DS for uploading the tender and use of DS of any non-participating firm is not permissible. **Manual bids are not accepted.**

9. EMD may be issued in the favour of “**DDO, O/o Director General of Meteorology, IMD, New Delhi**” and payable at New Delhi.

10. Purchaser: The President of India
Through Director General of Meteorology
India Meteorological Department
Lodi Road, New Delhi-110003

11. Consignee: Dy. Director General of Meteorology (ISSD)
India Meteorological Department
Lodi Road, New Delhi-110003

12. Testing & Acceptance Authority : Dy. Director General of Meteorology (ISSD)
India Meteorological Department
Lodi Road, New Delhi-110003



India Meteorological Department
Mausam Bhawan, Lodi Road
New Delhi-110003
भारत मौसम विज्ञान विभाग
लोदी रोड, नई दिल्ली -110003

निविदा आमंत्रित करने की सूचना (एन आई टी)

ई-निविदा जाँच सं. Tender Enquiry No. CPU/LT/ 52/0618/9859

Dated: 11.06.2019

1. मौसम विज्ञान के महानिदेशक (मौविमनि) भारत मौसम विज्ञान विभाग (भा.मौ.वि.वि.) पृथ्वी विज्ञान मंत्रालय, भारत सरकार, भारत के राष्ट्रपति की ओर से नीचे लिखे सामान / वस्तुएँ / सेवाओं की आपूर्ति, संस्थापन और आरंभ के लिए पात्र और अर्हक निविदाकारों से एकल बिड प्रणाली में ऑनलाइन निविदा आमंत्रित करते हैं
2. सेवाओं का नाम: **Repair and CAMC of Display System at IMD Main Gate and Sat. Met. Division Building (Total 02 Nos.)**
3. विनिर्देशन : आर एफ पी के अनुसार,
4. निविदा अनुसूची इस प्रकार है:

1.	Pre - निविदा की Meeting	24-06-2019 / 1100 Hrs
2.	निविदा जमा करने की अंतिम तिथि व समय	09-07-2019 / 1500 Hrs
3.	निविदा खोलने की तिथि व समय	10-07-2019 / 1500 Hrs
4.	निविदा खोलने का स्थान	केंद्रीय क्रय एकक (CPU), कार्यालय महानिदेशक, भारत मौसम विज्ञान विभाग लोदी रोड, नई दिल्ली-110003

5. धरोहर राशि (ई एम डी): रु 13,000/- । केवल बैंक गारंटी अथवा मियादी जमा रसीद (एफडीआर) द्वारा ही स्वीकार की जायेगी । ई एम डी, निविदा खुलने की तिथि से २४० दिन के लिये वैध होनी चाहिये।

6. (क) लघु उद्योग, कुटीर और छोटे पैमाने पर उद्यम जो किसी भी सरकारी निकायों के साथ इस निविदा में निर्दिष्ट समान के लिए पंजीकृत हैं, उनको धरोहर राशि (EMD) प्रस्तुत करने के लिए छूट दी गई है। यह उन बोलीदाताओं के लिए लागू है, जो माल का उत्पादन स्वंम करेगा या अपनी सेवाएं उपलब्ध कराएगा तथा ट्रेडिंग के लिए लागू नहीं होगा। कोई उद्यमी या ज्ञापन आवेदन पत्र स्वीकार्य नहीं है।

(ख) डीजीएस एंड डी / एनएसआईसी के साथ इस निविदा में निर्दिष्ट समान और सेवाओं के लिए पंजीकृत अन्य कंपनियों को भी ईएमडी जमा करने के लिए छूट दी गई है। कोई अन्य प्रकार का प्रमाण पत्र स्वीकार्य नहीं होगा।

(ग) ईएमडी में छूट, निविदा खोलने की तारीख को उनके पंजीकरण की वैधता पर निर्भर करेगा ।

7. निविदाकर्ता www.imd.gov.in या <http://eprocure.gov.in> वेबसाइट से निविदा जांच कागजात डाउनलोड कर सकते हैं और डाउनलोड किए गए कागजात का उपयोग करके "डी.डी.ओ. मौसिमनि का कार्यालय, भा.मौ.वि.वि., नई दिल्ली" के नाम से भारत के किसी कमर्शियल बैंक के एफ डी आर / बी जी के रूप में उक्त पैरा 5 में बताए गए अनुसार अपेक्षित ई एम् डी के साथ निविदा अपलोड कर सकते हैं।

8. ई एम डी के लिए एफ डी आर / बी जी , "मौसम विज्ञान के डीडीओ, कार्यालय महानिदेशक, भारतीय मौसम विभाग, नई दिल्ली" के पक्ष में जारी किया जा सकता है।

9. क्रयकर्ता: भारत के महामहिम राष्ट्रपति
भा.मौ.वि.वि.के माध्यम से
भारत मौसम विज्ञान विभाग,
लोदी रोड, नई दिल्ली-110003

10. परेषिति: मौसम विज्ञान के उपमहानिदेशक (ISS Division)
भारत मौसम विज्ञान विभाग
लोदी रोड, नई दिल्ली-110003

11. जांच प्राधिकारी: मौसम विज्ञान के उपमहानिदेशक (ISS Division)
भारत मौसम विज्ञान विभाग
लोदी रोड, नई दिल्ली-110003



**India Meteorological Department
Mausam Bhawan, Lodi Road
New Delhi-110003**

TENDER DOCUMENT

E-Tender Enquiry No.CPU/LT/52/0618/9859

Dated:-11/06/2019

SECTION – I

GENERAL INSTRUCTIONS TO BIDDERS (GIT)

- (1) The Bidder shall upload following documents on CPP PORTAL <https://eprocure.gov.in/eprocure>.
 - (i) Checklist section (**Annexure-I of Tender document**) properly filled and signed. It should be attached in beginning of tender.
 - (ii) Scanned copy Earnest Money Deposit (EMD) in the form of FDR/BG (**Annexure-III of Tender document**) shall be uploaded on <https://eprocure.gov.in> as per NIT and Original EMD in physical form shall be submitted to Central Purchase Unit of IMD on or before opening of the tender.
 - (iii) Documentary evidence for fulfilment of Eligibility/Qualification criteria(s) as per RFP.
 - (iv) NSIC/MSME Enlistment Certificate (if applicable).
 - (v) Tender terms & Conditions Acceptance Form (**Annexure-II of Tender document**) duly filled, signed & stamped. (i.e. bidder has agreed to all the terms & condition of tender enquiry document).

(2) Price Bid:

- (i) All pages of the price bid should be page numbered, indexed and signed with company/firm seal by authorized signatory.
- (ii) Prices should be quoted as per price schedule format (**Annexure-B of Tender document**). The Bidder shall indicate on the Price Schedule specifying all components of prices shown therein including the unit prices and total tender prices of **Services, and applicable taxes etc** against the requirement.
- (iii) Costing, of each and every item, sub items offered in bidder's bid, shall be done with all breakup prices.
- (iv) In case any charges not mentioned in the price bid, it will be treated as all the charges are free of cost for that item.
- (v) Statutory levies, taxes and duties etc., if any, chargeable on services are payable on actual basis as applicable.
- (vi) If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail.

1. **Signing and Uploading of Tender:** The bidder shall upload their tender on **CPP Portal** <https://eprocure.gov.in> only. Manual bids shall not be accepted. Evaluation of bids shall be done based upon uploaded bids on **CPP Portal** only. **The volume of uploaded bids should not exceed 25 MB limit.**

2. Opening of Tenders :

The purchaser will open the Online tenders at the specified date and time and at the specified place as indicated in the NIT. In case the specified date of tender opening falls on / is subsequently declared a holiday or closed day for the purchaser, the tenders will be opened at the appointed time and place on the next working day. Authorized representatives of the bidders, who have submitted tenders on time may attend the tender opening, provided they bring with them letters of authority from the corresponding bidders.

3. SCRUTINY AND EVALUATION OF TENDERS:

(1). Unresponsive bids:

The tenders will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the TE document. The tenders are liable to be treated as non – responsive and will be summarily ignored if followings documents not attached along with the bid.

- (i) Tender is unsigned. (Each page of techno-commercial bid shall be signed & stamped by authorised signatory and same be uploaded on <https://eprocure.gov.in> with digital signature).
- (ii) Checklist (**Annexure-I** of Tender document) not properly filled and enclosed.
- (iii) Tender Acceptance Form (**Annexure-II** of Tender document) not properly filled, signed and stamped (**i.e. all the terms & conditions of tender document are acceptable**).
- (iv) Tender validity is shorter than the required period.
- (v) Required EMD (Amount, validity / Exemption documents etc) have not been provided as per NIT.
- (vi) Tender fee as per NIT.
- (vii) Bidder has not agreed to give the required performance security.
- (viii) In any means/reason the incomplete bid uploaded on <https://eprocurement.gov.in> shall be treated as unresponsive.

(2). Bid Evaluation:

Bids shall be scrutinized and evaluated by the committee constituted by competent authority with reference to parameters prescribed in the TE document. **Wherever necessary, the purchaser will convey its observation on such ‘minor’ issues to the bidder asking the bidder to respond by a specified date. If the bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that tender will be liable to be ignored.**

The ultimate cost in respect of AMC is arrived at by considering following elements to decide the lowest bidder (L-1).

1. Basic price
2. Excise duty (if applicable)
3. Sale tax , service tax & other applicable taxes

SECTION – II
GENERAL CONDITIONS OF CONTRACT (GCC)

1. **Eligible Bidders:** As per RFP. Also Original Equipment Manufacturer (OEM), Authorized Dealer/Supplier from Original Equipment manufacturer (OEM) etc subject to meeting other qualification/eligibility criteria mentioned in tender document including technical section. If not OEM, then bidder shall have to submit authorization certificate from OEM etc that they will provide service support after sale.
2. **Tender Validity:** The tender shall remain valid for acceptance for a period of 180 days (one hundred eighty days) after the date of tender opening prescribed in the TE document.
3. **Price preference:** Price preference shall be given to Micro and Small Scale Industries registered with National Small Industries Corporation or any other government agencies as per the latest guidelines/orders from Government of India. Purchase preference and quantity etc shall be decided as per the Government of India orders. The bidders shall have to attach valid registration certificate along with balance sheet indicating turnover etc for the previous financial year. Micro and small Enterprises are exempted for submitting fees/cost towards tender document and submission of earnest money deposit (EMD) also known as security deposit. However Micro and small Enterprises are not exempted for performance security. Micro and small Enterprises shall have to furnish performance security if purchase order is placed to them. There is no relaxation in this regard.
4. **Earnest Money Deposit (EMD):** The bidder shall furnish its tender along with EMD for an amount as shown in the notice inviting tender (NIT). **EMD) also known as security deposit. The EMD shall be valid for period of sixty (60) days beyond the validity period of the tender.** EMD of unsuccessful bidders will be returned to them without any interest, after expiry of the tender validity period. Successful bidder's earnest money will be returned without any interest, after receipt of performance security from the supplier. EMD will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The successful bidder's earnest money will be forfeited without prejudice to other rights of Purchaser if supplier fails to furnish the required performance security within the specified period. Firm shall have to extend the validity of EMD if extension of tender validity is agreed on the request of purchaser in exceptional cases. Enterprises (M/o MSME) having valid certificate as on opening of bids **are exempted from earnest money deposit (EMD).**
The EMD shall be furnished in Fixed Deposit Receipt (FDR) or Bank Guarantee (BG) (**Annexure-III** of Tender document) from any commercial bank doing government business. FDR may be issued in the favour of "DDO, O/o DGM, IMD, New Delhi" and payable at New Delhi.
5. **Performance Security:** The supplier shall furnish performance security to the purchaser for an amount equal to **Five percent (5%) of the total value of the contract** in the form of FDR or Bank Guarantee from any commercial bank within twenty one (21) days from date of the receipt of supply order/ award of contract, **valid up to sixty (60) days after the date of completion** of all contractual obligations by the supplier, including the warranty obligations. **Performance Security has to be submitted irrespective of its registration MSME/NSIC. Performance security is not relaxed to any bidder.**
In the event of any amendment issued to the contract, the supplier shall, within twenty-one (21) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended. The purchaser will release the Performance Security without any interest to the supplier on completion of the supplier's all contractual obligations including the warranty obligations & after receipt of bank guarantee for AMC security (if applicable) . The supplier shall submit pre receipt for obtaining their security.
6. **Scope of Work:** As per RFP.
7. **Penalty clause/Liquidated damages clause (LD):** As per RFP and Supply/Work Order.

8. Taxes and Duties in India:

(1) Duty and Local Taxes:

Normally materials to be supplied to Govt. Department against Govt. contracts are exempted from levy of town duty, Octroi duty, terminal tax and other levies of local bodies. The local Town/Municipal Body regulations at times, however, provide for such exemption only on production of such exemption certificate from any authorized officer. Contractors should ensure that stores ordered against contracts placed by this office are exempted from levy of town duty/Octroi duty, Terminal tax or other local taxes and duties. Wherever required, they should obtain the exemption certificate from the indenter/consignee concerned, to avoid payment of such local taxes or duties. The supplier shall pay the Octroi, entry tax etc. if exemption certificate not agreed by local authorities and same may be got reimbursed from purchaser on proof of payments.

(2) Income Tax and service tax etc:

Tax deducted at source (TDS) shall be done before making payment to the suppliers as per existing law in force. The bidders (foreign as well as Indian bidders) may visit website of Income Tax Department of India for details of Tax Liabilities, Rules, and Procedures etc. The bidders shall have to provide their Permanent Income Tax Number (PAN) and TAN. Firm may also mention the applicable rates of TDS as per DTAA with India. Copy of same may also be enclosed. Foreign vendor shall have to mention the details of establishment in India if any.

9. Terms and Mode of Payment

Payment Terms: As per RFP. Payment shall be made subject to recoveries, if any, by way of liquidated damages /penalty clause /TDS or any other charges as per terms & conditions of contract if not specified elsewhere in the document.

The bidder shall submit particulars of his bank account required for making payments.

- (a) Account Number (b) Bank Name (c) Branch Name (d) Address
- (e) IFS code (f) MICR No. (g) Telephone No. (h) SWIFT code etc.

10. Termination of contract: As per RFP and Supply/Work Order.

11. Arbitration clause:

If dispute or difference of any kind shall arise between the purchaser and the supplier in connection with or relating to the extension of contract, the parties shall make every effort to resolve the same amicably by mutual consultations. If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the "List of requirements/ technical specifications" section either the purchaser or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per Indian Arbitration and Conciliation Act, 1996. In the case of a dispute or difference arising between the Purchaser/ Consignee and all suppliers relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitration of an officer, appointed to be the arbitrator by the Director General of Meteorology. The award of the arbitrator shall be final and binding on the parties to the contract. Each party shall bear its own cost.

Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., New Delhi. The contract shall be interpreted in accordance with the laws of India.

CHECKLIST

(Check list shall be attached in the beginning of the tender)

S. N.	Activity	Compliance Yes/ No/ NA	Page No. of your bid
1.	(i)) Is DD enclosed for tender fee?		
	(ii) Have you enclosed EMD (Bank Guarantee /FDR) of required amount by name of participating firm? If EMD is submitted in the name of other firm, the bid is likely to be ignored.		
	(iii) Is Registration certificate from DGS&D /NSIC/Government bodies on SSI attached in case of relaxation of EMD?		
	(iv) Has EMD validity kept for 240 days.		
2.	Have you kept validity of your bid as per the TE document?		
3.	Have you enclosed <u>Tender Terms & Conditions Acceptance Form</u> duly filled and signed (i.e. terms and conditions are acceptable) with original set of tender. Bid is likely to be ignored, if not signed & stamped.		
4.	Have you enclosed clause-by-clause <u>compliance statement</u> for the “List of requirements/ technical specifications” section?		
5.	(i) Is copy of Permanent Account No. of bidding firm with proof enclosed?		
	(ii) Is sales & service tax number with registration certificate attached?		
6.	Whether Bidder’s bank details are enclosed?		
7.	Are all the bidding documents properly signed?		

(Name &Signature with date and firm/company seal)

Tender Terms & Conditions Acceptance Form

(For all the terms & conditions of tender document are acceptable to bidder)

To
 The Director General of Meteorology,
 India Meteorological Department,
 Lodi Road, New Delhi-110003

Ref: TE document No. CPU/_____ dated _____

I/We, the undersigned have examined the above mentioned TE document, including amendment/corrigendum No. _____, dated _____ (*if any*), the receipt of which is hereby confirmed. We now offer to supply and deliver *the goods and services in conformity with your above referred document.*

If our tender is accepted, we undertake to supply the goods and perform the services (Installation & commissioning etc.) as mentioned in tender document with the delivery schedule specified in the “RFP-List of requirements/ technical specifications”..

I/We further confirm that, if supply / purchase order is placed to firm, we shall provide performance security of required amount in an acceptable form for due performance of the contract.

I/We agree to keep our tender valid for acceptance as required in tender document or for subsequently extended period, if any, agreed to by us. I/We also accordingly confirm to abide by this tender up to the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. I/We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

I/We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Govt. Authorities.

I/We confirm that we fully accept and agree to all the terms and conditions specified in above mentioned TE document, including amendment/ corrigendum etc. if any.

(Signature with date and seal of the company)

(Name and designation)

Duly authorised to sign tender for and on behalf of bidder

**Note*: 1. Firm/company shall use their own printed letter head for issuing this certificate.
 2. Acceptance shall be unconditional.**

MODEL BANK GUARANTEE FORMAT FOR FURNISHING EMD
(Format only)

Whereas
(hereinafter called the “bidder”)
has submitted their offer dated.....
for the supply of
(hereinafter called the “tender”)
against the purchaser’s tender enquiry No.
KNOW ALL MEN by these presents that WE
of having our registered office at
..... are bound unto
(hereinafter called the “Purchaser”)
in the sum of
for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and
assigns by these presents. Sealed with the Common Seal of the said Bank this..... day of
.....20.....

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the bidder having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - a) If the bidder fails to furnish the Performance Security for the due performance of the contract.
 - b) Fails or refuses to accept/execute the contract.

WE undertake to pay the “Director General of Meteorology, India Meteorological Department”, up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.
This guarantee will remain in force upto and including 60 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

Bank Guarantee issued with the tender enquiry reference No. CPU/..... Dated.....
.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer
.....

Seal, name & address of the Bank and address of the Branch



**India Meteorological Department
Mausam Bhawan, Lodi Road
New Delhi-110003**

Request For Proposal (RFP)

for

Repair (as is where is basis) and onsite Comprehensive Annual Maintenance Contract (CAMC) of 02 nos. digital display system installed

**at IMD-HQ Mausam Bhawan
(Main Gate and SATMET building)
Lodi Road, New Delhi.**

(A). Introduction:-

Two nos. of PC display board systems were installed at IMD-HQ Mausam Bhawan (Main gate) and SATMET building for display of meteorological data and products. Both the systems were purchased in 2009 through M/s ITI Lucknow. Both the system are presently unserviceable and out of warranty/AMC. The PC Display Systems consist of equipments listed in Annexure-A. The proposal consists the repair of both the display boards with one year comprehensive annual maintenance contract (CAMC).

(B). Scope of Work :

- 1.** The bidder has to repair both the P.C. display Boards without any change in its dimensions or brightness.
- 2.** Both the display boards shall be under testing/monitoring for one month after repair. During this period, the corrective maintenance and repair/replacement of all defective parts of both the display boards shall be borne by the bidder. The display systems will be accepted after successful testing for 01 month duration.
- 3.** After the acceptance of both display board CAMC of complete hardware, operating system and application software (listed in Annexure-I) of both display boards installed at IMD-HQ Mausam Bhawan (main gate) and SATMET building shall be awarded to the bidder for an initial period of one year with provision of further extension of two years on year to year basis on the same terms and conditions subject to satisfactory performance of bidder during previous year.
- 4.** If any LED module, or other component of the display board found or becomes faulty, the bidder has to repair/replace the same without reducing the module size and without affecting the brightness of old and new modules or performance of the display board.
- 5.** PC based Display Boards are important Display Boards for providing display facility of Met data to public which work round the clock to public. In case of any problem, IMD shall inform the contractor on phone, FAX or E-mail and contractor's engineer will have to attend and rectify the fault whenever fault reported including holidays.
- 6.** The bidder shall provide the contact details like Mobile nos., Phone nos, Fax, E-mail addresses names of its service engineers for logging complaints for PC based Display Boards Systems installed at IMD-HQ Mausam Bhawan (main gate) and SATMET building.
- 7.** To keep the response time minimum, the maintenance engineer should respond same day if fault is reported before 3 P.M. else by next working day. The time for attending the calls should not exceed 24 hours. System downtime should not exceed 48 hours. If the system down time is more than 48 hours, the bidder shall supply standby arrangement. Any activity like packing/unpacking, transportation, configuration etc associated with repair & maintenance of the system will be the sole responsibility of the bidder without any extra charges.
- 8.** The contractor's engineer attending the fault must report to ISS Division, HQ IMD office, once the fault is resolved.

9. Maintenance of the software (OS and Application software) will be the responsibility of the bidder.

10. The engineer must associate IMD official while attending the fault. The details of fault and rectification done must be entered in a register and kept with IMD official.

(C) Terms and Conditions:-

1. IMD has right to terminate CAMC at any time without assigning any reason with one month prior notice if performance is not found satisfactory or for any other reason.
2. The contractor has to give an undertaking that it will not use the IMD data for any commercial or any other purpose.
3. The bidder may visit ISS Division, Mausam Bhawan, Lodi Road, New Delhi to inspect/understand the working of PC based Display Board System installed at IMD-HQ, Mausam Bhawan (main gate) & SATMET building on any working day between 10 a.m. to 5 p.m. before submitting the tender.

(D) Payment Terms and conditions:-

- 1.** The payment of repair of both the display boards shall be made after acceptance and testing of the system.
- 2.** Payment for CAMC shall be made on half yearly basis subject to satisfactorily upkeep and maintenance of the display boards on submission of the invoice by the service provider.
- 3.** Bill to be raised in the name of DGM (ISSD), Mausam Bhawan, Lodi Road, New Delhi-110003.
- 4.** Payment shall be released after recovery of penalties if any and adjustment of TDS etc applicable as per Income Tax rules.
- 5.** Paying Authority: Director General of Meteorology, Mausam Bhawan, Lodi Road, New Delhi-110003 through PAO IMD New Delhi.

(E) Penalty Clause :-

1. If there is complete failure of display for more than two days, proportionate AMC amount equivalent to days of failure will be deducted. In case of partial failure, the faulty item has to be repaired within 4 days otherwise AMC amount equivalent to no. of days of fault (excluding 4 days) will be deducted.
2. If the system remains defective continuously for the period of one month, then IMD shall free to get it repaired from alternate source and deduct the equivalent amount from the CAMC bill/ performance security of bidder.

(F) Eligibility Criteria :-

1. The bidder should have experience in maintenance of PC based Display Board Systems for last two years. The bidder should submit the proof of the same in the form of projects undertaken and completed successfully. The bidders who don't have required experience of PC based Display Board System can be subject to technical rejection.
2. Work order and experience certificate for satisfactorily performance of the work in at least two reputed organizations (Govt. or Public sector undertaking) should be attached along-with the bid.
3. Income Tax return for last three years must be attached along-with the Bidder.
4. The bidder should have not been blacklisted by any Govt. Organization during last two years.

(G). Validity of the contract:-

1. Initially both the display boards shall be under one year CAMC after the acceptance.
2. CAMC may be extended further for another two years on year to year basis
On the same terms and conditions subject to satisfactory performance of bidder during previous year-

(F). Commercial Terms and conditions:-

- 1 The contract shall be initially for one year, extendable further up-to next two (02) years on the same terms and conditions based on satisfactory performance on yearly basis.
- 2 The bidder shall be required to enter into an agreement and also the deposit performance security in form of 5% Bank guarantee of value of supply order valid for 15 months from the date of signing of the agreement. Performance security is to be submitted at the time of signing the CAMC agreement.
- 3 The price bid may be quoted as per format given in **Annexure-B.**

List of items to be maintained under AMC

1. One no. PC based Display Boards Systems at **Mausam Bhawan (main gate) with following items:-**

S. No.	Particulars	Qty
A.	Video Display Board with necessary SMPS/Control Cards/Cables etc.	One set
B.	OFC Modem	One set
C.	HP Computer with monitor & necessary hardware and software	One set
D.	OFC 4 Core Cable & Patch cords	One set
E.	Tx & Rx cards	One each

2. One no. PC based Display Boards Systems at **SAT.MET Building with following items:-**

S. No.	Particulars	Qty
A.	Video Display Board with necessary SMPS/Control Cards/Cables etc.	One set
B.	HP Computer with monitor & necessary hardware and software	One set
C.	Modem with CAT-6 Cable	One set
D.	Tx and Rx cards	One each

Financial Bid format

S.No.	Name of Item	One time Repairing Charges to make the system operational (Rs.) (3)	CAMC Charges for One Year (Rs.) (4)	Total Cost (excluding GST) (Rs.) (3+4)=(5)	GST amount (Rs.) (6)	Total Cost (including GST) (Rs.) (5+6)=(7)
(1)	(2)					
1.	Display Board at IMD Main Gate					
2.	Display Board at Sat. Met Building					
Total						

(a) Grand Total (including GST) in Figure:-

(b) Grand Total (including GST) in words :-

Signature of Bidder_____

Seal of the Bidder_____

Note/instructions:

- 1. The bidder shall use their own letter head for quoting the prices.**
2. Price shall be preferred in above format and in INR only.
3. Rate of applicable taxes (GST) must be mentioned in Price Bid. If taxes not mentioned, then it is treated that price quoted is inclusive of taxes.