

TENDER FOR
COMPREHENSIVE ANNUAL MAINTENANCE SERVICE (CAMC)
AND
NON-COMPREHENSIVE ANNUAL MAINTENANCE SERVICE (Non-CAMC)
OF
SOLAR WATER HEATING SYSTEMS (SWHS) OF HOSTEL
AT
LIC OF INDIA, ZONAL TRAINING CENTRE, HYDERABAD-500080.

NOTE

We are calling tenders for both CAMC & Non-CAMC and we will decide one between CAMC & Non-CAMC after scrutiny of bidding. Bidders may bid for either CAMC or Non-CAMC or for both.

Tender No.:ZTC/HYD/2024-25/7

LIC OF INDIA, Zonal Training Centre,
HYDERABAD-500 080.

NOTICE INVITING TENDER

Name of the work:	Tender for providing (1) Comprehensive Annual Maintenance Contract & (2) Non-Comprehensive Annual Maintenance Contract of solar water heating Systems of hostel at LIC,ZTC,Hyderabad
Type of Tender:	Sealed tender (Single packet)
Cost of tender documents	Free of cost
EMD	Rs.6000/-
Issue of tender:	07.02.2025 (Friday)
Last date for submission of tender:	Date: 25.02.2025 (Tuesday)
	Time:3.00 pm
Opening of tender:	Date: 27.02.2025 (Thursday)
	Time:11.00 am
Contacting Authority:	Asst.Secretary LIC of India, Zonal Training Centre, Jeevan Vidya, Near Indira Park,Gandhi Nagar, Hyderabad- 500080. Mobile:9496929819

LIC OF INDIA, Zonal Training Centre,
HYDERABAD-500 080.

Tender no.: ZTC/HYD/2024-25/7

Sealed tenders are hereby invited on behalf of the LIC of India, Zonal Training Centre, Hyderabad, for providing (1) Comprehensive Annual Maintenance Service & (2).Non- Comprehensive Annual Maintenance Service of solar water heating System of our hostel for Three years with total capacity of 4000 LPD comprising the following models and other details.

System Capacity (LPD)	Month & Year of Installation	Maker	Model	No. of 3KW Electrical back up Heaters with Thermostat
1500	11/2005	M/S Sai Solar Systems, Hyderabad	FPC	3
1500	11/2005	M/S Sai Solar Systems, Hyderabad	FPC	3
500	01/2015	V-guard	ETC	1
500	05/2023	V-guard	ETC	1

(Abbreviations –

LPD=Liters per Day; FPC=Flat Plate Collectors; ETC=Evacuated Tube Collectors).

(A). QUALIFICATION CRITERIA:

Only those bidders fulfilling the following Eligibility Criteria should participate in the tender:-

A.1. The Bidder must have carried similar services as per following range in reputed educational institutions/Govt. offices/PSUs etc. during a period of last 3 years. Work orders, Completion certificates from client etc. to this effect are required to be enclosed.

- a) At least two clients, each having order value of Rs.1,50,000/-or more
OR
b) At least one client having order value of Rs. 3,00,000/-

Note “Similar Job / service” refers to “AMC of various types of Solar Water Heating Systems (Flat Plate Tube Collector and Evacuated Tube Collector), their inspection and providing training for their operation”.

A.2. A Certificate/Undertaking on the letter head of the Company to the effect that the bidder/Manufacturer has not been blacklisted anywhere in India or abroad by any organization. A self-certification to this effect is required to be enclosed.

A.3. The Bidder should have registered address in twin cities (Hyderabad / Secunderabad) and be registered with concerned statutory authorities for GST/Income Tax etc. The bidder should furnish relevant GST registration documents and PAN/TAN copies along with the bank details of the firm.

Any prospective bidder, not satisfying any of the above mentioned qualification criteria shall be disqualified on technical grounds and the price bid of such disqualified bidder will not be considered for this tender.

(B).GENERAL CONDITIONS APPLICABLE FOR BOTH CAMC & NON-CAMC

B.1. Tender documents can be obtained from office of LIC ZTC Hyderabad or take print out from Web site where this tender is published.

B.2. Tenders are to be submitted in a serially numbered & bounded manner. The tender should be submitted to the Administration office of LIC ZTC Hyderabad up to 3.00 PM on the last date of bid submission as mentioned in Notice Inviting Tender (NIT). The sealed envelope must be super scribed as “Tender for providing Comprehensive Annual Maintenance Service /Non- Comprehensive Annual Maintenance Service of solar water heating System of hostel at LIC ZTC Hyderabad”. Tender will be opened by Tender Opening Committee on date and time of tender opening as mentioned in NIT.

B.3. Tenders should be addressed to Director, LIC Zonal Training Centre, Near Indira Park, Gandhi Nagar, Hyderabad-500080. The name of the bidder and the name of the work must be noted on the above.

B.4. Income Tax PAN number & GST registration number of the Bidder is to be submitted along-with the bid.

B.5. The bidder should write the rates quoted by them in figures & words in the proper form of the tender. All corrections / over writings must be attested by the dated initials of the contractor. If the rates in words and figures differ the rate quoted in figures should be taken as the rate quoted.

B.6. The bidder may submit quotation either for CAMC or Non-CAMC or for both .The rates quoted shall be inclusive of all taxes, royalties etc.

B.7. The offer should be valid for 90 days from the date of opening for the purpose of issue of acceptance letter. The amount quoted herein after referred to as Base rate must be firm and inclusive of all charges of any kind and inclusive of any kind of liability from / to any authority. GST shall be mentioned separately and must not form part of base price. There will be no extra payment or payment of escalation in the amount under any circumstances whatsoever. Statutory taxes will be deducted at source from the payment against the bill amount.

B.8. No extra item or substitute item shall be allowed without prior approval in writing.

B.9. Work has to be carried out in consultation with the representative as authorized by LIC ZTC, Hyderabad.

B.10. The bidder should submit the requisite interest free Earnest Money Deposit (EMD) of Rs.6000/- by DD in favour of the **LIC of India, Zonal Training Centre, Hyderabad** or Direct credit to our account. Please contact us for our account details, if required. Tenders not accompanied by EMD shall not be considered. The EMD of unsuccessful bidders will be released within one month of the award of work. In case EMD exemption is sought under SME/MSME/NSIC, valid certificate from MSME is required to be submitted.

B.11. In the case of successful bidder, the EMD will be released after payment of final bill (after expiry of CAMC/Non-CAMC) and DLP after deduction for any non compliances of the contractual conditions or for other matters ,which Director, LIC , ZTC, Hyderabad may deem fit.

B.12. The full value of EMD will be forfeited, without prejudice to any other rights or remedies, if the contractor fails to commence the work within 15 days continuously from the scheduled date of commencement specified.

B.13. Defect Liability period will be 06 months from the date of end of CAMC/Non-CAMC.

B.14. No part of the contract shall be sublet without written permission of LIC ZTC Hyderabad nor shall transfer be made to power of Attorney authorizing others to receive payment on contractor's behalf.

B.15. LIC ZTC Hyderabad reserves the right to reject any tender or all the tenders without assigning any reason whatsoever.

B.16. The successful Bidder shall comply with the provisions of all Acts, Statutes, Rules, Regulations etc. of the Central and State Government as the case may be that may apply to his case and if necessary, get himself duly registered as required by the said Acts, Statutes, Rules, Regulations etc.

B.17. The successful Bidder shall be liable to pay applicable tax (including Taxes on works contract to state Government), if any, that may be levied by the State or Union Government. Any request contrary to this will not be accepted.

B.18. Bidders may visit site and inspect the existing SWHS before submitting the offer, if required.

B.19. Duration of contract: Three years from the date mentioned in the work order.

B.20. Terms of payment:

The CAMC/Non-CAMC charges will be paid in arrears on Quarterly basis if the services are satisfactory, on submission of bill by the service provider by noting our GST No.36AAACL0582H1ZN after making necessary deductions, if any.

The accepted rate should remain firm during the entire duration of contract. Any changes in tax rates, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed as a result of the above.

B.21. Termination of contract

If the Contractor fails to perform any of its obligations under this agreement or if LIC ZTC Hyderabad is dissatisfied with the services of the Contractor, LIC ZTC Hyderabad may issue written notice intimating the Contractor of their failures or deficiencies and calling upon Contractor to rectify within such time as maybe specified in the notice and if the contractor fails to perform such obligation or make good such deficiencies as pointed out to the Contractor in the notice, LIC ZTC Hyderabad may terminate the services of Contractor under this agreement with forfeiture of the entire EMD. LIC ZTC Hyderabad may also terminate the Contract in circumstances as under:

- i) If the firm is adjudged bankrupt or
- ii) If they make a general assignment for the benefit of their creditors or
- iii) If a receiver is appointed on account of their insolvency or

- iv) They disregard law, ordinances, rules, regulations or orders of any public authority having jurisdiction on the works.

The termination shall be without prejudice to all rights, liabilities and remedies that have arisen or accrued till date of such termination or that may arise on account of such termination and LIC ZTC Hyderabad may get the work done by whatever method they may deem expedient. In such case, the Contractor shall not be entitled to receive any further payment, if due, until the loss, damage or expense incurred by LIC ZTC Hyderabad due to breach of this agreement by Contractor have been settled.

In case the Contractor abandons the work during the course of the contract period, the LIC ZTC Hyderabad shall have the right to appoint an alternate Contractor or make an arrangement for carrying out the work of Contractor, at the risk and cost of the Contractor.

No traveling / daily allowance, in any manner whatsoever, will be payable to the Successful Bidder or its representatives for executing the AMC work.

The scope of work broadly described herein and assigned to Contractor, as their area of responsibility is inclusive of all constancy and other services required in connection with the completion of work whether specifically mentioned herein or not and rendering such constancy services will not entitle the Contractor to charge any additional fees in as much as the same are included in the overall professional fees payable to them.

B.22. Liquidated Damages Clause:

All complaints must be resolved within 48 hours in case of no replacement of spare parts is necessary in CAMC and Non CAMC. If replacement of spare parts is necessary, the complaint must be resolved within 7 days. If any delay in execution of the works is attributable to the acts or omissions and commissions of Contractor, LIC ZTC Hyderabad shall be entitled to recover liquidated damages at the rate of 1% of the Quarterly AMC charges per day of delay.

B.23. Professional indemnity:

Contractor warrants that it shall exercise high degree of care and diligence in rendering the services pursuant to this agreement and that such services shall be of a quality and standard satisfactory to LIC ZTC Hyderabad. The Contractor shall indemnify LIC ZTC Hyderabad from any damage or loss arising from such lack of care and diligence or arising out of any unsatisfactory performance of service by the Contractor.

If any worker of the Contractor indulges in theft, negligence or any illegal/irregular activities, the Contractor shall take appropriate action against its erring worker and intimate accordingly to LIC ZTC Hyderabad and/or LIC ZTC Hyderabad itself can take action in accordance with the law.

The Contractor shall at all times indemnify and keep indemnified LIC ZTC Hyderabad against any such claims/damages caused on account of injury/disability/death of any of its workers while providing the services to LIC ZTC Hyderabad which may be made under the Employees Compensation Act 1923 or any other Acts or any other Statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the workers of the Contractor or in respect of any claim, damage or compensation under Labour laws or other laws or rules made there under by any person whether in the employment of the Contractor or not who provided or provides the service at premises of LIC ZTC Hyderabad.

The Contractor shall at all times indemnify and keep indemnified LIC ZTC Hyderabad, against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at the premises of LIC ZTC Hyderabad or before and after that.

In the event of earlier termination of the Contract by either parties or on expiry of the Contract, the Contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till such time as LIC ZTC, is able to make any alternative arrangement.

In case of any pilferage, theft or breakage etc to the property/assets of LIC ZTC, the Contractor shall be responsible for such losses. The LIC ZTC will be at liberty to deduct the amount of such loss from the monthly bills/ EMD of the Contractor after holding an enquiry. The decision of LIC ZTC to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender/ contract, the contract shall be liable to be cancelled and part/full EMD will be forfeited, as decided by the Competent Authority.

The Contractor shall be deploying workers who shall be in his sole employment and he shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall LIC ZTC be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination]. In case any liability falls on LIC ZTC for any reason, the Contractor shall keep LIC ZTC indemnified against the same.

The contractor providing the maintenance of Solar Water Heating System will undertake to indemnify the Corporation for any loss/damage caused to the Corporation due to carelessness, negligence or absence, specific/non specific, willful/non willful acts by the contractor /workmen posted for duties and/or the litigation initiated by any of the staff/employees of the contractor against the Corporation.

AMC Service Provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves appropriately in the LIC ZTC Hyderabad premises. In case of any misconduct, necessary deductions as indicated in the agreement shall be levied and service provider shall be required to terminate the resource with immediate effect.

The service provider shall provide proper identification cards for the resources and uniform etc so that the only authorized service persons are attending to the servicing and repair work. The details of resources that shall be used for carrying out work should be informed in advance to maximum extent possible.

B.24. Dispute Settlement:

In case of any dispute or difference arise between the parties during the contract period of this contract or touching or relating either to the said buildings or works, or to any other matter or thing arising directly or indirectly under this contract, then and in such an event the same shall be referred to Director, LIC ZTC Hyderabad as the SOLE ARBITRATOR who shall alone consider and determine the same, whose decision / award shall be binding and conclusive upon both the said parties and this clause shall be deemed a submission within the meaning of Arbitration and Conciliation Act 1996 or Statutory modification or re-enactment thereof. It is specifically agreed that the Contractor shall continue to render its services provided herein with all the due diligence, professional skill and tact notwithstanding that any matter, question or dispute has been referred to arbitration. The venue of Arbitration proceedings shall be Hyderabad/Secunderabad. It is further agreed between the parties as hereto that the

Hyderabad/Secunderabad Courts alone shall have the exclusive jurisdiction.

(C).Scope of Work of CAMC :

- C.1. The representative of the vendor has to observe all security and safety norms in the LIC ZTC campus.
- C.2. Servicing shall be carried at every quarter in a year. However, the representative of the vendor shall visit and attend the repairs as and when a complaint on functioning of any of the SWH System is made.
- C.3. All complaints must be attended within 24 hours. Also Contractor's Technician/Service Engineer should inspect and submit a report for SWH systems on monthly basis.
- C.4. The vendor has to carry out inspection, servicing, repairing, maintenance including the replacement of all spare parts including Air release valve, Rubber washer, Temperature gauges Replacement of insulation such as Glass wool, Aluminum sheet components etc.
- C.5. The painting of structure to be done once in a year.
- C.6. The Vendor has to carry out inspection for proper flow of water, leakages of pipes, solar collector, proper functioning of thermo phonic and controlling of temperature of hot water.
- C.7. Replacement of Insulation (Glass wool, Aluminum sheet) of each SWH system shall be carried out by vendor.
- C.8. The insulation works with rocked, chicken mess will be done with no extra cost wherever installation is to be carried out during AMC.
- C.9. No spares, consumables and manpower will be supplied by LIC ZTC Hyderabad. AMC should cover servicing, repairing, and replacement of all spare parts including mechanical and electrical spares/parts/components including water heaters.
- C.10. Consumables, including Anode rod, 1" GIT Cross, Glycol Service as per requirement shall be replaced by the vendor twice a year.
- C.11. Comprehensive AMC of SWH may be renewed after the contract period of 3 years for one or more years consecutively after observing satisfactory services provided by the Firm.
- C.12. De-Scaling of complete SWH system shall be carried out once in six months.
- C.13. Any modification of Plumbing system will be done by the vendor if necessary on actual after taking prior approval of LIC ZTC Hyderabad.

(D).Scope of Work of NON - CAMC :

D.1.For Non-Comprehensive AMC- cost of spares & consumables will be borne by LIC ZTC Hyderabad .

D.2.The representative of the vendor has to observe all security and safety norms in the LIC ZTC campus.

D.3. Servicing shall be carried at every quarter in a year. However, the representative of the vendor shall visit and attend the repairs as and when a complaint on functioning of any of the SWH System is made.

D.4.All complaints must be attended within 24 hours. Also,Contractor's Technician/Service Engineer should inspect and submit a report for SWH systems on a monthly basis.

D.5.The replacement of all the parts if any should be original, genuine make and old replaced should be shown or handed over to the Admin staff of LIC,ZTC. The material whichever needs replacement, should take prior approval from the Competent Authority. The material used in the work will be paid separately after submitting the bill along with Original Invoice.

D.6.During every servicing, dust should be blown from solar water heating system and cleaned.

D.7.All tools & tackles required for maintenance and testing work shall have to be provided to the workmen by the vendor at no extra cost.

D.8.Spare parts used by vendor should conform to IS specifications as applicable.

The decision of the competent authority will be final and binding in awarding the order. In case of any clarification required, please contact us before submission of the bids.

Dated : 06.02.2025

Place: Hyderabad

Director
LIC of India, Zonal Training Centre
Hyderabad

Bidder Information

1.	Name of the Bidder	
2.	Address of the Bidder	
3.	PAN No.	
4.	GSTN No.	
5.	State of GST Registration	
6.	E-mail	
7.	Contact Person's Name & Designation	
8.	Mobile No.	

LIC OF INDIA, ZTC, HYDERABAD
Tender no.: ZTC/HYD/2024-25/7

PRICE BID
(To be quoted on the letterhead of the bidder)
(FOR COMPREHENSIVE AMC)

Sl. No.	Description	Qty.	Rate in Rs.	Amount in Rs.
1	Details of Solar Water Heating (SWH) Systems installed: FPC-2 no. 1500 liter each ETC- 2 no. -500 liter each Location: LIC ZTC Hostel Insulate water tank(Insulated)-- 4000 Liters. Total as above Insulated water Distribution line- -As per site	4 Nos tanks (1500 +1500+500+ 500 liters)		
2	TOTAL			
3	GST/Taxes as applicable			
4	GRAND TOTAL			
	In Words:			

Declaration: I/We do hereby accept all the terms and conditions laid down in the tender document for the above said work. I/We also agree to the condition that the right to suspend the tender process or part of the process, to accept or reject any or all the tenders at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reasons thereto is reserved by the Competent authority of the LIC ZTC Hyderabad without any obligation or liability whatsoever.

Signature of the Bidder with date and seal

LIC OF INDIA, ZTC, HYDERABAD
Tender no.: ZTC/HYD/2024-25/7

PRICE BID
(To be quoted on the letterhead of the bidder)
(FOR NON-COMPREHENSIVE AMC)

Sl. No.	Description	Qty.	Rate in Rs.	Amount in Rs.
1	Details of Solar Water Heating (SWH) Systems installed: FPC-2 no. 1500 liter each ETC- 2 no. -500 liter each Location: LIC ZTC Hostel Insulate water tank(Insulated)-- 4000 Liters. Total as above Insulated water Distribution line-- -As per site	4 Nos Tanks (1500+1500 +500+500 liters)		
2	TOTAL			
3	GST/Taxes as applicable			
4	GRANDTOTAL			
	In words:			

Declaration: I/We do hereby accept all the terms and conditions laid down in the tender document for the above said work. I/We also agree to the condition that the right to suspend the tender process or part of the process, to accept or reject any or all the tenders at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reasons thereto is reserved by the Competent authority of the LIC ZTC Hyderabad without any obligation or liability whatsoever.

Signature of the Bidder with date and seal