

**Date : 11/06/2021**

**PAWAN HANS LIMITED  
(WESTERN REGION)  
MUMBAI- 400056.**

**TENDER NO. - PHL/WR/CE/JHC/LIFTS/2021**

**Date : 11/06/2021**

**ANNUAL MAINTAINANCE CONTRACT FOR 03 LIFTS AT JUHU  
HOUSING COMPLEX, SANTACRUZ(W), MUMBAI- 400054.**

**NAME OF THE PARTY:**

**PRE-BID MEETING: 18/06/2021-at 1100 Hrs.**

**TENDER PUBISHING DATE : 14/06/2021 at 1300 Hrs.**

**TENDER SUBMISSION START DATE : 14/06/2021 at 1300 Hrs.**

**TENDER SUBMISSION LAST DATE : 05/07/2021 till 1300 Hrs.**

**TENDER OPENING DATE : 05/07/2021 at 1590 Hrs.**

## TENDER INVITING NOTICE

I	Tender inviting officer, Authority, Designation and Address	Manager (Civil), Pawan Hans Ltd., WR Juhu Aerodrome, S.V. Road, Vile Parle (W), Mumbai-400056. Website: <a href="http://www.pawanhans.co.in">www.pawanhans.co.in</a>
II	Name of the work:  B. Place of execution	ANNUAL MAINTAINANCE CONTRACT FOR 03 LIFTS AT JUHU HOUSING COMPLEX Place : JHC, Santacruz (W), Mumbai-400056.
III	Tender documents availability	Tender document can be obtained on our website <a href="http://pawanhans.co.in">pawanhans.co.in</a>
IV	Date, time and place of Pre- Bid meeting	Date : 18/06/2021 Time : 1100 hrs. Place : Civil Engg. Dept. Office, Pawan Hans Ltd., WR Juhu Aerodrome, S.V. Road, Vile Parle (W), Mumbai- 400056.
V	Start date, time and place of submission of Tender	Date : 14/06/2021 Time : 1300 hrs. Place : Civil Engg. Dept. Office, Pawan Hans Ltd., WR Juhu Aerodrome, S.V. Road, Vile Parle (W), Mumbai- 400056.
VI	Last date, time and Place of Tender submission	Date : 05/07/2021 Time : 1300 hrs. Place : Civil Engg. Dept. Office, PAWAN HANS LTD., WR, Aerodrome, S.V. Road, Vile Parle (W), Mumbai - 400056.
	Date, time and Place of Tender opening	Date : 05/07/2021 Time : 1590 hrs. Place : Civil Engg. Dept. Office, PAWAN HANS LTD., WR, Aerodrome, S.V. Road, Vile Parle (W), Mumbai - 400056.

Intending eligible bidders may obtain a copy of bid document from the official website i.e. [pawanhans.co.in](http://pawanhans.co.in) by payment of Rs.590/- (Rupees Five Hundred ninety only) along with their tender towards tender fee/cost in the form of Account Payee Demand Draft from any of the Nationalized /Scheduled Bank bank in favour of "PAWAN HANS LIMITED" payable at MUMBAI", failing which the tender will be treated as incomplete and will be ignored.

JGM  
(ADMN)

## 1. TENDERING PROCESS

The tenders are invited in a two bid system i.e. qualifying bid (technical bid including EMD & tender fee) and then the financial bid.

1. The tender form for Technical bids prescribed at Annexure –I (Attached) complete in all respect (Including EMD and Tender Fee) should be submitted in sealed cover superscribed – **“Technical Bid – AMC for 03 Lifts at JHC, Santacruz (W)”**
2. The tender form for Financial bids prescribed at Annexure –II (Attached) complete in all respect should be submitted in sealed cover superscribed **“Financial Bid – AMC for 03 Lifts at JHC, Santacruz (W)”**
3. **The above two sealed covers should be put together in one envelope** addressed to and superscribed as **“ANNUAL MAINTAINANCE CONTRACT FOR 03 LIFTS AT JUHU HOUSING COMPLEX AT JHC, SANTACRUZ (W)”**:

To,  
The JGM (ADMN),  
PAWAN HANS LTD.,  
WR, Juhu Aerodrome,  
S.V. Road, Vile Parle (W),  
Mumbai-40056.

The Envelope should be dropped in the Tender Box kept at Civil Engg. Dept. Office in the above address latest by **13.00 hrs on 05/07/2021**. Incomplete bid documents will be rejected.

The Two bid tendering process comprise the following,

1. The technical bids will be opened in the first stage, at **15.00 hrs on 05/07/2021** and the same will be scrutinized and evaluated by the competent committee/authority with reference to parameters prescribed in the tender documents and the offers received from the tenderers.
- 2 In the second stage, the financial bids of only technically accepted offers (as decided in the first stage above) will be opened for further scrutiny, evaluation, ranking and placement of contract.

The financial bids of the eligible bidders will be opened only after intimating the date and time to bidder.

## 2. ELIGIBILITY CONDITIONS

The bidder shall meet the following requirement:

2.1 PHL invites sealed tenders from agencies having license of lift operator from concerned authority for grant of license for lifts in buildings.

2.2 Experience of having successfully completed similar works such as comprehensive maintenance of lifts during the last 3 financial years either of the following:

a) 3 similar completed works costing not less than Rs.54000/-

or

b) 2 similar completed works costing not less than Rs. 67590/-

or

c) 1 similar completed work costing not less than Rs. 108000/-

*Definition of similar works : AMC of Lifts/Repairing of Lifts with any central / state Govt offices/PSU/ private unit..*

Documentary proof for the above shall be produced along with the offer/WO/Experience Certificate etc. failure of which the offer may be disqualified.

2.3 Bidder should furnish PAN certificate, GST no. certificate

2.4 Tender document duly signed & stamped by the bidder

## SECTION- II INSTRUCTIONS TO BIDDERS

### **1. INTRODUCTION**

#### **1.1 Definitions:**

- (a) "Purchaser" means the PHL, Mumbai.
- (b) "Bidder" means any registered entity engaging in business such as a proprietorship, partnership, private concern or corporation who participates in this tender and submits its bid.
- (c) "Supplier" means any registered entity engaging in business such as a proprietorship, partnership, private concern or corporation who supplying the goods under the contract.
- (d) "AMC of Lifts" means specifications mentioned in Section III, which the Supplier is required to take for AMC under the contract.
- (e) "Price" means the price payable to the Supplier under the purchase order for the full and proper performance of its contractual obligations.

Bidder must visit the site before submitting the tender.

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. **Failure to furnish all information required as per the Bid documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.**

### **2. PREPARATION OF BIDS.**

#### **2.1. DOCUMENTS COMPRISING THE BID:**

2.1.1 Clause by Clause compliance demonstrating substantive responsiveness to the terms & conditions along with **tender document (Except Annex- II)** by signing and stamping on all the pages of the original bid document no. PHL/WR/CE/JHC/LIFTS/2021 by authorized person (s) along with documentary proof as mentioned in eligibility conditions must be sent along with **technical bid**.

2.1.2 The financial bid shall contain price schedule (Annex –II) with signature & stamp of authorized person.

Note: All the documents submitted (whether original or photocopy) in the bid must be legible & self attested.

### **3. BID PRICES:**

- 3.1 **The bidder shall give the total composite price inclusive of all levies and taxes.** The basic unit price and all other components of the price need to be individually indicated against the Price Schedule given in financial bid. The offer by the bidder shall be in Indian Rupees only. No foreign exchange will be made available by the purchaser.
- 3.2 Prices indicated on the Price Schedule shall be entered in the following manner:
  - (i) The price of the items shall be quoted total price (inclusive of all taxes and levies, transports, insurance etc) item wise.
  - (ii) The bidder shall quote only one price for each item. The price indicated by the bidder is firm and no modification in the price will be accepted.

#### **4. EMD :**

- 4.1 The bidders shall furnish EMD as part of this bid, a EMD of an amount **Rs.4050/- (Rupees Four thousand fifty onlyOnly)** in the form of Demand Draft/ Banker Cheque from any of the Nationalized /Scheduled Bank bank in favour of "PAWAN HANS LTD." payable at Mumbai. The EMD or Performance security will bear no interest whatsoever. The EMD & Tender fee should be enclosed with the Technical bid of tender document.
- 4.2 The bid security is required to protect the Purchaser against the risk of bidder's conduct, which would warrant the bid security's forfeiture.
- 4.3 A bid not secured in accordance with Para 4.1 shall be rejected by the purchaser being non-responsive at the bid opening stage and returned to the bidder.
- 4.4 The EMD of the unsuccessful bidder will be discharged/returned to them at the earliest / 30 days after the award of contract/order.
- 4.5 The EMD may be forfeited:
- (a) If a bidder withdraws his bid during the period of bid validity.
  - (b) In the case of a successful bidder, if the bidder fails to sign the contract and not furnished the performance security.
- The bidder will not be eligible to participate in the tender for same item for three year from the date of issue of Purchase order if point 4.5 (a) and (b) are not fulfilled.

#### **5. PERIOD OF VALIDITY OF BIDS :**

- 5.1 Bid shall remain **valid for 120 days after the date of bid opening** prescribed by the Purchaser.
- 5.2 In exceptional circumstances, the Purchaser may request the bidder's consent for an extension to the period of bid validity. The request and the responses there to shall be made in writing. A bidder accepting the request and granting extension will not be permitted to modify his bid.

#### **6. FORMATS AND SIGNING OF BID :**

- 6.1 All pages of the Technical bid and Financial bid along with tender document shall be signed by the person or persons signing the bid. The bids submitted shall be sealed properly.
- 6.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid.

#### **7.0 SUBMISSION OF BIDS :**

**7.1** On the date and time specified in the Tender Notice following procedure will be adopted for opening of the tender.

Envelope No.1: The common sealed cover containing Envelopes 1 and 2 will be opened. The names of successful Tenderers shall be announced within three weeks of opening of Envelope No.1. The Envelope No.2 of all the Tenderers shall be kept aside.

The Tenderer who fails at the stage of opening of Envelope No.1 may collect their Envelope No. 2 within 10 days of the announcement. Such Envelopes shall be destroyed after the period of 10 days.

Envelope No.2 : The Envelope No. 2 of qualified bidders only shall be opened on the date so fixed by us for which pre-intimation will be dispatched. Any effort by the Tenderer to influence the company in the process of examination, clarification, evaluation and comparison of Tenders and decision concerning award of contract may result in the rejection of the Tenderer's Tender.

The sealed tender is to be dropped in the tender box being kept at Civil Engg. Dept. Office, PAWAN HANS LTD., WR, Juhu Aerodrome, S.V. Road, Vile Parle (W), Mumbai-40056. If the outer big envelope is not sealed and marked properly as above, the purchaser will not assume any responsibility for its misplacement, premature opening etc.

The bidder in this regard should submit the following documents:—

- (a) The bid should be accompanied by tender document along with two separate Demand drafts for tender fee of **Rs.590/- (non-refundable)** and EMD of **Rs. 4050/- (Rupees One Thousand Eight Hundred Only)**. The bid received without tender fee and EMD will not be considered.
- (b) All conditions as mentioned in eligibility criteria along with documentary proof.
- (c) Copy of PAN Number,
- (d) Copy of GST no. certificate,
- (e) Copy of License of lift operator,
- (g) Tender document duly signed & stamped by the bidder. Any other related documents.

**7.2** The tender document is available on our official website [pawanhans.co.in](http://pawanhans.co.in)

## **8. LATE BIDS :**

Any bid received by the Purchaser after the due date & time for submission of bids prescribed by the Purchaser shall be rejected and returned unopened to the bidder.

## **9. OPENING OF BIDS:**

- 9.1 The purchaser shall open bids in the presence of bidders or their authorized representatives who choose to attend at **15.00 P.M.** on due date 05/07/2021. The bidder's representatives, who are present, shall sign in an attendance register. An Authority letter to this effect shall be submitted by the bidders before they are allowed to participate in bid opening (A format is given in annexure-II).
- 9.2 A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening.
- 9.3 The date fixed for opening of bids, if subsequently declared as holiday by the PHL or in case of any emergency, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened in the next working day, time and venue remaining unaltered.

## **10. CLARIFICATION OF BIDS :**

To assist in the examination, evaluation and comparison of bids the Purchaser may, at its discretion ask the bidder for the clarification of its bid. The request for clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained after opening of the tender.

## **11. TENDER EVALUATION :**

- 11.1 Purchaser shall evaluate the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 11.2 Tender committee will scrutinize the bids based on the eligibility criteria and technical specification compliance. The bidders, who are not complying the eligibility criteria, technical specification and all other terms mentioned in the tender, will be summarily rejected. The technically qualified bidders only will be called for financial bid opening.
- 11.3 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the Purchaser. If there is a discrepancy between words and figures, the amount in words shall prevail. If the Supplier does not accept the correction of the errors, his bid shall be rejected.
- 11.4 The evaluation and comparison of responsive bids shall be done on the price of the goods offered inclusive of Levies & Taxes i.e., Sales Tax, VAT & Excise Duty, octroi/ entry tax, packing, forwarding, freight and insurance etc. as indicated in the Price Schedule of the Bid Document

## **12. CONTACTING THE PURCHASER:**

- 12.1 No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of tendering till the time the contract is awarded.
- 12.2 Any effort by a bidder to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

## **13. PLACEMENT OF ORDER:**

The Purchaser shall consider placement of orders for financial supplies on those bidders whose offers have been found technically and financially acceptable.



**14. PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:**

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Purchaser's action. **Any deviations / lower specifications in this tender will not be accepted.**

**15. ANNULMENT OF AWARD:**

PHL reserves the right to cancel the order without assigning any reasons at any stage. PHL reserves the right to disqualify the supplier for a suitable period who habitually failed to take the AMC for Lifts 03 Nos. PHL reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient grounds

**SECTION – III**  
**TERMS AND CONDITIONS TO THE BIDDERS**

**1. SPECIAL CONDITIONS**

- 1.1 The agreement will be in force for One year from the date of execution of contract as mentioned in work order and further can be extendable for another one year upon satisfactory completion of work with same terms & conditions.
- 1.2 Agency shall arrange subject to the provisions contained herein to safeguard the appliances, fittings materials and property of the PHL.
- 1.3 The bidder must get certificate from the lift inspector of PWD every year, failing which a penalty of 5% of contract value is being charged for each year.**
- 1.4 The bidders shall furnish EMD as part of this bid, a EMD of an amount Rs. 4050/- (Rupees Four thousand fifty only) in the form of Demand Draft/ Banker Cheque from any of the Nationalized /Scheduled Bank bank in favour of “PAWAN HANS LTD.” payable at Mumbai. The EMD or Performance security will bear no interest whatsoever. The EMD should be enclosed with the Technical bid of tender document.
- 1.5 The tender fee of Rs. 590/- shall furnish in the form of Demand Draft/ Banker Cheque from any of the Nationalized /Scheduled Bank bank in favour of “PAWAN HANS LTD.” payable at Mumbai to obtain a copy of bid document from the official website i.e. [pawanhans.co.in](http://pawanhans.co.in)
- 1.6 Performance security of an amount of to 5% of contract value will have to be deposited within 07 days of issue of work order towards performance of work. The said Performance Guarantee shall be valid for a period of 60 days beyond date of completion of all contractual obligations i.e after carrying out to repair works bring the lift in workable condition. The said PS shall be refunded to supplier without interest, whatsoever after it duly performs and completes the contract in all respects but not later than 60 days of the completion of all contractual obligations under contract.**
- 1.7 The security deposit @ 5% of the contract value of tender along with EMD shall be deposited by the bidder, failing which PHL at their discretion may revoke the Letter of Intent and forfeit the EMD. The Security Deposit can be paid through a crossed demand draft / Banker's cheque of any Scheduled / Nationalized Bank in favour “Pawan Hans Ltd” payable at Mumbai or the Security Deposit shall be deducted @ 10% from the running bills at the specified 5% of contract value. Security deposit will be returned after defect liability period which is six months after completion of all contractual obligations i.e. complete contract period..**
- 1.8 The performance Guarantee deposit shall be in the form of DD/Bank Guarantee issued by any nationalized scheduled bank in favor of Pawan Hans Ltd. payable at Mumbai.
- 1.9 Delay in providing services/absenteeism/unsatisfactory services will attract a Penalty of 0.5% per week or part thereof delay subject to a maximum of 10% of annual contract value.

- 2.0 **FORFEITURE OF EMD/PS** : EMD will be forfeited, if tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the validity of its tender. Further, If the successful tenderer fails to furnish the required performance security within the specified period, its EMD will be forfeited and the same should be specified in the tender document. Performance security is to be forfeited in the event of a breach of contract by the supplier, in terms of the relevant contract.
- 2.1 The rate quoted shall be inclusive of all charge like transportation charges, material cost, labour cost and taxes applicable with reference to this tender, including that of GST, if any.
- 2.2 Payment will be made on monthly basis, monthly maintenance bill will be paid within 30 days from the date of submission of bill. Payment through electronic fund transfer from our bank directly to contractor's Bank account for which bank name & branch address, IFSC code & 09 digit MICR code should be clearly mentioned.
- 2.3 After the expiry of the agreement period, the service need not be continued taking it as deemed extension of period.
- 2.4 PHL has the right to impose fine and recover from the agency for noncompliance of the requirements. Decision of PHL will be final.
- 2.5 Any dispute arising out of this agreement or that which may arise in future, will be resolved by taking recourse to mutual settlement in the instance, failing which the dispute will be subject to Mumbai court jurisdiction only. PHL is entitled to withhold payments due to the Agency in case of dispute of claims till it is resolved.
- 2.6 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.
- 2.7 The contract covers servicing and maintenance of Lifts – 03 Nos as per enclosure. terminations, doors and connected accessories of the equipments are also included in the contract.
- 2.8 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 5.00 pm) for normal servicing on the date mutually agreed upon to ensure proper functioning of the Lifts – 3 Nos.
- 2.9 The agency shall attend unlimited breakdown calls in between routine service calls immediately on receipt of breakdown calls.
- 3.0 During the visit, the service representative shall inspect the Lifts – 03 Nos and carryout the minor adjustments for trouble free operation and to ensure that the Lifts – 03 Nos. are to be always in working conditions.
- 3.1 The scope of this contract includes all major/minor repairs etc.

- 3.2 All men & tools are to be arranged by the Contractor.
- 3.3 All spares to be used in this work shall be genuine spare parts and the same shall be used from the authorized dealer or manufacturer.
- 3.4 It has to be ensured by the contractor that the Lifts – 3 Nos. is always in working condition. Any breakdown or defects shall be attended to it immediately. If for any reason, the Lift/ Lifts is/are not operational for more than 24 hrs, recovery @Rs.1000/= per day per lift will be made till the set is made functional.
- 3.5 Service offered under this contract shall be in accordance with the service instructions and standard practice of original engine manufacture.
- 3.6 The agency shall maintain log book for each Lifts – 03 nos. and record the nature of service rendered in each visit by the service representative and the same shall be duly got signed by the supervisor of the work.
- 3.7 Taxes at the prevailing rate will be recovered.
- 3.8 No spares, consumables or any other items will be supplied by the department.
- 3.9 Department reserve the right to terminate the contract without assigning any reason, if the annual maintenance and services are found dissatisfactory.
- 4.0 Bidder shall intimate their PAN Number in the quotes.
- 4.1 Recoveries will be made if the services and maintenance are not attended properly, as per the decision of PHL which will be final and binding.
- 4.2 Conditional quotes will not be accepted.
- 4.3 Maintenance works are required to be carried out as per manufacturers manuals and ensured that the lifts work without break down.
- 4.4 Arbitration : In case of any dispute arising out of interpretation of specifications or any terms and conditions including special conditions of contract or arising during the execution of the work/contract, shall be referred to a sole arbitrator for adjudication through arbitration. The arbitration shall be conducted in accordance with the provisions of Arbitration & Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceedings. The Chairman cum Managing Director, Pawan Hans Ltd. shall preferably nominate the arbitrator.
- 4.5 For any accident/incident the bidder will be responsible.
- 4.6 Contractor will be responsible for any incidents.

## 2. SPECIFICATION OF LIFTS:

Scope : Annual Comprehensive Maintenance & Servicing  
of 03 Lift

Installation : The above Lifts are installed at JHC, Santacruz (W).

Details of Lifts :  
 Manufacturer : **O l y m p u s**  
 No of floor served : Basement/Ground + max. 6 Upper (varies with each Bldg.)  
 Capacity : 03 persons – 408 kg  
 Year of Installations : **2 0 0 2**

All servicing, maintenance and replacement shall be done with the knowledge of PHL.

## 3. Details of Lift Maintenance Schedule:

Periodicity of Check	IN Car	In Car Top	In Machine Room	In PIT and Sheet
Monthly (whenever required and atleast once in a month)	1.Alarm 2.Intercom 3.Car operating panel functions 4.Door operation 5.Safety edge operation 6.Landing push box 7.Landing indicator 8.Car and Land sill 9.Car light and fan 10.Car calls 11.Ride comfort 12.Car emergency light 13.Infra red curtain 14.Play in car 15. Cleaning the car and landing sill. 16. Toe guard.	1.Door operation function 2.Door operator belt/channels 3.Car top cleaning 4Automatic rescue device 5.Check all locks are functioning properly	1.Blower 2.Brake operation 3.Brake liner 4.Relay/contractor operation 5.Controller ventilation 6.OSG operation 7.Clean machine 8.M/C room light and fan 9.Car top safety 10.Sheave shaft 11.Motor shaft 12.Governor pulley 13.Sleeve bearings 14.Check on simplex/duplex operation	1.Condition of spring 2.Lighting in shaft 3. Rail & counter weight
	17.Levelling 18.Emergency stop 19.Landing door operation 20.Landing door gate lock		15. Grease bearings 16. Check Rope and Rope safety switch 17.Check on starting and running current 18. Check on incoming voltage.	

Bimonthly (whenever required and atleast once in a two months of year)		1.Inspection box 2.Guide rail lubrication 3.landing door track roller 4.Guide shoes car / counterweight	1.Main switch unit 2.Gear oil clear level 3.Tacho and Tacho belt	Clean pit
Quarterly (whenever required and atleast once in a quarter)		1.Car top isolation 2.Shaft wire tightness	1. Car over speed safety gear by manually moving levers and check the performance of safety locks. 2.Machine room earthing 3.Power supply cables 4.Insulationresistance of a) Power cables b)power cores in traveling cable c) Motor, Switch and Relays. d)R.S. Joist paintings	1.Counter wt run by 2.Car bottom isolation

#### 4. ANNUAL MAINTENANCE CONTRACT:

4.1 The scope of the AMC shall cover the following:

- a) Diagnose the faults and rectify the defect detected in 24 hrs. & to carry out all repair works.
- b) This contract includes replacement of all the faulty parts of the equipment and cost of the same shall be furnished by supplier except landing, car enclosure, ropeway, control board, Door panels, electrical wiring/cable, Hand rail.
- c) Carry out the periodic (at least once in a month) preventive maintenance.
- d) Upkeep of the system, recording required readings and maintaining log book of Works carried out and a copy of it needs to be submitted to us i.e. purchaser

4.2. 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.

#### 5. REPAIR AND MAINTENANCE

##### Support Centre:

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.

## **6. TECHNICAL SUPPORT PROCEDURE:**

- 6.1 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.
- 6.2 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.

**ANNUAL MAINTAINANCE CONTRACT FOR 03 LIFTS AT JUHU HOUSING COMPLEX, SANTACRUZ(W), MUMBAI- 400054.****7. TECHNICAL BID:**

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

2. 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



3. Particulars as given to be submitted

Sl. No.	Particulars	Reg. No & date	Proof submitted
	Mention the registration numbers:		
	a) GST No.		Yes/No
	b) License for Lifts operator		Yes/No
	c) PAN		Yes/No
	d) Tender document duly stamped &		Yes/No
	signed by proprietor of bidding party		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:

**ANNUAL MAINTAINANCE CONTRACT FOR 03 LIFTS AT JUHU HOUSING COMPLEX, SANTACRUZ(W), MUMBAI- 400054.**

**9. 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. and the bidder may visit the site & quote according to the current condition of lifts.

Sr. No	Particulars	Amount (Rs.)
1	AMC Charges per annum for lift of order no. LO-10376 (For Bldg. No. D1 (G+5 floors) ) Weight Carrying capacity – 408 kg (03 persons)	
2	AMC Charges per annum for lift of order no. LO-10377 (For Bldg. No. C6 (G+5 floors) ) Weight Carrying capacity – 408 kg (03 persons)	
3	AMC Charges per annum for lift of order no. LO-10372 (For Bldg. No. C7 (G+6 floors) ) Weight Carrying capacity – 408 kg (03 persons)	
4	Total Amount (1+2+3)	
5	GST if applicable	
	G. Total Amount (Rs.)	

(Rupees in Words:

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:

(Letter of submission on contractor's letterhead)

**TO,  
JGM (ADMN),  
PAWAN HANS LTD.,  
Juhu Aerodrome, S V Road ,  
Vile parle (W)  
MUMBAI - 400056.**

**Date: -----**

**Sir,**

In reference to your tender enquiry, letter no. Ref : PHL/WR/CE/JHC/LIFTS/2021 dated 11/06/2021 towards the works within your premises as per the description of work as mentioned above in tender. I/We have inspected the site & under the nature of work. I/We are submitting our sealed unconditional quotation for afore said work.

I/We also enclose the copy of **PAN Card**.

**PAN NO.**\_\_\_\_\_

**Bank Details:**

A/C No.....  
IFSC CODE.....  
BRANCH.....

Thanking you.

**For M/S** \_\_\_\_\_

(Signature of contractor)

**Name & Address of contractor:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_