

Scope of Work Document & ATC

GEM bid for Supply of Roti Making Machine, SOLAR WATER HEATING SYSTEM AND PALAG in KGVB HOSTEL of Madhya Pradesh

District Education Office
District- Umaria, Madhya Pradesh

NOV, 2024

GEM Bid for procurement of ...<<02>>..... Nos. of Roti Making Machine, SOLAR WATER HEATING SYSTEM AND PALAG in KGVB HOSTEL District- Umaria, Madhya Pradesh.

1. Contact Details

Bidder shall submit their bids on GeM portal.

1.	Contact Person	Name: REEJHAN SINGH MARAVI Designation: District Education Office Office name: District Education Office UMARIA Office Address: District Education Office UMARIA Email: deouma-mp@nic.in Phone no.:9630477851, 8085485404
2	Bank Details for EMD	Bank Name CENTRAL BANK OF INDIA A/c Number 2018079830 IFSC Code CBIN0281967

2. Earnest Money Deposit (EMD)

- 2.1. EMD Amount is as mentioned in the GEM Bid. EMD exemption is as per Latest GeM terms and conditions.
- 2.2. Bidder has to submit the scan copy of the proof of EMD in their technical bid and submit the original copy in office on or before 3 days after the date of bid closing.

3. Performance Bank Guarantee:

Performance Bank Guarantee (PBG) is 3% of the contract value as mentioned in the GEM Bid.

4. Eligibility Criteria

- 4.1.1. The Bidder shall be a legally registered entity in India and shall have been in operation for at least three years as on last date of bid submission. Certificates of incorporation/ Registration Certificates along with relevant legal document
- 4.1.2. The Bidder must have average annual turnover of **Rs. 70.00** lacs in last three financial years i.e. FY 2021-22, FY 2022-23 & FY 2023-24. The copies of Audited Annual Accounts/Statutory CA Certificate **with UDIN number** for last three years shall be uploaded along with the bid.
- 4.1.3. copy of the income tax return for the last three financial years (2021- 22, 2022- 23, 2023 - 24). The tenderer will have to attach a photocopy of the (GST) certificate.
- 4.1.4. Work Experience Certificates for government department supply of at least 3 years should be submitted along with technical evaluation documents.
Supporting Document: Work of similar nature is intended to setting up in any Govt./Semi-Govt./Public Sector Institute/organization satisfactorily during the last 5 years as on last date of bid submission. Copy of work orders/Contract or Client Certificate should be submitted in this regards.
- 4.1.5. The bidder must have **one office in Madhya Pradesh**. Please upload the copy of any two of the following: Property tax bill/Electricity Bill/Telephone Bill/VAT/CST Registration/ Lease agreement. In case, bidder does not have office in MP, bidder should give undertaking to open office in MP within 30 days from the date of contract.
- 4.1.6. The bidder must submit an undertaking that they have not been black listed/ debarred by any state government / central government / PSU in last three years as on last date

of bid submission. Undertaking on the Stamp paper duly Notarized that the firm has never been blacklisted/barred (temporary or permanent) and disqualified by any state government / central government / PSU undertaking in India needs to be furnished.

- 4.1.7. **No Deviation Certificate:** Bidder should submit the undertaking of No deviation for the Technical Specifications ask in bid.
- 4.1.8. The Bidder must submit their valid **PAN, GST** Registration Certificate.
- 4.1.9. The Bidder has to submit the complete clear telephone and e-mail etc. along with the tender form and Having Service center in Madhya Pradesh attached the service center Details.
- 4.1.10. Copy of valid Cert. ISO9001:2015, 14001:2015
- 4.1.11. Bid specific Authorization certificate form manufacturer has to be submitted with technical evaluation documents.
- 4.1.12. Bid specific Authorization certificate form manufacturer has to be submitted with technical evaluation documents.
- 4.1.13. Mandatory Pre Bid meeting for the Roti making machine will be held on **20-12-2024** at the office of DEO UMARIA.
- 4.1.14. virtual demonstration is mandatory to be done during pre bid meet.
- 4.1.15. Purchase Committee, **District Educational Officer:** (MP) reserves the right to accept or reject any Tender and to increase or decrease the amount of material shown in the tender

1. Roti Making Machine Specifications

1	Features	Min Required Specifications
2	Capacity:	400 to 500 RP HR
3	Power Supply:	230 Single Phase
4	Power Consumption:	3 to 3.5 Unit PR HR
5	Electrical Connection Load:	1. 5.5 KV
6	Size of Roti :	8 Inch MAX
7	Thickness of Roti :	1 MM to 4 MM
8	Heating Element Watt :	Ceramic 2300+2000WATT
9	Motor :	1 H.P. + 120 V.
10	Body :	S.S.
11	Roasting Plate :	SS
12	Type of Roti maker	Semi automatics
13	Chapati shape	Round
14	Chapati collection	Automatic in chapati storage(Box /Bin)
15	Chapati colour	Light brown
16	Covrring material of machine	Stainless steel
17	Quality of chapati	Fuffed & soft
18	Certification	ISI/ISO Certificated
19	Toggle switch	YES

20	Temperature controller	YES
21	Push starter	YES
22	Rotary switch	YES
23	Emergency Switch and indicators	YES

Solar Water Heating System 500 LPD, ETC

क्रमांक	सामग्री का नाम	Min Required Specifications																															
1	Solar Water Heating System 500 LPD, ETC	<p>TECHNICAL REQUIREMENT OF SWHS</p> <p>The solar water heating system should be in accordance with the standards set by MNR in their office Memorandum no F. No. 313- 12/05/2019 (R&D) (Standard & Quality Control division) 26 March 2019 subject Quality Control Order on Solar Thermal Systems/Devices/Components Goods.</p> <p>Solar water heating system shall comprise of following main components:-</p> <ol style="list-style-type: none"> 1. Solar collector. 2. Storage Water Tank' 3. Frame/stand for collector and Tank 4. Insulated Hot water pipelling connecting tank outlet to inlet of beneficiary <p>CPVC Pipes Specification</p> <p>Dimensional details of SDR(Class 1) CPVC pipes as per IS 15778 and as per ASTM D2846 Sizes Pressure @27°C =28.17 kg/cm² and @ 82°C =6.93 kg/cm²</p> <p>CPVC Pipes Specification</p> <p>Dimensional details of SDR 11 (Class 1) CPVC pipes as per IS 15778 and as per ASTM D2846 Sizes Pressure @ 27°C =28.17 kg/cm² and @ 82°C =6.93 kg/cm²</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th rowspan="2">Sno.</th> <th colspan="2">Nominal Size</th> <th>Pipes outer Diameter</th> </tr> <tr> <th>Inch</th> <th>mm</th> <th>mm</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>½</td> <td>15</td> <td>15.90</td> </tr> <tr> <td>2.</td> <td>¾</td> <td>20</td> <td>22.20</td> </tr> <tr> <td>3.</td> <td>1</td> <td>25</td> <td>28.60</td> </tr> <tr> <td>4.</td> <td>1¼</td> <td>32</td> <td>34.90</td> </tr> <tr> <td>5.</td> <td>1½</td> <td>40</td> <td>41.30</td> </tr> <tr> <td>6.</td> <td>2</td> <td>50</td> <td>54</td> </tr> </tbody> </table>	Sno.	Nominal Size		Pipes outer Diameter	Inch	mm	mm	1.	½	15	15.90	2.	¾	20	22.20	3.	1	25	28.60	4.	1¼	32	34.90	5.	1½	40	41.30	6.	2	50	54
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3 पलंग PALAG

क्रमांक	सामग्री का नाम	Min Required Specifications
1	PALAG	<p>Over all Size L1910 X W880 X H450 mm</p> <ol style="list-style-type: none"> The Frame of the cot shall be made of MS rectangular tube 50x25x12.5 mm Nos. Support of MS square tube 25x25x1.25 shall be provided to rest the commercial. Nos. cross supports at the corner of the frame shall be provided of MS square for 25x25x1 mm Nos. Support of MS square tube 25x25x1.25 mm approx. 100 mm long shall be provided in the center of sides of the frame as shown in drawing. Head Bow shall be made of Ms round tube 30 mm dia x 1.25 mm thick centre honk support of MS tube 20mm dia x 1.00 thick shall be provided at 300 mm from great level. 3 nos. vertical support tube as shown in the drawing of 12 mm dia 1.00 mm shall be welded to the horizontal support tube & upper tube of head bow. Foot Bow shall be made of 2 nos. vertical MS tube 30 mm dia x 1.25 thick together by welding MS tube 20 mm dia x 1.00 mm thick 2 nos. MS angles 30x30 mm shall be welded on top of the vertical tube as shown in drawing <p>Steel Cot type A waterproof</p> <p>Commercial ply of 12mm thickness size for 1850x750 ISI Marked shall be fitted in the frame as shown in drawing the ply shall be the supports given on the main frame</p>

5. Service Level Agreement (SLAs)

SLA as per **Annexure - A** is to be signed between **District Education Officer, UMARIA** and successful bidder on notarized Stamp paper of Rs. 500.

6. Warranty

6.1. Comprehensive **onsite warranty for 3 years** from the date of delivery of **Roti Making Machine, SOLAR WATER HEATING SYSTEM AND PALAG** in the hostel.

7. Per hostel – Bill of Materials

7.1. Per hostel quantity of the **of Roti Making Machine, SOLAR WATER HEATING SYSTEM AND PALAG** are as below:

Sn	Brief Description	KGVB HOSTEL PALI	KGVB HOSTEL UMARIA KAODIA	Total Number

A	B		C	
1.	Roti Making Machine	01	01	02
2.	SOLAR WATER HEATING SYSTEM	04	04	08
3.	PALAG	30	30	60

8. Delivery, Payment Terms & Penalty

- 8.1. Delivery of the [Roti Making Machine](#), [SOLAR WATER HEATING SYSTEM AND PALAG](#) will be done at HOSTEL level. The list of the HOSTEL consists of hostel Name, Address, Principal name and contact details are as given in this document.
- 8.2. Delivery timeline, payment schedule and applicable penalty are as below:

Sn	Deliverables	Timeline	Payment	Penalty
1	<p>Phase 1:</p> <ol style="list-style-type: none"> Supply of Roti make king machine, solar water heating system , palag in hostel at each hostel of the respective District. Verification of Technical specification by District Level Technical committee PBG submission and SLA signing. 	T1= T + 30 days	<p>100% of the total value of Roti make king machine, solar water heating system , palag supplied shall be released after completion of following: -</p> <ol style="list-style-type: none"> Proof of delivery of consignment to the destination places verified by hostel Principal, as per dispatch instructions Submission of bills along with verified copy of delivery challan by hostel Principal in triplicate and Technical Verification of equipment by District level Technical committee . performance bank guarantee and signing of Service Level Agreements (SLAs) with DEOs. <p>Payment will be released after deduction of penalty if any.</p>	<p>0.50% per week or part of thereof, of the total payment to be made in Phase 1.</p> <p>Payment of those hostel will not be released in following conditions: -</p> <ol style="list-style-type: none"> Any equipment is not as per technical specification Incomplete or partial delivery of the Bill of material at hostel.

Annexure A: [Service Level Agreement \(SLAs\)](#)

[This agreement is to be made on Notarized Stamp paper of Rs. 500/-]

For Procurement of [Roti Making Machine](#), [SOLAR WATER HEATING SYSTEM AND PALAG](#) in hostel

{to be signed by selected bidder and District Education Officer}

This AGREEMENT is made on between District Education Officer, << UMARIA >> (hereinafter called DEO.....) which expression shall include its SUCCESSORS and <<Successful bidder>> (hereinafter called the "Successful Bidder") which expression shall include its SUCCESSORS.

Whereas the successful bidder has agreed with the DEO << UMARIA >> to supply of Roti make king machine, solar water heating system , palag for (In words) hostel of MP in the manner set forth in the terms & conditions of the bidding document appended herewith and at the rates set forth in the said **Annexure-I** under warrantee services during the warranty period of the **Three** years, on the following TERMS CONDITIONS.

- a) COMMENCEMENT: The AGREEMENT is effective after successful installation of all the equipment purchased and will remain valid for a period of **Three** years thereafter.
- b) Upon Completion of this AGREEMENT Successful bidder will return all papers, materials and other properties of the AGREEMENT to the DEO UMARIA along with a certificate of fully functional status of the supplied equipments.
- c) No charges will be payable by the DEO UMARIA to the Successful bidder for the replacement of any item which is under warrantee.

1. Scope of Services to be performed by Bidder

- 1.1. The successful bidder has to supply Roti make king machine, solar water heating system , palag and connected accessories and keep in working condition.
- 1.2. The supplied hardware and connected accessories must be brand new and unused.
- 1.3. For providing after sales services during warrantee period, the Successful bidder shall intimate name, address, e-mail ID and contact number of qualified service engineers who shall responsible for service support and report to the District level Committee and hostel Principal as well as DEO Office of the respective districts. The Successful bidder shall intimate online portal, toll free number (Escalation matrix).
- 1.4. Bidder should have service call logging mechanism through telephone number / Toll free Number/ Email ID/ Ticketing Tool /online portal.
- 1.5. The Successful bidder must attend the complaint within 3 working days.
- 1.6. All logged complaints related to equipment should be resolved within 5 working days after the complaint is being registered by the Principal.
- 1.7. The Service Engineer shall submit sealed & signed Service call report by the hostel Head/Teacher hardcopy to hostel .
- 1.8. In case of any part replacement related issue, the complaint should be resolved within 7 working days.
- 1.9. In case of major fault due to unavoidable circumstances, DEO will give relaxation under cure period maximum up to 10 working days.
- 1.10. During Warrantee period any defective part/s shall be repaired/replaced free of cost.
- 1.11. The successful bidder has to
 - Maintain the equipments and connected accessories in proper working condition throughout the contractual period.

- To maintain necessary systems and processes to track the project progress
 - Report the progress periodically as required by Department.
- 1.12. The Bidder shall not charge any fee to the students and teachers in the hostel covered under the Project and shall not use the facilities created for earning revenues other than that provided as part of this Project.
 - 1.13. hostel Principal will maintain a Complaint Log register in the format as per **Annexure-1**.
 - 1.14. Annual call details for complaint which is not resolved within 7 days will be compiled and forwarded to DEO as per **Annexure-2**. On the basis of Annexure-2, DEO shall have the right to recover the penalty amount from the annual amount to be paid to successful bidder.
 - 1.15. Bidder needs to maintain log of service call report along with signed hard copy of service call report which are to be submitted to the DEO to claim yearly retention money.
 - 1.16. The service support of the Successful bidder will be reviewed every quarter. If, the Successful bidder fails to provide service support as above, the Successful bidder shall have to pay penalty of Rs. 200/- per item per working day from PBG. On the recommendation of hostel Principal, DEO shall have the right to recover the penalty amount to be paid to successful bidder from PBG.
 - 1.17. If any equipment gives continuous trouble, say three times in one month during the warranty period, the bidder shall replace the same with new equipment without any additional cost to the department.
 - 1.18. During service support, in case of any dispute, the decision of the DEO will be final and binding on the successful bidder.
 - 1.19. Before end of the contract period, the user department reserves a right to do a random check of minimum 5% of systems and the serial number of the systems should match the original serial numbers of the sub-assemblies with the exception of the parts or system that have been changed in the course of repairs and replaced during the contract period.
 - 1.20. The bidder to participate in quarterly, half-yearly and yearly review meeting

2. Bank Guarantee

- 2.1. The successful bidder shall furnish an irrevocable Bank Guarantee in favour of District Education Officer **UMARIA** equal to 3% of the value of the purchase order valid for a period of **36 months** from the date of contract.
 - 2.2. The Bank Guarantee will be released by the District Education Officer, **UMARIA** to the successful bidder after successful performance of the supplied equipments under the warranty period (36 Months) and OK report for complete functionality of the equipments duly signed by the teacher/Principal is received. In case the service provider fails to provide proper services as per terms and conditions, the DEO will have the right to recover penalty as mentioned in the contract/forfeit the Bank Guarantee.
 - 2.3. The Bank Guarantee should be of a Nationalized Bank/ Scheduled Bank situated in India.
3. **FORCE MAJEURE:** neither party shall be liable for any delay in performing obligations or for failure to perform obligation if the delay or failure results from any of the following (whether happening in India or elsewhere) FORCE MAJEURE shall mean Act of God or fire, earthquake, Explosion, accident, strikes or lockouts, riots, civil commotion, civil disobedience or anything beyond the control of either party, so as to lead to a complete inability to a party to perform its obligations.

4. **SUB-CONTRACTING:** The Successful bidder shall not subcontract or permit anyone other than the Successful bidder personnel to perform any of the work, services or other performance required from the Successful bidder under the AGREEMENT.
5. **CONFIDENTIALITY:** The Successful bidder acknowledge that all materials and information which has or will come into its possession or knowledge in connection with this AGREEMENT or the performance hereof, whether consisting of confidential and proprietary data or not disclosure of which or use by the third parties may be damaging or is capable of causing loss to the DEO, will at all time be held by in the strictest confidence breach of confidentiality shall amount to a breach of this contract.
6. **ARBITRATION:** All disputes and differences of any kind arising out of or in connection with the AGREEMENT shall be resolved by ARBITRATION only in accordance with and subject to Arbitration and conciliation Act 1996. The dispute shall be decided by a sole Arbitrator at Bhopal, if the dispute is not resolved as per clause 1.8.
7. Each party warrants and guarantees that it has full power and authority to enter into and performing this AGREEMENT and the person signing the AGREEMENT on behalf of each party has been properly authorized and empowered to enter into this AGREEMENT. Each party acknowledges that it has read this AGREEMENT. Understands it and agrees to be bound by it.

In witness where of the parties hereto have executed this AGREEMENT on the above-mentioned date.

For Successful Bidder

Authorised Signatory

Name :

Designation:

Witness

Name :

Designation:

For District Education Office Authorised

Signatory

Name :

Designation:

Witness

Name :

Designation:

Annexure 1: Complaint Log register

Sr. No.	Call Reporting Date	Complaint Details Hardware/Software	Service Engineer's Visit Date	Resolution Status Resolved/Pending	If Pending than 2 nd Visit Date	Resolution Status Resolved/Pending	If Pending than 3 rd Visit Date	Resolution Status Resolved/Pending	Sign of Service Engineer

Annexure 2: Annual call details for complaint which is not resolved within 7 days.

Sr. No. of Annexure 1	Call Reporting Date	Call resolution date	No. of Days Taken	No. of days beyond 7 working days
			Grand Total	

9. Tentative List of hostel

Note: This is tentative list of HOSTEL. It may vary at the time of Contract signing.

SN	Block	HOSTEL	Principal Name	Mobile No.	Address	Pin Code
1	PALI	KGVB GRILS HOSTEL PALI	SAVITA GUPTA		PALI	
2	KARKELI	KGVB GRILS HOSTEL UMARIA KAODIA	VANDNA SHYAM		KAODIA	