

No.3/10/2014/DCH/P&E/TFC&CM(25)

**NOTICE/ CORRIGENDUM**

**Subject: Engagement of Agency for Comprehensive Maintenance Contract for various equipments installed at Deendayal Hastkala Sankul ( Trade Centre & Museum), Varanasi**

With reference to the RFPs uploaded in the CPPP website: eProcurement and in the website: [www.handicrafts.nic.in](http://www.handicrafts.nic.in) ( for reference only) for engagement of agency(ies) for Comprehensive Maintenance Contract for (i) DG Sets (ii) Lifts & Escalators, (iii) Chillers, (iv) Fire Alarm (v) Fire Fighting (vi) LV/CCTV/BMS/EPBAX and (vii) HVAC/AHU & Split Units ( Lower equipments) installed at Deendayal Hastkala Sankul ( Trade Centre & Museum), Varanasi, the **Technical proposals** of the bidders submitted online for the above equipments will be opened on **5<sup>th</sup> January ( Saturday) 2019 at 12 Noon** instead of 7<sup>th</sup> January 2018 at 1.00 pm. The **financial proposal** of the eligible agencies will be opened online on **7<sup>th</sup> January 2018 at 12 Noon**. Interested bidders may attend the opening in the Office of DC(Handicrafts) R K Puram, New Delhi..

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**Response to pre-bid meeting queries (held on 17.12.2018 ) on Request for Proposal ( RFP) for selection of agencies for Comprehensive Maintenance Contract for the core equipments installed at Deendayal Hastkala Sankul ( Trade Centre & Museum), Varanasi. (RFP published on 11.12.2018)**

**Reply to Query: CCTV/BMS/EPABX/LV/Networking**

| Sl.No   | Queries/Suggestions raised by participants   | Authoriy's response to queries  |             |                |               |                 |  |  |         |               |              |             |                |               |                 |  |           |      |  |  |  |  |
|---------|--|---|-------------|----------------|---------------|-----------------|--|--|---------|---------------|--------------|-------------|----------------|---------------|-----------------|--|-----------|------|--|--|--|--|
| 1       | <p>1- Detailed BOQ required for CCTV/BMS/EPABX/LV/NETWORKING for more clarity to provide better Rates given information is insufficient for bidder to quote the rates.</p> <p>2- Clarification require about current status of system fitness. Which is not provided in tender?</p> <p>3- Need list of approved makes for other related items like Pipes, Conduits, cable etc</p> <p>4- Detailed Technical Specification</p> | <p>In the Scope of work, it has already been stated that the Contractor inspect the building / premises / equipment thoroughly before quoting for the work. The contractor should physically inspect the entire systems which are to be covered under the contract and also to make an assessment of the average consumption of consumable / space etc., before quoting their rates.</p> <p>However, the details of current status, age of system etc., are given below:</p> <table border="1" data-bbox="819 1214 2096 1370"> <thead> <tr> <th data-bbox="819 1214 947 1294">Sr. No.</th> <th data-bbox="947 1214 1099 1294">Supplier Name</th> <th data-bbox="1099 1214 1283 1294">Branch/Field</th> <th data-bbox="1283 1214 1559 1294">Description</th> <th data-bbox="1559 1214 1727 1294">Current Status</th> <th data-bbox="1727 1214 1888 1294">Age of System</th> <th data-bbox="1888 1214 2096 1294">Scope of System</th> </tr> </thead> <tbody> <tr> <td data-bbox="819 1294 947 1370"></td> <td data-bbox="947 1294 1099 1370">Schnieder</td> <td data-bbox="1099 1294 1283 1370">CCTV</td> <td data-bbox="1283 1294 1559 1370"></td> <td data-bbox="1559 1294 1727 1370"></td> <td data-bbox="1727 1294 1888 1370"></td> <td data-bbox="1888 1294 2096 1370"></td> </tr> </tbody> </table> |             |                |               |                 |  |  | Sr. No. | Supplier Name | Branch/Field | Description | Current Status | Age of System | Scope of System |  | Schnieder | CCTV |  |  |  |  |
| Sr. No. | Supplier Name  | Branch/Field  | Description | Current Status | Age of System | Scope of System |  |  |         |               |              |             |                |               |                 |  |           |      |  |  |  |  |
|         | Schnieder  | CCTV  |             |                |               |                 |  |  |         |               |              |             |                |               |                 |  |           |      |  |  |  |  |

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| <p>with Model number required for items installed at Site.</p> <p>5- Clarity require about Age of system (in years).</p> <p>6- Need detailed Scope about system, its functionality and capabilities like Hard disk capacity for (Number of days recording with bifurcation of Continuous/ Motion based recording if any) etc.</p> | 1  |  |  | 800mmX800mm<br>42 U free standing cabinet with front locable door, side panel,2 set of castor wheel                        | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 2  |  |  | NAS having usable TB of 30 Days calculated at 4CIF resolution , 25fps with eachArrey shall be desing for high speed- Pelco | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 3  |  |  | PC CPU for CCTV system with keyboard and mouse -Dell   | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 4  |  |  | 40" LED Monitor-samsung  | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 5  |  |  | CCTV server(in 42" rack)-Pelco   | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 6  |  |  | L3 Switch -HP  | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 7  |  |  | L2 Switch- HP  | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 8  |  |  | LIU-TE   | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 9  |  |  | Hard Disc Toshiba (MG04ACA400E)  | Running,<br>Ok | Year 2016 | Whole TFC |
|   | 10 |  |  | Dome Camera -  | Running,       | Year 2016 | Whole TFC |

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|    |  |  | Pelco- IMP-221-IRS   | Ok          |           |           |
| 11 |  |  | PTZ Camera-Pelco-P1220-ESR-1   | Running, Ok | Year 2016 | Whole TFC |
| 12 |  |  | IR-Bullet Network Camera-Pelco   | Running, Ok | Year 2016 | Whole TFC |
| 13 |  |  | 9 U Rack -(Rittel-7303009 SPL2)-with 24 Port Eathernet switch(HP-1920-244-JG-925A)   | Running, Ok | Year 2016 | Whole TFC |
| 14 |  |  | 15 U Rack -(Rittel-7303009 SPL4)-with 24 Port Eathernet switch(HP-1920-244-JG-925A),2 m Patch cord cable, wire manager,24 port patch | Running, Ok | Year 2016 | Whole TFC |
|    |  |  | Panel & CAT 6 patch cord cable etc.  | Running, Ok | Year 2016 | Whole TFC |
| 15 |  |  | Optical Fiber Cable( 6 Pair)   | Running, Ok | Year 2016 | Whole TFC |
| 16 |  |  | Cat-6 cable  | Running, Ok | Year 2016 | Whole TFC |
| 17 |  |  | VGA and HDMI Cable for (Desktop and System)  | Running, Ok | Year 2016 | Whole TFC |

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|  |  |                  |              | optical fiber patch cable(3m)  | Running, Ok | Year 2016 | Whole TFC |
|  |  |                  |              | Copper Cable 2 Pair (For Power Supply)   | Running, Ok | Year 2016 | Whole TFC |
|  |  | <b>Schnieder</b> | <b>EPABX</b> |  |             |           |           |
|  |  |                  |              | Main Distribution frame 500 Integrated Protection Magzine on trunks only -Krone                  | Running, Ok | Year 2016 | Whole TFC |
|  |  |                  |              | Dual Face Plate (For Telephone & data) with 2nos.of IOTE-235001-2                                | Running, Ok | Year 2016 | Whole TFC |
|  |  |                  |              | Telephone UNIFY (IP Based) and Euroset 2005,2025 model   | Running, Ok | Year 2016 | Whole TFC |
|  |  |                  |              | 800mmX800mm 42 U free standing cabinet with front locable door, side panel,2 set of castor wheel | Running, Ok | Year 2016 | Whole TFC |
|  |  |                  |              | Workstation PC for Voice mailServer-Dell   | Running, Ok | Year 2016 | Whole TFC |

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|    |                  |             | Main Distribution frame 20 integrated protection magazine on trunks only        | Running, Ok  | Year 2016 | Whole TFC |
|    |                  |             | Main Distribution frame 100 integrated protection magazine on trunks only-krone | Running, Ok  | Year 2016 | Whole TFC |
|    |                  |             | Main Distribution frame 200 integrated protection magazine on trunks only       | Running, Ok  | Year 2016 | Whole TFC |
|    |                  |             | Telephone Exchange 32 channel - Siemens   | Running, Ok  | Year 2016 | Whole TFC |
|    |                  |             | W/L Accesspoint-Wifi connectivity with controller-make Aruba network            | Running, Ok  | Year 2016 | Whole TFC |
|    | <b>Schnieder</b> | <b>IBMS</b> |   |              |           |           |
| 25 |                  |             | IBMS System PC-Central control  | As installed | Year 2016 | Whole TFC |

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|   |  |               |  | workstation consisting of the CPU-HP  |              |           |           |
|   |  | 26            |  | BMS Router panel- Rittal -RIL-7035 with controller with AS-3 Nos, PS-3              | As installed | Year 2016 | Whole TFC |
|   |  | 27            |  | DDC Panel - Schnieder(Rittal-RIL-7035) with controller -(TAC Xenta), MCB(Schnieder) | As installed | Year 2016 | Whole TFC |
|   |  | 28            |  | CO Sensor   | As installed | Year 2016 | Whole TFC |
|   |  | 29            |  | Diferential Pressurization Switch Schnieder For AHU                                 | As installed | Year 20   | Whole TFC |
|   |  | 30            |  | Hard Core cable ( For AnalogSignals)  | As installed | Year 2016 | Whole TFC |
|   |  |               |  | BI- Level switch for measuring DG oil level-Omricon                                 | As installed | Year 2016 | Whole TFC |
| 2 | <p><b>Limitation of Liability:</b><br/>Notwithstanding anything in the Agreement to the contrary and to the extent permitted by applicable</p> | Not accepted. |  |   |              |           |           |

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|                 | <p>law, (a) in no event shall either Party, its officers, directors, or employees be liable for any form of incidental, consequential, indirect, special or punitive damages of any kind, or for loss of revenue or profits, loss of business, loss of information or data, or other financial loss, whether such damages arise in contract, tort or otherwise, irrespective of fault, negligence or strict liability or whether such Party has been advised in advance of the possibility of such damages; and (b) the maximum liability of the Service Provider for any and all claims, losses, damages, costs and expenses arising from or on connection with this Agreement shall not exceed the amounts actually received by the Service Provider under this Agreement</p> |  |
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| <p><b>3</b></p> | <p><b>Governing Law and Dispute Resolution:</b> The construction validity and performance of this Agreement shall be governed in all respects by laws of India. If a dispute or</p>   | <p>This will be part of agreement. part of The Sole arbitrator will be Secretary ( Textiles), Govt. of India</p> |



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| <p>controversy regarding any right or obligation under this Agreement arises between the Parties which they are unable to resolve, each of the Parties will, within a reasonable amount of time after any such dispute arises seek to resolve such dispute by good faith negotiation. If at the end of such thirty (30) day period, the dispute remains unresolved, any dispute, claim or matter arising from or in connection with this Agreement or the legal relationships established by the Agreement shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 ("IAC") and any modifications thereto and re-enactments thereof from time to time, by sole arbitrator mutually appointed by the Parties. The seat of arbitration shall be New Delhi. The language to be used in the arbitration proceedings shall be English. Each party submits to the jurisdiction of courts of New Delhi for the purposes only of compelling compliance with the above arbitration provisions and for enforcement of any arbitration</p> |  |
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|   | award made in accordance with the above provisions  |   |
| 4 | <p><b>Force Majeure:</b> Neither Party shall be liable for any delay in performing any of its obligations under this Agreement if such performance is delayed or prevented by any cause beyond such Party's control, including acts of God, fire, public enemy, earthquake, explosion, weather, disease, war, fire, strikes, insurrection, terrorism, delay in transportation, civil strife, riots, government action or power failure. Performance shall be excused only to the extent of and during the reasonable continuance of such disability, and, except as set forth herein, any deadline or time for performance specified in the Agreement which falls due, during or subsequent to the occurrence of any of the disabilities referred to herein shall be automatically extended for a period of time equal to the period of such disability. In case the Force Majeure event continues for a period of 30 days, either Party shall have the</p> | It has already mentioned in the RFP under Section-2 : Conditions of Contract (2.1((vii) |

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|   | right to terminate this Agreement   |   |
| 5 | <p><b>Right to suspend the services:</b></p> <p>the service provider shall have the right to suspend the execution of services, in part of whole, due to any of the following reasons not attributable to the Service Provider, without invalidating the other provisions of the Agreement. The Service Provider shall give a written notice of suspension to the Customer in case Customer:</p> <ul style="list-style-type: none"> <li>a) Delays or fails to fulfill its contractual obligations mentioned hereunder;</li> <li>b) The payments due to the Service Provider are withheld /suspended beyond reasonable time limit;</li> <li>c) The occurrence of Force Majeure event mentioned in Article 10 below</li> <li>d) A Change in Law or directive of any Government Authority, where performance of contractual obligations are not feasible or possible;</li> <li>e) Any other reasons for</li> </ul> | <p>If the service provider fulfils the contractual obligations, the payments will be released as per norms.</p> <p>The claim of Force Majeure has already been included in the RFP under Section-2 : Conditions of Contract (2.1((vii)</p> <p>The Maintenance Contract will be governed as per agreement and hence there is no scope for change of Law.</p> |

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|          | <p>which the Service Provider is not liable and it is not feasible to continue works unless issue is resolved.</p> <p>If the suspension lasts more than 90 days, the Service Provider shall be entitled to terminate this Agreement. Post termination, the Service Provider shall be entitled to for all work done upto the date of termination.</p> <p>In addition, either Party shall be entitled to suspend the work on account of occurrence of any Force Majeure conditions, which are beyond the control of the affected Party.</p> |   |
| <b>6</b> | <p><b>Access to Premises:</b></p> <p>(a)The Customer shall provide SEIPL with reasonable access to its premises for the purpose of allowing SEIPL to perform its obligations under this Agreement and make available to SEIPL space in its premises as is reasonably necessary for SEIPL to perform the Services. The</p>   | <p>a) The authority provide access to the Premises. It is the responsibility of the Service Provider to take all precautions and safety to its employees/representatives.</p> |

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| <p>Customer shall be responsible for ensuring a safe and healthy work environment at its premises to avoid any injury, death or loss of SEIPL Personnel or representative, while providing Services. The Customer shall take all precautions for the safety while servicing the equipment's. SEIPL shall be entitled to refuse providing Services if the premises and Location environment is not safe.</p> <p>(b) "If any product become obsolete in the period of the contract then the same will be replace from our available stock or may also be replaced with an equivalent make or with suitable different make. This may partially affect or Improve the performance of the system performance." If in case a suitable make is not available then the system will be excluded from the scope of AMC and the required price reduction based on mutual acceptance will be offered to the customer for the future period of the contract.</p> <p>Any Scope of Work not specifically</p> | <p>(b) Refer Section 4, Additional conditions of Contract Point: 22</p> |
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|          | mentioned in this contract will not be part of this contract.   |           |
| <b>7</b> | Submission of EMD through Bank Guarantee or through Demand Draft  | Accepted. |
| <b>8</b> | S.No. 16 – The contractor will address to complaint within 04 hours of complaint lodged at emergency call service center & make Equipment functional on same day or next working day if call is lodged after 2:00 PM. If Equipment cannot be make operational within same day or next working day due to fault / failure of major parts it will be replaced / repaired within 72 hours otherwise a penalty of @ Rs 1,000 per day beyond 72 hours excluding holidays and Sundays shall be made subject to the maximum of 5% of the total yearly contract value and that will be recovered from running bills. Penalty will be applicable subject to the exclusion of customer dependencies like power failure, gate pass approvals etc. The Contractor shall intimate Authority's representative or his representative | Accepted. |

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|    | <p>of major fault and give the timeline to make the Equipment operational along with a information outside the Equipment mentioning "Equipment Under Repair".</p>  |   |
| 9  | <p>Section:4, Additional Conditions of Contract: Sl.No.8<br/> The Comprehensive maintenance in proper functional shall be done on all the day excluding Holidays and Sunday etc. The contractor shall not be paid extra on account of additional staff required for emergency repairs. It includes all repairs maintenance and replacement of spares etc. As and when required</p> | <p>In case of emergency , the Service Provider should attend even on Sundays and Holidays because DHS including Museum remains open to Public on these days. Hence there is no change in Section-4 Sl.No.8</p>                            |
| 10 | <p>Section 4, Additional Conditions of contract Sl.No.9:<br/> Preventive maintenance of Equipments shall be carried half yearly basis in normal working hours ( 8.00 am to 6.00 pm). However, breakdown maintenance shall be attended 24 hours basis. No extra payment in this regard shall be paid.</p>   | <p>Preventive maintenance of Equipments shall be carried monthly basis in normal working hours ( 8.00 am to 6.00 pm). However, breakdown maintenance shall be attended 24 hours basis. No extra payment in this regard shall be paid.</p> |

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|  | Activities outside the scope : | All activities mentioned in the RFP should be carried out by the selected bidder. |
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**Corrections:** Under heading Documents establishing bidder’s eligibility and qualification: Criteria E may be read as:

The tenderers will be qualified only if they have successfully completed work(s) during last 5 years ending last day of the month previous to the month of EOI submission in any Central Govt./state Govt./PSU’s or any private Limited company of repute as given below:

- i. At least one “similar work” \*\* of value of **INR 27 Lakh** OR
- ii. Two “similar works” \*\*each of value of **INR 17 Lakh** OR
- iii. Three “similar works” \*\*each of value of **INR 14 Lakh**

**\*\* “Similar work” for this contract shall be installation / maintenance/ Repair/ Servicing/ Operation & Maintenance of LV/CCTV/Networking in buildings instead of Operation & Maintenance of Lifts & Escalators of Mitsubishi make in buildings.**