

**Invitation of bid
for
Appointment of Agency for
Providing Comprehensive Annual
Maintenance of AUTOMATED CGS,
ATVM, Train Arrival and Departure
System, Video Wall, Train Information
connectivity, speakers, Amplifiers,
PNR Kiosk
at
Gandhinagar Capital Railway Station**



Office of Industrial Extension Bureau (iNDEXTb)
Computer Centre, Block No. 15/1
Udhyog Bhavan, Sector 11, Gandhinagar - 382 010
Gujarat

Email: garud.gandhinagar@gmail.com

INDEX

S. No.	Particulars	Page No.
1.	Letter of Invitation	3
2.	Part-I (Forwarding letter)	5
3.	LOI Notification	6 - 7
4.	Terms & Conditions	8 - 10
5.	General Specification	11
6.	Qualification Method	12
7.	Financial/ Price bid	13



On behalf of Gandhinagar Railway and Urban Development Corporation (GARUD), the Joint Managing Director (Corresponding address – Computer Center, Industrial Extension Bureau (iNDEXTb), Block No. 15/1, Udhog Bhavan, Sector 11 Gandhinagar 382 010) invites bid for **Appointment Of Agency for Providing Comprehensive Annual Maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk For Gandhinagar Capital Railway Station.**

GANDHINAGAR RAILWAY URBAN DEVELOPMENT CORPORATION LIMITED, GANDHINAGAR

LOI NO: GARUD/GNC/Railways /546

05 July 2022

Letter of invitation of bid for Appointment of Agency for Providing Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk for Gandhinagar Capital Railway Station

Sealed bids are invited from Experts for Appointment of Agency for Providing Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk for Gandhinagar Capital Railway Station. LOI documents will be issued from 05 July 2022.

The Pre-bid meeting will be held on 11 July 2022 @ 1130 hrs at War Room, Gandhinagar Capital Railway Station, Gandhinagar, Gujarat.

The last date of receipt of physical bid is **18 July 2022 up to 1600 hrs.** and the technical bid will be opened on **18 July 2022 at 1630 hrs.** The Financial bid of successful responsive bidder will be opened thereafter as per the terms and conditions of this document.

GARUD reserves the right to accept or reject any bid received without assigning any reason whatsoever.

Joint Managing Director, GARUD

Redeveloped Gandhinagar Capital Railway Station

PART - I

LETTER OF INVITATION OF BID FOR Appointment of Agency for Providing Comprehensive Annual Maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk for Gandhinagar Capital Railway Station

The Joint Managing Director
Block No: 15/1, Udhyog Bhavan
Gandhinagar – 382010 Gujarat

Sir,

In response to the LOI Notification No. GARUD/GNC/Railways/546 dated 05 July 2022 issued on behalf of the Gandhinagar Railway & Urban Development Corporation Limited, Gandhinagar hereinafter mentioned as the GARUD for the Appointment Of Agency for Providing Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk For Gandhinagar Capital Railway Station and in conformity with the terms and conditions, laid down herein.

I/We do hereby submit my/our Bid duly signed by me/us for the above for Appointment of Agency for Providing Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk for Gandhinagar Capital Railway Station.

- 1) I/We undertake to provide Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk for Gandhinagar Capital Railway Station, Gandhinagar in all respects on receipt of the order from GARUD.
- 2) In the event of the whole Comprehensive Maintenance Contract as Bid by me/us is not given to me/us, I/we do agree to accept and carryout such portions of the Comprehensive Maintenance Contract included in my/our Bid or may be allocated to me/us.
- 3) We are enclosing herewith following documents as desired.

Signature of the Bidder

- 1. Tender Fee Rs. 900/- (Rupees Nine Hundred only) in form of Demand Draft in favour of Gandhinagar Railway and Urban Development Corporation Ltd. Payable at Gandhinagar**
- 2. EMD of Rs. 11,000/- (Rupees Eleven Thousand only) in form bank guarantee or Demand Draft or FDR in favour of Gandhinagar Railway and Urban Development Corporation Ltd. Payable at Gandhinagar**
3. Registration certificate of firm/Partnership Deed/ Shop & Establishment Certificate.
4. Previous experience in the same trade with: supporting copies of documents.
5. Last 3 years IT returns: certificate (enclosed Photocopy) 2021-22, 2020-21 & 2019-20 F.Y

**Signature, Name &
Designation of the signatory
Status and Office seal**

(1) Name of Work :	Appointment of Agency for Providing Comprehensive Annual Maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk at Gandhinagar Capital Railway Station				
(2) Tender Dates :					
A	Bid Document Floating Date	Dt.	05/07/2022	&	15.00 Hrs.
B	Bid Document Submission End Date	Dt.	18/07/2022	&	16.00 Hrs.
C	Last Date & Time of physical submission	Dt.	18/07/2022	&	16.00 Hrs.
D	Last Date & Time of tender opening	Dt.	18/07/2022	&	16.30 Hrs.

MEMORANDUM OF WORKS IN BRIEF

(1)	Estimated Cost including GST		Rs.11,00,000
(2)	Earnest Money	1%	Rs. 11,000
(3)	Tender Fee		Rs. 900
(4)	Validity period of tender offered	.	120 days from the end date of downloading Bids.
(5)	Security Deposit		
	(i) Performance Bank Guarantee of Schedule Bank	5.0%	Rs. 55,000
	(ii) To be deducted from bills	2.5%	Rs. 27,500
	(iii) In the form of small savings or Narmada Bonds (of minimum one-year time limit)	2.5%	Rs. 27,500
(6)	Time period for CAMC		365 days
(7)	Other details		
	(i) Mode of quoting rates in Schedule of items to be carried out		In figures as well as in works.
	(ii) Tender Inviting Authority		Joint Managing Director
	(iii) Tender Opening Authority		Joint Managing Director

Redeveloped Gandhinagar Capital Railway Station Along With 318 Rooms 5 Star Hotel Above.

LOI NOTIFICATION

It is proposed to arrange for the Appointment of Agency for Providing Comprehensive Annual Maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk For Gandhinagar Capital Railway Station.

1. A competitive bid is hereby invited from reputed & experienced agencies for Providing Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk For Gandhinagar Capital Railway Station.
2. The bid should be submitted intact in the prescribed Bid forms in sealed covers in two cover bid systems. The main cover should be superscribed with the name **Appointment of Agency for Providing Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk for Gandhinagar Capital Railway Station** so as to reach it to the office of Joint Managing Director of GARUD hereinafter mentioned as the Joint Managing Director before 1600 hrs. of 18.07.2022.
 - i. **First cover** Superscribed with name of **technical bid**:
 - a) Work order/work completion certificate for similar nature of works.
 - b) EMD
 - c) GST Certificate
 - d) Copy of PAN card
 - e) Last 3 years CA Certified Turnover details (2019-20, 2020-2021 & 2021-22) In given format
 - f) Name of personnel to be deployed on site.
 - g) Evident proof having details of experience of similar nature of works (in given format).
 - ii. **Second cover** Superscribed with name of **financial bid** comprising filled Price Bid along with complete document.
3. GARUD reserves the right to refuse to issue the bid documents to any person or firm without assigning any reasons for it.
4. Bid will be considered firm for acceptance for a period of three months from the last date of receipt of Bid. Bidders are not free to withdraw or modify the Bid during this firm period. **The Bidder must sign each and every page of Bid form.**
5. The accepted Bid form of the Bid notification, terms & conditions of this contract, specifications, samples, correspondence and general conditions shall form part of the agreement.
6. The Bid should be free from errors and corrections, if any should be made neatly and attested by the Bid. The number of corrections in each page of Bid schedule should be noted in words at the bottom of each page.
7. The Bid rates should be net rates inclusive of all taxes/insurance/packing/forwarding/freight

charges/printing charges/Site Visits/manpower/labor/spares and all other incidental charges if any. The rates should be given both in figures and words. Alternative proposals/rates are liable to be rejected.

8. Any additional or extra item for providing comprehensive annual maintenance made by the contractor without the written authority of the Joint Managing Director or Officer authorized by him will not be paid.
9. The Technical bid will be open on 18 July 2022 at 1630 hrs onwards. The financial bid of the technically qualified bidders will be only opened at later stage by the competent committee of GARUD.
10. Bidders have to provide Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk for Gandhinagar Capital Railway Station according to the requirements.
11. The acceptance of quoted rate should be approved by the Project Committee.
12. Any further information regarding this Bid, can be obtained from the Office of GARUD at Block No 15/1, Udhog Bhavan, Office of iNDEXTb Gandhinagar during working hours on any day prior to the last date fixed for receipt of the Bid.
13. Joint Managing Director will have full authority to award the contract for the Bidding items on part or full and the number of units to which the comprehensive annual maintenance is to affected.
14. The successful Bidder should provide a Bank Guarantee or FDR or DD in favour of GARUD valid at least for 6 months for a value of 5% (as security deposit) of the work order amount as to ensure quality and continuance of Providing Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk For Gandhinagar Capital Railway Station, along-with acceptance letter of offer as may be issued by GARUD. Further, GARUD will deduct 2.5% amount of the Running bills & Final bill and the 5% (SD amount) will be refunded back to the bidder after 90 days of the Final bill payment made.
15. If there are any additional requirement the same should be executed only after approval from the competent authority of GARUD within the time frame as finalized by the project committee.

JOINT MANAGING DIRECTOR

Having made myself/ourselves thoroughly acquainted with the clauses of the above Bid notification and understanding the terms thereof. I/We agree to confirm there to in all points.

Name of the Bidder in full:

Address of the Bidder:

Station:

Date:

SIGNATURE OF THE Bidder

TERMS AND CONDITIONS

1. Scope of Work

- 1.1 Providing Comprehensive annual maintenance for coach guidance system installed at Gandhinagar Railway Station PF 1,2 & 3 with Parts and labor, which includes:
 - a. Coach Guidance display with all Accessories -78 Nos
 - b. Operating console unit- 01 SET
 - c. PDCH -03 Nos
 - d. GPS clock -08 Nos
 - e. Software for coach displayIncluding all wiring and accessories complete.
- 1.2 Providing Comprehensive annual maintenance for Train Arrival - Departure System which including 23 Nos of TV installed at various location of Gandhinagar Station, which includes:
 - a. 23 Nos of TV
 - b. Converter & Extender 20 Nos
 - c. Fiber optic splicing and Accessories
 - d. Software for Train arrivalIncluding all wiring and accessories complete.
- 1.3 Providing Comprehensive Annual Maintenance for Video wall with controller and all Accessories complete.
- 1.4 Providing Comprehensive Annual Maintenance of train information connectivity to waiting hall and departure hall TV including all wiring and accessories complete.
- 1.5 Providing Comprehensive Annual Maintenance PNR, Train Information Kiosk, Speakers, Amplifiers and integration of all systems Including all wiring and accessories complete.
- 1.6 The above shall also include quarterly checkup and cleaning of all the above-mentioned systems.
- 1.7 If any equipment is not repairable then it should be replaced by the contractor free Of Cost.
- 1.8 Regular Updating the Announcement system as per the requirement of Railways.
- 1.9 Close coordination with Railways for day-to-day issues.
- 1.10 The comprehensive maintenance of all systems as mentioned above shall include preventive maintenance as well, including training to operational staff periodically or as per need basis.

2 Price/rate

Price shall be quoted Lumpsum. Except as otherwise agreed in writing the stated prices are inclusive of all taxes/insurance/packing/forwarding/freight charges/printing charges/Site Visits/manpower/spares/labor and all other incidental charges if any. The price is not variable for this order.

3 Confidentiality

The Contractor shall not use any blueprint, drawings, designs, manufacturing data received for Providing Comprehensive annual maintenance of AUTOMATED CGS, ATVM, Train Arrival and

Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk for Gandhinagar Capital Railway Station in any manner whatsoever, or by anyone on the Contractor's behalf.

4 Payment

- a. Payment will be made within 30 days from receipt of bill or as may be otherwise specified in Purchase order and accepted by Authority. The Contractor should submit their bill to the accounts office within 7 days from ending of each quarter.

5 Deployment of Personnel's

The contractor shall deploy one personnel full time on site for daily coordination with railways.

One senior manager must visit site once every week for supervision and inspection of the system.

Any additional manpower/labor deployed by the contractor as per the requirement of the site.

The contractor will submit roster for manpower deployed along with escalation matrix before commencement of work.

6 Penalty

1. In case of delay in rectification of the fault beyond 24 hours a penalty of Rs. 100/- per day per fault, in case of delay in rectification of the fault beyond 48 hours the penalty of Rs. 200/- per day per fault will be levied. In such an event GARUD may get the faults rectified by the third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty. In case contractor fails to pay the penalty and/or cost of the repairs, it shall be deducted from the bill. The total penalty during the period of AMC, in each order, under this contract, shall not be more than 10% of the concerned order value. More than one half of a day shall be treated as a day.

2. Delay by the contractor in the performance of its contractual obligations regarding performance of service shall render the contract liable to any or all of the following sanctions

- a. Penalty cost of repairs as per clause 1 above.
- b. Forfeiture of its security deposit.
- c. Termination of the contract for default. The termination of the contract for default shall be at risk and responsibility of the contractor.

If at any time during performance of the contract, the contract should encounter conditions impeding timely performance of the service, the contractor shall promptly notify to the GARUD in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the contractor's notice, the GARUD shall evaluate the situation and may at its discretion extend the period of performance of the services ordered after mutual discussion with the contractor.

7 Dispute

Any disputes arising out of this order will fall under the jurisdiction of competent court at Gandhinagar District court only.

8 Security Deposit

The successful Bidder should provide a Bank Guarantee or FDR or DD in favour of GARUD valid at least for 6 months for a value of 7.5% (as security deposit) of the work order amount as to ensure quality and continuance of Providing Comprehensive annual maintenance of

AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk For Gandhinagar Capital Railway Station, along-with acceptance letter of offer as may be issued by GARUD. Further, GARUD will deduct 2.5% amount of the Running bills & Final bill and the 10% (SD amount) will be refunded back to the bidder after 90 days of the Final bill payment made.

9 GST Registration number

GST Registration number must be shown on each invoice.

- 10 The Vendor shall not offer or give or agree to give to any person in the Authority any gift or consideration of any kind as an inducement or reward for doing or for bearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other order or for showing or for bearing to show favor or disfavor to any person in relation to this or any one employed by him or acting on his behalf whether with or without his knowledge shall entitle the Authority to terminate the order forthwith and to recover from the Vendor the amount of loss or damage suffered by the Authority.
- 11 The Agency / Contractor/tendered are advised to inspect and examine the site and satisfy themselves about the nature of work before submitting their tender. A tendered shall be deemed to have full knowledge of the site, whether they inspect or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed/paid.
- 12 The Contractor /Agency shall be responsible for payment of the Supervisors / labors / employees at regular intervals.
- 13 The Contractor /Agency is responsible for the supervision of the work and adequacy for output by its staff and loss of material due to negligence and willful wastage. The "Contractor /Agency" is liable for penalty in such cases.
- 14 Sub-Contracting is not be permitted at all.
- 15 The Contractor /Agency shall agree and undertake to take responsibility of Supervisors / Labours / Employees for injury/disease that maybe suffered by them during course of their duty.
- 16 Any damage to any of the part/service/works due to negligence of other Contractor /Agency, shall be brought to the notice of GARUD/authorized representative in writing not later than 1 day of the incidence.
- 17 Water and Electricity shall be Borne by the agency.

JOINT MANAGING DIRECTOR

GENERAL SPECIFICATION

The rates quoted shall include all applicable taxes, insurance, packing, and forwarding, landing, Transportation, unloading etc. Freight, printing, site visits, manpower, labor & spares and any other incidental charges if any. A final decision on the order will be taken only after taking into consideration the rates and quality of the items offered. The financial bid of technically qualified bidder will be opened only if the concept presentation of is approved by Selection Committee of GARUD.

The vendor shall complete the work at the agreed rates against the orders received from GARUD during the period of this contract.

A Security Deposit of 5% of work order amount needs to be submitted for by Bidder as bank Guarantee or FDR or Demand Draft in favour of Gandhinagar Railway & Urban Development Corporation Limited, payable in the Nationalized Bank. Also, the vendor required Further, GARUD will deduct 2.5% amount of the Running bills & Final bill and the 10% (SD amount) will be refunded back to the bidder after 90 days of the Final bill payment made. All other terms and conditions shall be as per the schedule.

Joint Managing Director

Signature of the Bidder with Name and date

SELECTION CRITERIA

Similar Nature of Works shall include providing Comprehensive annual maintenance in part of full of the following systems, AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk.

Bidder has to provide following details in format with proof:

I. Details of Experience for similar nature of works in last 5 years:

Sr. No.	Project Name	Client/Authority Name of Work	Year of Project Completion	Amount of Work

II. CA certified Turnover certificate

Year	Turnover in INR	Remarks

III. Details of Personnel's to be deployed.

Sr. No.	Name of Personnel	Designation	Qualification	Experience in Years	Type of Experience

IV. Methodology of providing Comprehensive annual maintenance.

Financial Bid – To be submitted in Separate Cover

Financial Bid – to be given by agency

The cost for providing Comprehensive Annual Maintenance for AUTOMATED CGS, ATVM, Train Arrival and Departure System, Video Wall, Train Information connectivity, speakers, Amplifiers, PNR Kiosk at Gandhinagar Capital Railway Station, Gandhinagar, Gujarat is Rs. _____

(in figures) &

Rupees _____ (amounts in word).