



**INDIAN INSTITUTE OF TECHNOLOGY MADRAS**

ENGINEERING UNIT

CHENNAI – 600 036

**ITEM RATE TENDER**

**TENDER No. 12 / 2014-15 / ELDB**

**TECHNICAL BID (PART- A)**

**Name of Work:** SITC of IVRS cum web based complaint registration and management system for Engineering Unit at IIT Madras

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ENGINEERING UNIT

CHENNAI – 600 036

**INVITATION FOR BIDS**

**TENDER NO. 12 / 2014-15 / ELDB**

EXECUTIVE ENGINEER (E), Indian Institute of Technology Madras, Chennai - 600 036 invites sealed tenders, in two envelope system ( Application for eligibility and financial bid) for the following work from the contractors who satisfy the Eligibility Criteria given below.

**1. PARTICULARS OF WORK**

1. Name of work: SITC of IVRS cum web based complaint registration and management system for Engineering Unit at IIT Madras
2. Estimated cost: Rs. 16,00,000/-
3. Earnest Money Deposit (EMD): Rs. 32,000/-
4. Cost of tender document: Rs. 525/-
5. Time period for completion: Three months
6. Validity of the tender: Three months
7. Date of Pre-bid Meeting: 10/03/2014 at 11:00 AM
8. Date and Time of submission of Tender 17/03/2014 at 3:00 PM
9. Date and time of opening of the Applications for eligibility (Envelope No. 1): 17/03/2014 at 3:10 PM
10. Date of opening of the Financial bid (Envelope 2) : Will be intimated to all eligible applicants later
11. Place of Receipt of tenders: Office of the Executive Engineer (E),  
Administrative Building, 3rd Floor,  
Engineering Unit,  
IIT Madras, Chennai – 600 036

## **2. ELIGIBILITY CRITERIA**

- 2.1 Interested contractors should have successfully completed any of the following combination of similar works during last 7 years ending one month prior to the date of tender.
- a. three similar works each costing not less than 40 % of the estimated cost or
  - b. two similar works each costing not less than 50% of the estimated cost (or)
  - c. one similar work costing not less than 80% of the estimated cost.
  - d. At least one of the above works should have been carried out in Central Govt/Central autonomous bodies/Central public sector undertaking. The technical bid will be rejected at initial level if the contractor doesn't meet the above norms. Proof of completion of similar works should be enclosed in technical bid. Copy of work order will not be considered as a proof of completion.
- 2.2. Should have an average annual financial turnover of Rs. 4.8 lakhs during the last 3 years ending 31-3-2013. This should be certified by a chartered accountant.
- 2.3. Should not have incurred any loss in more than two years during the last five years ending 31-3-2013
- 2.4. Should have a solvency of Rs. 3.2 Lakhs certified by the bankers of the applicant.
- 2.5. The applicant should have sufficient number of Technical and Administrative staff for the proper execution of the work. The applicant should submit a list of these employees stating clearly how they would be involved in this work.
- 2.6. The applicant's performance in respect of completed works and ongoing works should be certified by an officer not below the rank of Executive Engineer in case of Government works and Project Manager or equivalent officer for other works and should be obtained and delivered in sealed covers.

## **3. PROCEDURE FOR OBTAINING OF TENDER DOCUMENTS**

- 3.1. The tender documents (application for eligibility and the tender) may be downloaded from the web site of IITM (<http://tenders.iitm.ac.in> ). The prescribed cost of tender document shall however, be paid along with application for eligibility.
- 3.2. The tender shall be submitted as a two envelope tender.
- Envelope 1 shall contain
- 1. Letter of transmittal in the enclosed format.
  - 2. Two crossed Demand Drafts - one for an amount of **Rs. 32,000/-** towards Earnest Money Deposit (EMD) and another for **Rs. 525/-** towards the cost of Tender Documents - both drawn in favour of IIT Madras and payable at Chennai.
  - 3. The Technical bid (Part A) with all relevant documents shall be enclosed.
  - 4. Page 12 may be cut and paste on top of the envelope for Technical Bid.
- 3.3. Envelope 2 shall contain the tender for the work with various conditions, specifications, Bill of quantity etc for the work. Page 13 may be cut and paste on top of the envelope for Financial Bid.
- 3.4 Both envelopes shall be placed in a third envelope and address of applicant, name of work, and the date of opening shall be written on the envelope. Page 13 may be cut and paste on top of the envelope for Tender document.

#### **4.OPENING OF TENDERS**

- 4.1 Tenders can be dropped in the tender box kept at the place of receipt of tenders up to 3.00 PM.
- 4.2. Tenders received will be opened after 3.10 P.M in the presence of tenderers or their authorized representatives.
- 4.3. Only Envelope 1 containing the Application for eligibility, EMD and the cost of tender will be opened.
- 4.4. Tender Documents received without EMD, and cost of tender document shall be summarily rejected.
- 4.5. The Envelope 2 of only those tenderers who qualify as per the eligibility criteria will be opened on a date which will be intimated later

#### **5. EVALUATION OF APPLICATIONS FOR ELIGIBILITY.**

- 5.1 The applications received along with the required EMD and the cost of tender shall be evaluated for eligibility to take part in the tendering process.
- 5.2. The applications will be evaluated for conformity to the eligibility criteria prescribed in 2.1.
- 5.3. The Indian Institute of Technology Madras reserves the right to restrict the list of eligible contractors to any number deemed suitable.
- 5.4. Even though an applicant may satisfy the specified criteria, he would be liable to disqualification if he has:
  - 1. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the application for eligibility.
  - 2. Record of poor performance such as, slow progress of work, abandoning of work, not properly completing the contract, or financial failures/ weaknesses etc.
- 5.5 A list of eligible applicants whose financial bids will be opened shall be prepared and all concerned shall be intimated.
- 5.6. The Earnest Money of the Tenderers whose Technical Bid is found not acceptable will be returned as soon as scrutiny of Technical Bid has been completed by the Employer. After evaluation of the Financial Bids, the Earnest Money of unsuccessful Tenders will be returned within 28 days of the end of Tender Validity period.

The Earnest Money of the successful Tenderer will be taken as part of the Security Deposit as stipulated in Clause 1A of “General conditions of Contract”.
- 5.7 The employer reserves the right to accept or reject any application and to annul the qualification process / tender process and reject all applications at any time without assigning any reason or incurring any liability to the applicants.

## **6. INFORMATION AND INSTRUCTIONS TO APPLICANTS**

### **6.1. Definitions:**

The following words and expressions have their meaning here by assigned to them.

1. EMPLOYER means IIT Madras, Chennai - 36 acting through the Executive Engineer, Engineering Unit.
2. APPLICANT means individuals, proprietary firms, firm in partnership, limited company – private and Public Corporation
3. Engineer-in-charge means Executive Engineer, IIT Madras

### **6.2 Information and Instructions**

1. The applicant is advised to visit the site of work at his own cost and examine it and its surroundings and collect all information that he considers necessary for proper assessment of prospective assignment.
2. The application should be type-written. The applicant should sign in each page of the application. Overwriting should be avoided. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting.
3. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns. Such separate documents shall be chronologically placed at the end of the prescribed application. If information is 'nil' it should also be mentioned as 'nil' or 'no such case'. If any particulars/query is not applicable in case of the applicant, it should be stated as 'not applicable'.
4. The applicants are cautioned that not giving complete information called for in the application forms required, not giving it in clear terms or making change in the prescribed forms or deliberately suppressing the information may result in the applicant being summarily disqualified.
5. The applicant may furnish any additional information, which he thinks is necessary to establish his capabilities to successfully complete the envisaged work. However the applicants are also advised not to attach superfluous/ additional information beyond the requirements of the Bid. No information will be entertained after the application is submitted, unless it is called for by the Institute
6. Applications made by Fax and those received late after the prescribed date and time will not be considered
7. Documents submitted in connection with the tender will be treated as confidential and will not be returned

### **6.3 Authority to sign the application:**

1. If an individual makes the application, it shall be signed by him above his full type-written name and current address.
2. If a proprietary firm makes the application, it shall be signed by the proprietor (with seal) above his full typewritten name & the full name of his firm with its current address.
3. If the application is made by a firm in partnership, it shall be signed (with seal) by all the partners of the firm above their full typewritten names and current addresses or alternatively by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the application.

4. If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the application, in which case a certified copy of the power of attorney shall accompany the application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The applicant shall also furnish a copy of the Memorandum of Articles of association duly attested by a Public notary.

**6.4 Clarification on tender document,.**

A prospective Tenderer requiring any clarification on the Tender Document may notify Executive Engineer, IIT Madras at Chennai. The Executive Engineer will respond to any request for clarification, which he receives earlier than 8 days prior to the deadline for submission of Tenders.

**6.5 Pre-bid meeting.**

The Tenderer or his authorized official representative is invited to attend a Pre-bid Meeting & which will take place at III Floor, Admin. Block IITM, Engineering Unit Chennai on 10.03.2014 at 11:00 AM. The purpose of the Meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage. The Tenderers are required to submit questions if any in writing so as to reach the Executive Engineer (E), IITM before the pre bid meeting. Minutes of the Meeting, including the text of the questions raised (without identifying the source of enquiry) and the responses given will be transmitted without delay to all who have attended the Pre bid meeting. Any modification of the Tender Documents which may become necessary as a result of the Pre-bid meeting shall be made exclusively through the issue of an Addendum Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a Tenderer.

**6.6 Amendment to tender documents**

Before the deadline for submission of tenders, the tender document may be modified by issue of addenda. Any Addendum issued shall be part of the Tender Documents and shall be communicated in writing to all who have attended the pre-bid meeting. The prospective Tenderers shall acknowledge receipt of each Addendum in writing to the Executive Engineer, IIT Madras. To give prospective Tenderers reasonable time in which to take the Addenda into account in preparing their tenders, extension of the deadline for submission of Tenders may be given as necessary.

**6.7 Instructions for filling up the forms A & B**

**1. Financial Information**

The applicant should furnish the Annual financial statement for the last 5 years in form – A

**2. Information about works the**

List of all works of similar class successfully completed during last the 5 years in Form – B

**3. Letter of Transmittal**

The applicant should submit the letter of transmittal as per the format attached.

## **7. OPENING OF FINANCIAL BIDS**

7.1 The Financial bids (Tender) of the eligible applicants shall be opened on the date and time to be intimated.

7.2 The Financial bids (Tender) of the non-eligible applicants shall be returned unopened.

## 8. FORMS

### 1. LETTER OF TRANSMITTAL

To

**The Executive Engineer (E),**  
Engineering Unit,  
IIT Madras, Chennai – 600 036

**Sub:**

Sir,

Having examined the details given in notice inviting qualification application and tender and the qualification documents for the above work, I/ We hereby submit the application for eligibility and the tender (financial bid) for the work duly filled in.

1. I / We here by certify that all the statement made and information supplied in the enclosed forms and accompanying statements are true and correct.
2. I / We have furnished all information and details necessary for deciding our eligibility to be qualified for taking part in the tendering process for the work. . We have no further information to supply.
3. I / We submit the requisite solvency certificate and authorize the Executive Engineer (E), Engineering Unit, IITM, Chennai to approach the bank concerned to confirm the correctness of the certificate. I / We also authorize the Executive Engineer (E) to approach individuals, firms and corporations to verify our competence and general reputation.
4. I / We submit the following certificates in support of our suitability, technical know how and capability for having successfully completed following works.

Name of work

Certificate from

5. I/We certify that that the tender documents downloaded and submitted is the exact replica of the document published by the IITM and no alterations and additions have been made by me / us in the tender document.
6. I am / We are aware that the Financial bid submitted by me/us will not be opened if I / We do not become eligible after evaluation of my/our application for eligibility.

Seal of the Applicant

Date of submission

Signature(s) of the applicants

**FINANCIAL INFORMATION****I Financial Analysis –**

Details to be furnished duly supported by figures in Balance Sheet / Profit and Loss Account for the last Five years duly certified by the Chartered Accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached)

Sl No	Details	Year ending 31 <sup>st</sup> March of 2013				
		2009	2010	2011	2012	2013
1	Gross annual turnover in construction work					
2	Profit (+) / Loss (-)					

**II. Financial arrangement for carrying out the proposed work.****III. Income Tax PAN details****IV. Solvency certificate from Bankers of Applicant**

SIGNATURE OF APPLICANT (S)

**Signature of Chartered Accountant with seal**

# FORM 'B'

## DETAILS OF ALL WORKS OF SIMILAR NATURE COMPLETED DURING THE LAST FIVE YEARS ENDING BY 31<sup>st</sup> MARCH 2013.

SL NO	Name of work/project & location	Owner or sponsoring organizations	Agreement No	Scope of work *	Cost of work in Crores	Date of commenceme nt as per contract	Stipulated Date of completion	Actual date of completion	Litigation/ Arbitration pending / In progress with details **	Name and address/ Tel No of Officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

\* indicate Number of stories in super structure.

\*\* Indicate gross amount claimed and amount awarded by the Arbitrator

Signature of Applicant(s)

In case of works carried out for private persons / Organizations copies TDS certificate along with copy of performance order and work order / Agreement should be enclosed. Private works with out TDS certificates shall not be considered for valuation.

Certified that the Application for Eligibility as published on the web contains 12 pages

Signature of the Contractor

-Sd-  
Consultant (Elect)

-Sd-  
Executive Engineer (E)

**Name of the work :** Supply, Installation, Testing and Commissioning (SITC) of IVRS cum web based complaint registration and management system for Engineering Unit at IIT Madras

### **Description**

It is proposed to introduce a complaint registration and management system to assist the maintenance of various buildings and services in IITM, Chennai. The scope of the system and services required is as follows.

### **Scope**

1. The occupant/user of buildings and services should be able to lodge a complaint about any defect/breakdown through web, e-mail, SMS, Mobile, or telephone.
2. The system should be capable of acknowledging the complaint and issue a complaint number for record and follow up by the complainant and the maintenance engineers in the Engineering Unit of IITM.
3. The system shall be capable of generating all compliance reports daily, weekly, and monthly.
4. The system should be capable of escalating the unattended complaint in the official hierarchy as specified by IITM.
5. The scope includes all hardware, software, customization, and maintenance of the system during the warrantee period of two years.
6. The scope includes obtaining and installing and integrating ISDN PRA lines for the IVRS system to interface with the existing PBX at IITM. ( The charges payable for the purchase of ISDN PRA lines if needed and the recurring charges will be borne by IITM). It is the responsibility of the tenderer to interact with the existing PBX supplier to make the system working.
7. Proof of Concept has to be done by the contractor with the vendor of existing PBX system for IVRS interface.
8. Training has to be provided to the engineer in-charge at IIT Madras at free of cost.

### **Other Terms and Conditions**

1. Maintenance charges per year after completion of the warrantee period are to be quoted.
2. No advance payment is payable.
3. All quoted rates shall be inclusive of all taxes.

Envelope: 1

**Name of work:** SITC of IVRS cum web based complaint registration and management system for Engineering Unit at IIT Madras

**(Due Date and Time: 17/03/2014 @ 3.00 PM)**

**TENDER. NO: 12 / 2014-15 / ELDB  
TECHNICAL BID (PART- A)**

**From:**

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**To:**

The Executive Engineer (E),  
Engineering Unit,  
Administrative Building, 3<sup>rd</sup> floor,  
Indian Institute of Technology Madras  
Chennai – 600036

Envelope: 2

**Name of work:** SITC of IVRS cum web based complaint registration and management system for Engineering Unit at IIT Madras

**(Due Date and Time: 17/03/2014 @ 3.00 PM)**

**TENDER. NO: 12 / 2014-15 / ELDB  
FINANCIAL BID (PART- B)**

**From:**

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.....  
.....  
.....

**To:**

The Executive Engineer (E),  
Engineering Unit,  
Administrative Building, 3<sup>rd</sup> floor,  
Indian Institute of Technology Madras  
Chennai – 600036

Envelope: 3

**Name of work:** SITC of IVRS cum web based complaint registration and management system for Engineering Unit at IIT Madras

**(Due Date and Time: 17/03/2014 @ 3.00 PM)**

**TENDER. NO: 12 / 2014-15 / ELDB**

**From:**

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.....  
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.....

**To:**

The Executive Engineer (E),  
Engineering Unit,  
Administrative Building, 3<sup>rd</sup> floor,  
Indian Institute of Technology Madras  
Chennai – 600036