



E-Tender

For

Comprehensive Maintenance Contract for water purifiers/filters at IFCI Staff Colony, Near Jwala Heri Market, Paschim Vihar, New Delhi and Water Purifier/RO installed in flats at AGVC Khel Gaon, New Delhi.

General Manager (Estates)

IFCI LIMITED

(A Government of India Undertaking)

Regd. Office: IFCI Tower, 61 Nehru Place, New Delhi-110019

Website: www.ifcilttd.com

Telephone- 011-26487444/41732000

Introduction

The Industrial Finance Corporation of India (IFCI Ltd.) was established on July 1, 1948, as the first Development Financial Institution in the country to cater to the long-term finance needs of the industrial sector. IFCI is a Government of India Undertaking under the aegis of the Department of Financial Services, Ministry of Finance, GOI, primarily a Non-Deposit Taking NBFC.

(I) Schedule of RFP/Tender

IFCI Ltd., New Delhi invites e-bids for CAMC of water purifiers/filters at IFCI Staff Colony, Near Jwala Heri Market, Paschim Vihar, New Delhi and Water Purifier/RO installed in flats at AGVC Khel Gaon, New Delhi, under single packet system from eligible, reputed firm/agencies, service providers having experience in AMC of water purifiers/RO/water filter in office/residential flats etc.

Name of Work	Comprehensive Maintenance Contract for water purifiers/filters at IFCI Staff Colony, Near Jwala Heri Market, Paschim Vihar, New Delhi and Water Purifier/RO installed in flats at AGVC Khel Gaon, New Delhi.
Mode of Tender/ RFP	E-Bidding/E-tender
Type of Bid	Single Packet Bid
Tender Document	The details can be downloaded free of cost from GEM portal www.gem.gov.in
Estimated Bid Value for all water purifiers/filters/RO for 02 years (Including 18% GST)	Rs.1,90,000/- including GST.
Date of Inspection of site	On Monday to Friday except Holidays between 10.30 A.M. to 2:00 P.M. till January 30, 2026.
Date of Pre- Bid Meeting	30/01/2026, 11:00 AM. Pre-Bid Meeting to be held physically at 12 th floor, IFCI Tower, 61 Nehru Place, New Delhi.
Last Date and Time for submission of bids	2:00 PM, February 04, 2026
Date & time of opening of bids	2:30 PM, February 04, 2026
Notice for amendment if any	Shall be hosted on GEM portal.
Address of Communication	The General Manager (Estates), IFCI Ltd. 12th floor, IFCI Tower, 61 Nehru Place, New Delhi – 110 019.
Validity of Proposal	The rates in tender document shall be kept open from acceptance for a minimum period of 90 (ninety) days from latest due date of offer submission (incl. extension, if any).

Contact Person: In case of any query, you may contact any of the following officials	a) Shri Divyam Tyagi, Executive-II at New Delhi (011-4173 2890) b) Shri Amit Joshi, AGM at New Delhi (011-41732174) and c) Shri Babit Lal, Associate Director, at New Delhi (011-41732141)
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Note: IFCI reserves the right to cancel the Tendering process at any stage during the Tender Process without assigning any reason thereof.

(II) TERMS AND CONDITIONS

1. Bidders who wish to participate in this tender will have to register online at <https://gem.gov.in>. The bidders are requested to read carefully the user manual available on website <https://gem.gov.in> before initiating the process of bid submission.

In case of any clarification / assistance Bidder may contact the Help Desk of GEM before Online Bid Submission as per the details mentioned below:

E-mail ID: helpdesk-gem@gov.in

Phone No.: 07556681401, 07556685120, 01169095625

2. **Online Submission of E-Bids:** Bidder shall submit their offers online in an electronic format under single packet system having both Technical and Financial Bid in **Government e-Market Place (GEM)** on website <https://gem.gov.in>

3. **Procedure for submission of E-Tender/Bids:** The e-tender will have to be submitted within the time specified on website <https://gem.gov.in> in the following manner: -

Technical Bid and Financial Bid: -

The technical information has to be prepared carefully as indicated in the tender document. Only relevant and to the point information/document should be uploaded in scanned copies (pdf) format. Failure to provide any required information, may lead to the rejection of the offer. Bidders must read the tender document very carefully before signing on it. Technical formats i.e. all annexures and any other relevant supporting documents/ required eligibility documents etc. including all the pages of tender document must be signed by the authorized representative along with date as token of acceptance of the terms & conditions of tender and uploaded.

Further, Bidder(s) must read the terms and condition as mentioned in this tender document and submit the financial bid in GEM Portal accordingly. Bidder(s) are required to check the prices/amount carefully before uploading financial bid.

4. **Authorization and Attestation:** The bidder has to submit an authorization letter or valid Power of Attorney on behalf of company/firm for signing the document.
5. Submission of more than one bid is not allowed.

6. Conditional bids would be summarily rejected.
7. In case no bid/offer or single bid/offer is received, or any other reason whatsoever, IFCI may at its sole discretion cancel the whole bidding process or extend the last date and time of submission of the bid.
8. Any separately submitted discount letter on the financial price shall not be considered by IFCI and shall be a ground for disqualification. Evaluation of financial bid shall be considered only on the total quoted price in the financial bid submitted by the bidders.
9. The Bidder should submit a cancelled cheque leaf/RTGS details, Copy of PAN Card, GST No., HSN/ACS Code etc.
10. **Amendment to the document:** At any time prior to the deadline for submission of Bids, IFCI may, for any reason, whether at its own initiative or in response to a clarification sought by any prospective bidder, modify the bidding documents by amendment/addendum/corrigendum. The information of corrigendum/amendment will be uploaded on GEM portal only.
11. IFCI reserves the right to request for any further documents/certificate/clarification from the bidder and the same must be submitted within stipulated time of receipt of any such communication from IFCI, failing which the bidder shall be summarily disqualified.
12. IFCI reserves the right to split the job into two or more parts and to award the work to separate agencies/bidders subject to the work experience and fulfilment of other terms & conditions and specifications.
13. **IFCI does not bind itself to accept the lowest offer and reserves the right to reject any or all other tenders received without assigning any reasons thereof.**
14. Not more than one tender shall be submitted by one contractor or contractors having business relationship between them. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
15. **Preference to the MSE bidders:** Preference may be given to the MSE bidders as per guidelines of MSME who are registered as MSE in any of the recognized body as specified by Ministry of Micro, Small & Medium Enterprises (MSME) as per the provisions of the prevalent Public Procurement Policy for MSEs issued by the Ministry of Micro, Small & Medium Enterprises, Govt. of India. MSE bidders are exempted from EMD, and tender document fees provided they submit necessary certificate for benefit of exemption in fees and EMD.
16. **Site Inspection: Before submission of the offer, the Bidders are advised to inspect the site for said work and be well acquainted with the actual working and other prevalent conditions. No claim will be entertained later, on the grounds of lack of knowledge of any of these conditions.**
17. **Abnormal Rates:** The bidder is expected to quote rate after careful analysis of cost involved considering all specifications and conditions of contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for

rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder on demand.

18. **Contract Period: Initially for a period of Two years with a provision of one-year extension subject to evaluation of the performance of service provider. Further, on failure to provide continuous satisfactory performance by the contractor, IFCI shall have the right to terminate the contract at any point.**
19. **Payment Terms & Conditions: -**
 - a) Quarterly payments shall be made on rendering satisfactory services. Also, Contractor has to submit copy of the service record along with quarterly bill. The contractor shall raise invoice at the end of each quarter and IFCI shall make all endeavor to make payment.
 - b) Applicable taxes at source i.e., TDS or any other taxes if any, will be deducted by IFCI at the time of making payment.
20. In case of any damage to IFCI's property/premises for which contractor is accountable, the Contractor will be liable to pay the compensation to IFCI as may be advised by IFCI. The contractor shall also take full responsibility and compensate IFCI for any loss/damage/break-down caused to the installation due to negligence of his workers.
21. IFCI will not be responsible for any injury/death caused to the employees provided by the Contractor at site. It will be the responsibility of the Contractor to abide with the all the provisions of the Workmen Compensation Act, 1923 and no compensation, whatsoever shall be paid by IFCI in this regard.
22. IFCI has sole discretion to issue completion/performance certificate after completion of contract. However, no right in this regard would be considered/entertained of the contractor.
23. **Termination/ cancellation of Contract:** IFCI reserve the right to terminate/cancel the contract without assigning any reasons whatsoever prior to start of work and after commencement of work given 30 days' notice at any point of time. Further, if the contractor wants to discontinue the contract at any point of time due to any reason whatsoever, the contractor shall give notice in writing, 03 months prior to the discontinue of the contract and shall give all assistance to the IFCI till the services handled by the contractor is suitably transferred to other agencies and/or taken over by the IFCI. The closure shall not discharge the contractor from providing such information and maintaining the records. **Further, IFCI reserves the right to cancel the contract at any point of time without assigning any reason whatsoever.**
24. **Arbitration:** Any dispute or difference of any nature whatsoever regarding any right, liability, act, omission of either of parties hereto arising out of or in relation to this agreement or any matter incidental thereto shall be referred to the arbitration by a sole arbitrator to be appointed by mutual consent or in case no agreement is reached to be appointed by Delhi International Arbitration Centre (DIAC). The cost of Arbitration shall be borne equally. Such arbitration shall be held at Delhi and the courts at Delhi only having the jurisdiction to deal with the arbitration proceedings and the awards in accordance with law.

(III) SCOPE OF WORK

1. The Contractor shall provide Comprehensive AMC services for maintaining all the water purifiers/water RO. The scope of works includes: -
 - i. Minimum 04 visits (at least 1 per quarter) are mandatory during the year and additional visits as and when required.
 - ii. In case of complaint/breakdown, fault in any equipment/component, the firm has to attend the fault and repair/replace the faulty items, within two working days.
 - iii. The contractor shall ensure to upkeep all the water purifiers/RO are in good running conditions and render timely service of each unit.
 - iv. The AMC is for preventive as well as breakdown maintenance and includes repair and replacement of all components/parts including but not limited to those listed below, free of charge during the AMC period: -
 - ◆ To provide 04 services & spun filter will be replaced quarterly.
 - ◆ Replacement of once in a year like- UF filter/UF membrane, Inline Sediment filter, in line carbon filter, UV set (if not working) etc.
 - ◆ Also send technician against complaint/call except these 04 services.
2. The Contractor should be competent to carry out the repair work of the water purifiers/RO within reasonable time period failing which IFCI reserves the right to get any other authorized agency to service the machines and cost, if any, in such case will be recovered from the quarterly amount to the contractor.
3. If any water purifier/RO is disposed off/not put in use by the IFCI, the payment on pro-rata basis of AMC charges will be made only up to the water purifiers/RO remaining in active use.
4. The Contractor will attend to complaints and breakdown promptly as and when intimated by IFCI through telephone.
5. The contractor shall ensure that during the process of work no damage shall occur to installations/equipment due to any reason, if so happens, contractor shall have to repair/replace the same at his own risk and cost.
6. Contractor shall positively observe safety measures required to be undertaken for safety of person, labours, public and properties at work site.
7. **The said contract will be assigned/handed over to new agency/contractor for all equipments on "as is where is basis" by previous contractor/IFCI and it would be responsibility of the new contractor to repair/replace the equipments in case any observations/faults/defects/snags etc. found in the equipments/items after awarding of contract. Accordingly, bidders are requested to inspect the site and quote their prices in the bid accordingly.**
8. IFCI may ask the vendor to carry out any specific work/ purchase and installation of additional equipment(s)/ accessories /up-gradation/modernization/replacement, as per requirement, which is not covered under the AMC, on competitive prevailing market rates

after taking prior approval from IFCI. Payment will be made separately on submission of bills for the said work.

9. **Non-Compliance of work:** In case of delay, repetition of work, non-compliance, inadequate staff, in the event of failure of compliance of the contract/awarded work in stipulated time, IFCI reserve the right to get the work done on exigency from another contractor/service provider and the expenditure incurred in attending to the same by another Agency, will be adjusted out of the monthly bill/balance payment/security deposit/payment towards additional works or any other dues etc. and contractor will have no objection to such deeds.
10. **Performance Indicator/Uptime and Penalty:** All complaints have to be attended to, in minimum agreed time, i.e., within 2 days from the date of complaint or assignment, failing which, IFCI will be at liberty to impose penalty or get the work done on its own/another agency and recover the costs incurred from your quarterly bills/security deposit. The Contractor shall ensure, in emergency cases the reported fault/support request is attended promptly and in any case within 12 hours from the reporting time and rectification thereof. Defect / fault of general or not of serious nature have to be rectified within 48 hours or 2 days of the reporting and until such period standby equipment shall be provided by the Contractor on immediate basis to ensure smooth functioning of the system/equipment. The Contractor shall be responsible to maintain complete systems/equipment/software in good working condition. The deduction/penalty shall be as follows:

S. No.	Period for completion from the date of complaint/assignment	Deductions
(i)	Up to 2 days	No deduction
(ii)	3 to 7 days	Up-to 5% of the total value of the Quarterly bill
(iii)	8 to 11 days	Up-to 10% of the total value of the Quarterly bill
(iv)	12 to 15 days	Up-to 15% of the total value of the Quarterly bill
Note: (a) No complaints in regard to systems/works etc. should remain pending for more than 48 hrs or 2 days. However, complaints if any, need to be attended immediately without loss of time.		
(b) Non-availability of spares/any other reasons shall not be acceptable under any circumstances and will attract penalty, as applicable. IFCI, in no case shall consider any justification/explanation from the vendor such as non-availability of spare parts for any reason whatsoever.		
(c) Penalty can be levied on Total Quarterly Value or on Quoted Charges, at sole discretion of IFCI.		

(IV) TECHNICAL SPECIFICATION

TOTAL QUANTITY OF WATER PURIFIERS AT IFCI COLONY PASCHIM VIHAR, NEW DELHI - 89 Nos.

TECHNICAL SPECIFICATION OF WATER PURIFIER INSTALLED AT IFCI STAFF COLONY, PASCHIM VIHAR, NEW DELHI	
Model Name	Krona Astro Grand UV + UF water Purifier
Installation	Wall Mountable
Technology	UV + UF
Tank Capacity	12 Litres
Purification Capacity	1 Litre/Minute
Max. Duty Cycle	120 Litres/Day
Filter Cartridges	Sediment, Activated Carbon
UV Lamp Power	11 Watt
Ultra-Filtration	1
Min. Inlet Water Pressure	0.3 Kg/cm ²
Max. Inlet Water Pressure	3 Kg/cm ²
Input Voltage	24V DC
Dimensions	L 395 W 136 H 340 (mm)

TECHNICAL SPECIFICATION FOR WATER PURIFIER/RO INSTALLED IN FLATS AT AGVC, KHEL GAON, NEW DELHI AND WATER PURIFIER/RO AT OTHER PROPERTIES AT DELHI.

Total Approx. Qty. at AGVC flats and other properties - Presently -6 nos. and 01 no. may be increase in future.

S. No.	Flat No.	Make	Model	Approx. Capacity	Qty. (Nos.)
1.	748, 814	Aquaguard Reviva	RO+UV+MTDS	10 Litres	2
2.	652, 185	Dr. Aquaguard Magna HD	RO+UV Water Purifier	10 Litres	2
3.	186	KENT Pearl Star ZWW	RO+UV+UF+TDS Control	20 Litres	1
4.	Residence of other senior officers in Delhi	Eureka Forbes Aquaguard under sink RO	RO+UV+ Active Copper	20 litres	Currently 1 no. and 1 no. may increase in future, if required.

Annexure-1

BIDDERS GENERAL INFORMATION/CHECK LIST

1	Name of the Bidder/Firm	
2	Year of Registration/Incorporation	
3.	Address of the Firm / Company	
4.	Name of Authorized Person- (i) Telephone No (Land line) (ii) Mobile No. (iii) FAX No. (iv) E-mail address (Attach authorization letter or valid Power of Attorney on behalf of company/firm for signing the document.)	
5.	GST No. (Attested Copy to be attached) of the Bidder	
6.	PAN No. (Attested Copy to be attached)	
7.	Whether MSME (Attach valid MSME certificate)	
8.	Details of the Bank Account of the Bidder • Name of the Bank • Branch and address • IFSC Code (Copy of cancelled cheque leaf/RTGS details to be attached)	
9.	Has the firm been blacklisted- Yes/No	
10.	The Bidder must have a Registered office/Branch office at Delhi/NCR and submit necessary proof thereof. Bids submitted without documentary evidence of having registered office/branch office at Delhi/NCR, shall be rejected summarily. (Valid documentary proof must be enclosed.)	
11.	Average Annual financial turnover during the last 3 financial years ending	

	FY 2022-23, FY 2023-24 and FY 2024-25 should be at least ₹ 1 Lakh (Enclose copy of Turn over certificates or audited balance sheet certified by any Chartered Accountant.)	
12.	Whether the firm has experience during past 03 years in AMC of Water Purifier/ water filter/RO. - Yes/No (Attach work order of AMC)	
13.	Whether you accept all the terms and conditions of the tender; Yes/No.	

Note: IFCI reserves the right to cross-check the information furnished from their previous clients. IFCI reserves the right to reject any or all applications at any stage without assigning any reason, thereof.

Date:

Place:

(Signature, Date & Seal of Authorized
Signatory of the Bidder)

Annexure-2

FINANCIAL BID

Re: Comprehensive Maintenance Contract for water purifiers/filters at IFCI Staff Colony, Near Jwala Heri Market, Paschim Vihar, New Delhi and Water Purifier/RO installed in flats at AGVC Khel Gaon, New Delhi.

Note: Financial Bid format is for illustration purpose only. Bidders must upload the financial price in **GEM Portal Separately**

S. No.	Description	Total Comprehensive Maintenance Charges for 02 years (Rs.) (Inclusive of GST)
(i)	Charges for 02 years towards Comprehensive Maintenance Contract for water purifiers/filter at IFCI Staff Colony, Near Jwala Heri Market, Paschim Vihar, New Delhi and Water Purifier/RO installed in flats at AGVC Khel Gaon, New Delhi towards day-to-day repair, maintenance, servicing, replacement of faulty parts/items, as mentioned in the RFP/Tender.	(To be quoted in GEM Portal)

Note: -

- The evaluation of financial bids/price bids will be based on Total 02 years Amount including GST, quoted by the bidders.
- The charges are to be quoted as per the above format. Quoting of amount in any other format other than as prescribed above is liable to be rejection.
- The quoted rates must be all inclusive which will be deemed for the complete scope of work, other terms & conditions and payment terms, as provided herein. The quoted price will be firm and free from any variation till the completion of the work.
- IFCI reserves the right to reject all or any bid/offer wholly or partly without assigning any reason thereof whatsoever.
- Offers submitted shall remain valid for a period of 90 days from the last date of submission of offers.

Place:

Date:

Signature of the Bidder with Seal of the Firm/Company