

	<p align="center">Indian Railway Catering & Tourism Corporation Ltd (A Government of India Enterprise - Mini Ratna) Rail Neer Plant, Danapur South of RPF Barrack ,Loco Colony , Khagaul, Danapur Patna- 801105. Ph. 06115-232557; Website: www.irctc.com Email: info@irctc.com, railneerdanapur@irctc.com “CIN-L74899DL1999GOI101707”</p>
	<p>No. IRCTC/EZ/RNP/DNR/AMC-Solar Plant/RFQ/2022 Date:14.10.2022</p>

Annual Maintenance contract for Solar Power Plant at IRCTC, Rail Neer Plant – Danapur

Scope of Work:

The Annual Maintenance Contract has to be carried out at the following location:

Location: IRCTC Ltd., Rail Neer Plant, Danapur, Loco Colony, South of RPF Barrack, Khagaul Danapur, Patna, Bihar Pin: -801105.

Services to be offered:

- a. The supplier will have to quote the rates for Annual Operation and Maintenance Contract. Cleaning of panels and tightening of connections shall be carried out every fortnightly. For maintenance of PCU, adequate set of essential spares shall be kept ready/ aside
- b. Under annual maintenance contract, contractor shall provide the following services: -
 - (i) Attending Breakdown calls as and when required.
 - (ii) Routine checking, repair and cleaning of devices during service visit as per maintenance schedule and as per stipulation of original equipment manufacturer.
 - (iii) Periodic monitoring of performance of the equipment.
 - (iv) Quarterly Review visit will be provided by contractor's engineer to check the health of system.
- c. The Quarterly preventive maintenance will include the following:
 - (i) All the PV Cells are in good working conditions and the same has to be handed over to IRCTC in good working condition at the completion of AMC work. If the firm fails to do so then the deduction shall be made from the firm's bill/SD after calculating quantum of defects/ discrepancies and its value thereon.
 - (ii) The firm shall deploy One skilled and trained staff during day time on daily Basis. He should be well qualified and conversant to keep the equipment properly. He will be responsible to maintain the equipment with efficient reliable and safe operation condition.
 - (iii) The firm shall make arrangement for registration and to attend the complaint round the clock to ensure that the solar plant is working properly. The defective period will be treated from the lodging of complaint.
 - (iv) The firm shall be liable to any loss/ damage of material/ human from solar plant due to poor maintenance.



- (v) The contract Period is for 2 years and extendable for 06 months after Successful completion of work which is sole discretion of IRCTC.
- (vi) The firm shall examine periodically all safety devices, earthing systems and output of solar panels.

Operation:

1. The firm will depute a technical person during the day time for manning the inverter/sub-station room to ensure that the solar energy is being properly used by the utilities. The person will also ensure the working of all Photo Voltaic panels and all associated systems.
2. The firm will provide call back service in all seven working days including holidays round the clock for which no call back service charges will be paid to the firm.
3. The Contractor shall operate a Contractor's Emergency Call Centre to meet the following performance requirements:
 - a. To confirm within 15 minutes the appointment date and time for execution of fault/emergency call requests received from the Employer or his representatives.
 - b. To monitor the progress of the fault/emergency call attendance and to report to the Employer or his representatives on any unattended appointment and the subsequent remedial measure no later than 30 minutes of the originally scheduled appointment time.
 - c. To report the completion of fault/emergency call attendance within same day.

General conditions of the bids:

1. Bids will be evaluated based on the rates quoted and the overall lowest bidder will be considered for letter of award.
2. IRCTC at its sole discretion may finalize or discharge this process without assigning any reason.
3. During evaluation of the bids, IRCTC may, at its discretion, ask the bidders for a clarification of its bids duly seeking additional documents if required. and no change in the price or substance of the bid shall be sought, offered or permitted.
4. Bidders must provide their GST registration certificate along with their submitted quote.
5. Minimum 03 Years Experience in the field of Solar Work (Production/Manufacturing/Distribution/Supply). Bidders must Provide 03 Year Experience Certificate From Central Govt/PSU, Which Should be attached along with their Submitted Quote.
6. **Mode of Selection:** The contract will be awarded to the concerned firm which offers the lowest quote. In case of a tie (same rates quoted by more than one firm), the decision of IRCTC is final in this regard.
7. **Estimated Tender Value:** Rs 400000/- (GST Inclusive)
8. **EMD (Earnest Money Deposit):** Rs. 8,000/- (Rupees Eight thousand only)
9. **SD (Security Deposit):** 3 % of the awarded Contract
10. **Withdrawal of Bids:**
 - 6.1. If Firm is L-1 after opening of tender and withdraws offer before issue of LOA.

Tender will be discharged and retendered. The firm (L1) will be debarred for 01 (one) year for participating in all future tenders of IRCTC. After one year, offer of the firm will only be considered on submission of EMD.

