

Greater Warangal Municipal Corporation

Office of the Executive Engineer,
Greater Warangal Municipal Corporation,
2nd Floor, Opposite MGMH, Warangal-506-002. TG.

TENDER DOCUMENT

TENDER NOTICE NO: EE/ 04 /GWMC/2016-17 Dt:17-02-2016

**Name of work : Supply and Delivery of Customer Feed Back
Machine.**

**Executive Engineer,
GWMC**

Greater Warangal Municipal Corporation

Tender Notice No. EE/04/GWMC/2016.

Dated: 17-02-2016.

Sealed tenders are invited through OFFLINE from the reputed authorized Agency for **Supply and Delivery of Customer Feed Back Machine in Warangal City, T.G.** The details are as follows.

1. The RFP Bid documents can be down loaded from our web Site <http://www.gwmc.gov.in>. The filled in document along with necessary enclosures shall be submitted through offline mode either in person or by post before **22-02-2015** , 5.00 PM, the office of the Executive Engineer, GWMC, 2th Floor, Opposite MGMH, Warangal-506-002. TG.
2. The agency shall submit demand draft for Rs 200/-. (Rupees Two hundred only) drawn in favour of Commissioner, GWMC Payable at Warangal towards the cost of tender document, non –refundable.
3. The agency shall submit the Demand Draft for Rs.5,000/-(Rupees five thousand only) in favour of Commissioner, GWMC Payable at Warangal towards Earnest Money Deposit refundable.
4. The agency shall submit the following documents along with tender document at the time of submission of bid documents.
 - a) Attested copy of consultancy Registration Certificate
 - b) Previous experience of similar nature of work in last 5 years.
 - c) PAN Card along with latest income tax returns.
 - d) VAT Registration Certificate along with latest clearance certificate and
 - e) Original Demand Drafts drafts mentioned in 2 & 3.
5. Any other information can be had from the office of the Executive Engineer, 2nd Floor, Opposite MGMH, Warangal-506-002. TG during the office hours or by Phone No.+ 91-8978779769)
6. The Executive Engineer, GWMC reserves the rights to accept the tenders or reject any or to cancel all the tenders without assigning any reason.

Executive Engineer,

GWMC

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Subject: “Supply and Delivery of Customer Feed Back Machine for Warangal City, T.G.

1. The agency is hereby invited to submit proposals for **Supply and Delivery of Customer Feed Back Machine in Warangal City, T.G.** which could form the basis for future negotiations and ultimately a contract between you and GWMC.
2. Purpose & details of assignment:

“Supply and Delivery of Customer Feed Back Machine..”
3. To submit the following documents at the time of submission of tender.
 - a) Attested copy of consultancy Registration Certificate
 - b) Previous experience of similar nature of work for last 5 years.
 - c) Pan Card along with latest income tax returns.
 - d) Vat registration certificate along with latest clearance certificate
 - e) Demand Drafts.
4. The Submission of proposals: The proposals shall be submitted in a sealed envelope containing Technical and Financial details as prescribed in the forms given in the “Supplementary Information for Agency”.
5. **Deciding Award of Contract:-**

Quality and competence of the consulting service shall be considered as the paramount requirement. Negotiations will be held with you only if the proposal is acceptable. You must be prepared to furnish the detailed cost break-up and other clarifications to the proposals submitted by you, as may be required to adjudge the reasonableness of your price proposals, If the negotiation with you is successful, the award will be made to you. If negotiations fail, and if it is concluded that a contract with reasonable terms cannot be concluded with you, the process of selection of consultant, issue of letter of invitation etc., will be repeated till an agreed contract is concluded.
6. Please note that GWMC is not bound to select any of the Consultant submitting proposals.
7. You are requested to hold your proposal valid for 90 days from the date of submission during which period you will maintain without change, your proposed price. GWMC will make its best efforts to finalize the agreement within this period.
8. Please note that the cost of preparing a proposal and of negotiating a contract including visits to the site, if any is not reimbursable as a direct cost of the assignment.

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9. You will be expected to take-up/commence with the assignment in from the next day of Agreement entered.
10. We wish to remind you that any manufacturing or construction firm with which you might be associated with, will not be eligible to participate in bidding for any goods or works resulting from or associated with the project of which this consulting assignment forms a part.

11. **Tax Liability**

Please note that the remuneration which you receive from this contract will be subject to the normal tax liability in India. As Such only Service tax will be paid by the department over and above the quoted rate as per the prevailing Norms. Kindly contact the concerned tax authorities for further information in regarding other taxes, if required.

Yours

faithfully,

Executive Engineer
GWMC

Enclosures:

Annexure 1. Terms of Reference.

Annexure 2. Supplementary Information to Consultants.

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Annexure - 1
TERMS OF REFERENCE

1.0 Project Background

Warangal is a historical and cultural city and headquarters of Warangal district. The city at present is divided into three parts namely Warangal, Hanamkonda and Kazipet. The Greater Warangal Municipal Corporation (GWMC) was created in 2014 by merging the surrounding 42 villages with the Warangal Municipal Corporation. The city has a population of 8.20 lakhs as per Census 2011 with an area of 471.75 sq km. The city has 28 existing public toilet and 7 more new public toilets are coming up operated on PPP basis by 7 agencies. These are constructed on BFOT basis.

The details of the public toilets are given below

1. Gopala Swamy Temple, Opp. to Masjid, Warangal
2. MGM Hospital, Warangal
3. Opp. WMC office, Warangal
4. Mulugu Road, Infront of ITI Institute
5. Near Amrutha Theatre, Hanuma konda
6. Hanumakonda Vijay Theatre Road
7. Hanumakonda Bus stand
8. Public Garden, Hanuma KondaPolice
9. Head Quarters, Karimnagar road, Hanuma Konda
10. Police Head Quarters, OPP. Sravani Degree College, Hanuma Konda
11. LIC office Beside Vegetable Market, Bala samudram
12. Adalat Jn, Opp DEO office
13. Infront of Kazipet Railway Station
14. Court Compond Primises, Hanumkonda
15. Kumarpalli market, Hanam konda
16. WMC cricle-I office, beside Kasibugga

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17. Vegetable Market Laxmipuram, Warangal
18. Fruit Market, Laxmipuram
19. Warangal Busstand Entrance
20. Opp Warangal Railway station
21. Beside Railway Bridge, Warangal
22. Near Pallavi hospital, Shiva nagar, Warangal
23. Beside Railway Gate, Near Saroja Theatre, Warangal
24. Beside Twelve wends Colony Railway gate, Warangal
25. Near Head Post office, Municipal Complex, Warangal
26. Old Veg Market, Beside Maternity Hospital, Warangal
27. JPN Road, Radhika Theatre lane, Warangal
28. Pochamaidan cross roads, Warangal
29. Waddepally cross roads
30. Maternity hospital
31. Beside Congress bhavan
32. Fathima nagar
33. Nakkalagutta, kaloji center
34. Nakkala gutta mee-seva
35. Opp. Thousand pillars temple

To ensure effective management, maintenance and cleanliness of the public toilets on daily basis, the Greater Warangal Municipal Corporation has planned to install “Customer Feedback Machines” in all the above mentioned public toilets.

1.1 Eligibility Criteria

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- i. Proof of Authorization and also proof of the original manufacturer in the case of authorized dealers.
- ii. Tender documents duly completed and signed But Without Indicating the rates quoted.
- iii. Earnest Money Deposit in the form of D.D.
- iv. Delivery terms, delivery period quoted.
- v. The bidder shall submit proof of the pre qualification criteria along with Purchase Order copy and satisfactory report.
- vi. Bidder(s) who qualifies in the technical qualification stage will only be called to Technical bid stage.

Documentary evidence in the form of Client Certificates/or of appropriate Authority approvals etc shall be submitted in support of the above. Agency who does not submit the Client Certificates shall be liable for disqualification.

1.2 Scope of Work

Customer Feed Back Machine (with out GRPS)

1.Customer(user) feedback machine is stand alone operating feedback machine.

2.When power supply is given to this machine it takes feedback and save feedback in memory chip.

Whenever we connect this device to computer it will send data to computer.

3.Power Requirement: 230V-50hz input supply is connected to power adapter of 9V-2A. Machine

operating voltage is 5V-500mA

4.Feedbacks:

There is total five feedback option on machine namely:

- 1.Very Good
- 2.Good
- 3.Average
- 4.Bad
- 5.Very bad

When customer(user) gives one of the feedback led will blink and buzzer will sound. Feedback will be stored in memory. All feedbacks for the day will stored in memory, around 65000 feedbacks can bestored in memory.

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5.Result: At the end of the day you can take all feedback data into computer. After pressing 'bad' and 'very bad' both buttons simultaneously all data is sent to computer through serial communication RS232. This all data is stored on computer in chart form i.e. into software present in computer. Result can also stored in PDF format.

6.Machine body is plastic which is shock proof & water proof.

7. Feedback button life is 1 crore cycles.

8.Machine warranty is of 1 year. After that AMC(annual maintenance contract) will be provided.

Customer Feed Back Machine (with GRPS)

1 .Customer(user) Feedback machine is stand alone operating system.

2. This machine can be connected to computer when we require to capture data of feedback stored in machine ,otherwise it is not necessary to connect all time to computer system.This machine is self sufficient to send data of feedback machine automatically. This machine send email of feedback report to email address which is already stored in the machine.

3. Email facility is provided so that all feedback report for the day is mail to specific mail-id at end of day. We can decide at what time mail should sent.

4. Keypad is provided for the mobile entry. It is optional.

5. Inbuilt RTC(real time clock) is provided so that we can know date and time of each feedback.

6. Jumbo LCD display is provided which shows mobile no., date, time etc.

7. GPRS system is provided which send email of feedback data to the specific mail id. If no. of machine will increase in future we can get collective data of all machines. Each machine will have its unique identity no.

8. Machine is shock proof and water proof.

9. Feedback button has long life about 1 crore cycles.

10. Warranty of the machine is of 1 year . After one year we can provide AMC(annual maintenance contract).

1.3 Duration of the Project

The total period of completion of supply and delivery of machines is 10 days from the date of entering agreement.

1.4 Submission of Tender

The Agencies shall submit the tender document in original, along with Technical and financial details in a sealed Envelope super scribed with the name of work, name of Agency.

1.5 Selection Process

GWMC intends to select the Successful Bidder through a competitive bid process based on the lowest Financial Offer among the technically qualified bidders.

GWMC reserves the right to reject, at its sole discretion, any or all evaluated Financial Proposals and if necessary, call for submission of new Financial Proposals.

Annexure - 2**SUPPLEMENTARY INFORMATION FOR CONSULTANTS****Proposals**

1. Proposals should include the following information:

(a) Technical Proposal

1. An outline of recent experience on assignment / Projects of similar nature in the format given in form F-2.

2. A description of the manner in which agency would plan to execute the work. Work plan time Schedule and approach or methodology proposed for carrying out the required work.

(b) Financial Proposal

The financial proposals should include the Schedule of Price Bid in form F-3

2. Contract Negotiations

The aim of the negotiations is to reach an agreement on all points with the consultant and initial a draft contract by the conclusion of negotiations. Negotiations commence with a discussion of Consultant's proposal, the proposed work plan, and any suggestions you may have made to improve the Terms of Reference. Agreement will then be reached on the final Terms of Reference and reporting schedule. Once these matters have been agreed, financial negotiations will take place if required and will be finalized.

3. Terms of Payment *

Note: All payments shall be made on supply and delivery of equipment of pre-receipted bills by the Agency in duplicate for approval of Technical Sanctioned Estimate.

4. Review of Reports

The Concerned Executive Engineer or any other officer Authorized by the S.E (P-I) / E-in-C , GWMC will review all reports of Consultants (Intermediate, draft & final) and suggest any modifications/changes considered necessary within 15 days of receipt.

FORM NO F-1

FROM

To,
The Executive Engineer,
GWMC,2th floor,
Opposite MGMH,
Warangal, 506002

Sir,

Sub : **Supply and Delivery of Feedback Machine , Warangal City, T.G.**

We Consultant firm herewith enclose Technical and Financial proposals for **Supply and Delivery of Feed Back Machine, Warangal City, T.G.**We undertake that, in competing for (if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

Yours faithfully

Signature -----

Full Name -----

And address -----

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FORM F-2

ASSIGNMENTS OF SIMILAR NATURE SUCCESSFULLY COMPLETED

Outline of recent experience on assignment of similar nature:

S. No	Name of Assignment	Name of Project	Owner of sponsoring authority	Cost of assignment	Month & year of commencement	Month & year of completion	Satisfactorily completed
1	2	3	4	5	6	7	8

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FORM F-3

SCHEDULE OF PRICE BID
Rate Quotation per Unit Item

S.No	Description of work		
1	Supply and Delivery of Customer Feed Back Machine.		
	A) Rate per each Feed back Machine (With out GPRS)	(Rate In Words)	(Rate In Figures)
	B) Rate per each Feed Back Machine (With GPRS)	(Rate In Words)	(Rate In Figures)