

No. G-39011/6/2021-GA
National Human Rights Commission
Manav Adhikar Bhawan, C- Block,
GPO Complex, INA, New Delhi

Dated: 25th June, 2025

Subject: Annual Maintenance contract in respect of repair/ maintenance of various electrical items for a period of three years i.e. 2025-26, 2026-27 & 2027-28.

The Commission is interested in awarding an annual contract for repair/maintenance of electrical items for a period of three years from the date of award of contract. The Complete tender documents can also be viewed and downloaded from NHRC website "www.nhrc.nic.in".

1. All interested firms may submit their bids (in Two Bid Form) for Annual Contract for the above mentioned works addressed to the Under Secretary, National Human Rights Commission, Manav Adhikar Bhawan, C-Block, GPO Complex, INA, New Delhi- 110023 in a sealed envelope super-scribed "**Quotation for repair/ maintenance of various electrical items for a period of three years i.e. 2025-26, 2026-27 and 2027-28**". The quotation must reach this office latest by **03.00 PM on 07.07.2025** in the **Tender Box** installed at Reception at MAB, C-Block, GPO Complex, INA, Delhi. The quotations received unsealed, received after due date are liable to be rejected.

2. **Terms and condition for awarding contract for Repair/ Maintenance various electrical items as per Annexure -I**

3. **Bids:**

3.1 Technical Bid : This bid should contain the following documents (as per Annexure-II) :-

I. Presence in Delhi State:- The bidding firm should have well-established working office in the municipal area of Delhi/New Delhi and should have limits of NCT of Delhi.

II. Experience of 03 Years in Government offices: - The bidder/firm should have an experience of at least 03 years of working experience in Government offices in similar services. Certificates to this effect should be submitted in the Technical Bid.

III. Performance Certificate: The bidder/firm must have experience in providing service to a minimum of three years of Govt. offices/departments/reputed organizations and should provide the list of such officers with the name, telephone, mobile nos. of the contact person with the quotation. Performance certificate from at least 03 such clients must be attached.

IV. Annual Turnover Certificate by CA:- The firm should

have an year-wise annual turnover of not less than Rs. 10 Lakh per annum in the last three years i.e. 2021-2022 2022-23 and 2023-24. A certificate to this effect should be submitted in Technical Bid.

V. Undertaking about Black Listing:- The Company should not have been blacklisted by any authorities. A certificate to this effect should be submitted along with the Technical Bid (as per Annexure -III).

VI. Copies of PAN card & GST Registration:- The firm should furnish the copies of (i) PAN Number (ii) GST Registration No. (Proof needs to be attached)

VII. Acceptance of Terms & Conditions:- The bid should be accompanied with a signed copy of the terms and condition stipulated for award of the contract, conveying the acceptance of the same.

VIII. Conditional tender, bid with hypothetical rates will not be entertained. Similarly, quotations received after stipulated date and time will also not be considered under any circumstances.

3.2 Financial Bid : The Financial bid, in separate envelop should be submitted strictly as per the Proforma given in Annexure -IV. The rate quoted in the financial bid should be both in words and figures. In case of any discrepancies between words and figures, the amount mentioned in figures will be privileged. Quotations with any cutting in figures will not be considered unless corrections are countersigned. The financial bid should also be properly sealed and signed. The rate quoted should be basic rate & applicable GST should be mentioned separately. The financial evaluation will be done on the basic rate excluding taxes only.

3.3 Submission of Bids:- The Bid should be in two parts: Technical Bid and Financial bid. Technical Bid and Financial Bid should be placed in separated sealed envelope super-scribed as "Technical Bid" and "Financial Bid" respectively. Thereafter both the envelop should be placed in third sealed envelope super-scribed as "Quotation for Annual Maintenance Contract for repair/ maintenance of various Electrical Items for a period of 03 years" and addressed to the Under Secretary, National Human Rights Commission.

3.4 Evaluation of Financial Bid

Selection Criteria:-

The rates of various items can be varied from firm to firm and in any case, Commission shall not be bound to accept the lowest rates of the items of the particular firm. The contract as a whole shall be entrusted to only one for three years after calculating/ comparing the lowest in all the categories of electrical repair/ maintenance or L1 in maximum number of categories of electrical repair/ maintenance with condition to match the L1 rates for remaining categories (Either the bidder is L1 in all the categories of electrical repair/maintenance or the bidder is L1 in maximum number of categories of electrical repair/

maintenance with condition to match the L1 rates of remaining categories).

The Commission reserves the right to reject/accept any quotation either in part or full without assigning any reason.

Note :-

1. The bid should be valid for a period of 120 days.
 2. Conditional Bid/Tender, bid with hypothetical rates will not be entertained. Similarly, quotations received after the stipulated date and time will also not be considered under any circumstances.
4. **Performance Guarantee:-** The successful bidder will have to deposit Rs. 50,000/- (Fifty Thousand Only) in the form of Performance Bank Guarantee from any commercial bank in favour of NHRC which shall remain valid for a period of 60 days beyond the date of completion of all the contractual obligations. The Performance Guarantee shall be forfeited in case of any deviation of terms by the contractor or violation of instructions in this regard. Upon termination /expiring of contract, the Performance Guarantee shall be returned after deduction of dues, if any, without interest.

Annexure-I

Terms & Conditions

1. The maintenance contract includes thorough check-up and keeping all the electrical items under AMC in an excellent working condition by preventive maintenance and also to attend to the complaints of breakdown. The breakdown calls are to be effectively attended within 24 hours positively on receipt of the complaint. If required, the urgent complaints will have to be attended on Saturday/Sunday/Holidays also.
2. The successful firm will be required to start work immediately after awarding of the Contract. The Commission shall, however reserves the right to terminate the awarded contract at any time without assigning any reason therefor.
3. The Contractor must depute at least one **skilled/qualified electrician** who shall be made available at the Commission premises and he will be required to report for work to the General Administration Section on all working days from 09:30 AM to 6:00 PM.
4. The Service provider shall ensure that person should be deployed

after compulsory police verification & PVR report should be submitted before deployment.

5. The electrician deployed by the agency will have to attend to all complaints of the Commission and residences of Hon'ble Chairperson and Hon'ble Members on top priority basis. Besides this, he may have to attend to complaints at any other place specified by the Competent Authorities. If Commission is not satisfied with the work ability of electrician deployed by the agency, the said electrician has to be changed immediately. The services should be provided on regular basis during office hours and in case of emergency beyond office hours, holidays, Sundays etc.
6. No increase in rates shall be considered during the period of AMC and extended period of AMC once the contract has been finalized. No other charges like transportation, fare etc. for providing the service will be payable by the Commission.
7. The service provider shall be contactable at all times and messages sent by mobile/email/fax/Special messenger from Commission to the service provider shall be acknowledged immediately on receipt on the same day.
8. The rate may be quoted as per Annexure-II, GST extra, if any applicable, may be specifically and separately indicated in the quotation. Under no circumstances those should be included in the basic cost.
9. Rates quoted shall include costs of commuting and no separate traveling charges shall be admissible.
10. The contract shall be in force for the period for three years and can be renewed further for fourth & fifth year on mutual consent basis subject to the satisfactory performance of the firm;
11. The successful tenderer will have to abide by the terms and conditions as may be fixed from time to time by the National Human Rights Commission
12. The firm shall not engage the services of any sub-contractor or transfer the contract to any other person;
13. Skilled electrician should not be a contractual employees of CPWD and also will not allow to perform any Contractual/Sub Contractual work of the Central Public Works Department, GPO Complex, INA.
14. The Agency's workers will work under the overall supervision and direction of the Section Officer (General Administration) of the Commission;
15. The work is to be carried out in the office premises of the Commission located at Manav Adhikar Bhawan, C-Block, GPO Complex, INA and at the residences of the Chairperson and Members of the Commission. Only such work as can't be done in the office premises would be allowed to be sent outside and no extra charge for cartage etc. will be paid on this account;

16. The contractor shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan/gutka, smoking, loitering without work etc.
17. The selected agency shall be solely responsible for complying with all statutory requirements and obligations, especially, but not limited to, those relating to employment of labour, service conditions of labour; payment of minimum wages, employee state insurance, payment of bonus & provident fund contribution etc;
18. In the event of any loss caused to the Commission on account of negligence of Contractor's outsourced employee, the service provider shall make up the loss sustained by the Commission either by replacement or on payment of adequate compensation.
19. The Contractor shall supply the names and other details in respect of each worker viz. date of birth and age, father's / guardian's name, sex, local address (Delhi) and permanent address on their letterhead along with four coloured photographs and photocopy of Voters I Card / Passport issued by Central Govt. only;
20. A "Complaint Register" will be maintained in the General Administration Section, the technician will attend those complaints immediately, but not later than 24 hours failing which action can be taken. In any circumstances the work should be done on next day. The repair work will also be attended even at odd hours and during holidays also. The repairs would be carried out on-site itself. No TA will be given. If for some reason, it is not possible to carry out the necessary repair at the place where the item is installed, prior permission in writing shall be taken before taking the item to the workshop of the tenderer. However, in case the item is not likely to be repaired within 6 hours the firm would provide a standby for the same till the faulty item is repaired.
21. The Commission reserves the right to accept or reject any or all of the bids in full or in part without assigning any reason thereof. The decision of the Commission in this regard shall be final and binding on all the firms.
22. In case of non-compliance/violation of any of the clause/terms, the Commission will have the right to impose penalty as given below:

S.No.	Description	Deductions		
		1st Instance	2nd Instance	3rd Instance
1	Delay in carrying out of repair work	Upto 01 day, a penalty of Rs. 100 per day per complaint and a warning to the Service Provider.	Upto 01 day, a penalty of Rs. 200 per day per complaint and a warning to the Service Provider.	Upto 01 day, cancellation of the Contract, forfeiture of the Bank Guarantee and Blacklisting of the firm
2	If the work of the Service Provider not found	5% of the total bill of the month	10 % of the total bill of the month	Cancellation of the Contract, forfeiture of the

	satisfactory.			Bank Guarantee and Blacklisting of the firm
3	If the service provider found to be using duplicate parts.	Non-payment for that repair work	Non-payment for that repair work & 10 % of the total bill of the month	Cancellation of the Contract, forfeiture of the Bank Guarantee and Blacklisting of the firm
4	If the Service Provider is found responsible of any damage of material/articles.	Payment in actuals, equivalent to the value of the article damaged within the period prescribed by the buyer		

23. The Commission reserves the right to terminate the contract at any time without assigning any reason and also to refuse services of any contract worker supplied by the firm without assigning any reasons.
24. The successful bidder shall have to deposit acceptance of rates and all terms & conditions of the contract within 03 days of receipt of letter of contract.
25. The Commission reserved the right to make any changes, at any time, in the terms and conditions of the Tender and accept or reject any or all tenders wholly or partly without assigning any reason thereof.
26. Quarterly Preventive Maintenance of all the electrical items by the successful tenderer will have to be done.
27. Non-performance of the quarterly maintenance on time schedule will be treated as a pending complaint by the Commission and will be dealt with accordingly for applicable penalties as given herein below.
28. Hypothetical or conditional tenders will not be entertained. Tender once submitted shall not be allowed to be withdrawn or altered. If the tender is withdrawn or altered by the concerned party at any time after it is submitted, appropriate action will be taken & tender of the concerned firm will not be considered.

(Major Vishnu SP)
Under Secretary (GA)

Copy to: Notice Board

Annexure-II

TECHNICAL BID

PROFORMA FOR TECHNICAL BID

Sl. No.	Documents to be furnished with the bid	Whether enclosed (the firm would write Yes or No and the Annexure No.)
1	Name of the agency	
2	Nature of the concern (i.e. sole proprietor or partnership firm or a company or a Government Department or a Public - Sector Organization)	
3	Full Address of Reg. Office with tel .no./fax no./ email address	
4	Full Address of operating/ branch office in Delhi with tel.no, fax no, email address	
5	Registration no. of the agency/firm	
6	PAN Number	
7	GST number	
8	Financial turnover and income tax return for last three years	
9	Details of major contracts handled in Government Offices in last three years	
10	Certificate of satisfactory performance from the organization to whom the service was provided	
11	Certificate for not blacklisted	

NOTE -This declaration must be submitted along with the tender.

**To be signed by authorized signatory
Of the firm with seal of the firm**

Annexure-III

DECLARATION

It is declared that our firm namely M/s _____ has not been blacklisted by any Government Ministry / Department, Public Sector Undertaking or Autonomous Body.

**(To be signed by authorized signatory
of the firm with seal of the firm)**

ANNEXURE 'IV'

S.No.	Job Details	Rate per unit in Rs. (including GST)	Applicable % of GST
1	Repair of Pedestal / Table / Wall / Exhaust Fans		
(i)	Motor Rewinding		
(ii)	P/F of New Motor		
(iii)	P/F of Motor Bush		
(iv)	Motor Shaft		
(v)	3 Core Wire (per mtr.)		
(vi)	P/F of New Plug Top 5 AMP Anchor		
(vii)	P/F of New Plug Top 15 AMP Anchor		
(viii)	Providing of Capacitor		
(ix)	Oscillating Set repairing with garari		
(xi)	P/F of Jalli set		
(xii)	P/F of Regulator Knob		
(xiii)	P/F of Oscillating Knob		
(xiv)	P/F of Regulator (Resistance)		
(xv)	P/F of Regulator		
(xvi)	Excel Rod Welding Work		
(xvii)	P/F of Fan Blade (Plastic) (9"/12")		
(xviii)	P/F of Fan Blade (Plastic) (20" Pedestal Fan)		
(xix)	Servicing and Cleaning of Pedestal / Table / Wall / Exhaust Fan		
(xx)	P/F of Fan Shaft (20" Pedestal Fan)		
(xxi)	Any Other (20" Pedestal Fan for		

	Motor Rewinding)		
(xxii)	P/F of Capacitor (Electronic)		
(xxiii)	Any other minor repair		
2	Single/Double Rod Heaters/ Heat Convector / Blowers/ Halogen Heaters / Oil Heaters		
(i)	P/F of Heating Element Rod with make (ISI mark)		
(ii)	P/F Heating Insulator with make (ISI mark)		
(iii)	Safety Jali		
(iv)	Tumble Switch with make (ISI mark)		
(v)	Reflector sheet		
(vi)	Separator		
(vii)	Piano Switch (ISI mark)		
(viii)	Heating Element with make (ISI mark)		
(ix)	P/F of Blower Fan with make (ISI mark)		
(x)	P/F of Thermostat with make (ISI mark)		
(xi)	P/F of New Motor Single shaft (Six months (Guarantee)		
(xii)	P/F of New Motor double shaft (Six months Guarantee)		
(xiii)	P/F of Selector switch with make (ISI mark)		
(xiv)	P/F of Knob		
(xv)	P/F of Indicator		
(xvi)	P/F of Connector		
(xvii)	P/F of Rotary Switch with nob		
(xviii)	P/F of Thermostat (ISI mark)		
(xix)	P/F of Tubes		
(xx)	P/F of Reflector		
(xxi)	P/F of Jalli		
(xxii)	Change of oil heat radiator thermostat		
(xxiii)	Change of new oil heat radiator element		
(xxiv)	Servicing of Rod Heaters / Heat Convector / Blowers / Halogen Heaters / Oil Heaters		
(xxv)	P/F of Wheels (Set) of Oil Heater		
(xxvi)	Any other minor repair		

3	Ceysers		
(i)	P/F of Thermostat (ISI mark)		
(ii)	P/F of Element (ISI mark)		
(iii)	P/F of Indicator Lamp		
(iv)	P/F of New Copper Water Tank (ISI mark)		
(v)	Repairing / Welding of Copper Water Tank		
(vi)	Plug Top ISI (ISI mark)		
(vii)	Installation		
(viii)	P/F of Industrial Plug (ISI mark)		
(ix)	Any other minor repair		
4	Hot Cases		
(i)	P/F of Thermostat (ISI mark)		
(ii)	P/F of Knob		
(iii)	P/F of Element		
(iv)	P/F of Indicator		
(v)	Painting of Hot Case		
(vi)	P/F of Base sheet		
(vii)	P/F of Legs		
(viii)	P/F of Bolts		
(ix)	P/F of Glass Door		
(x)	P/F of handle of Hot Case		
(xi)	Any other minor repair		
5	Table Lamp		
(i)	P/F of PL light 9 Watts		
(ii)	P/F of PL Chock 9 watts		
(iii)	P/F of PL Holder		
(iv)	Providing of 2 Coir Wire		
6	Microwave Oven		
(i)	Repair of Display Board		
(ii)	P/F of Element (Small)		
(iii)	P/F of Element (Big)		
(iv)	Repair of Magnetron		
(v)	P/F of Capacitor		
(vi)	P/F of new Glass Plate small size		
(vii)	P/f of new Glass Plate big size		
(viii)	P/F of new magnetron		
(ix)	Any other minor repair		
7	Refrigerator		
(i)	Repair of MCB		
(ii)	Repair of faulty motor		

(iii)	Repair of compressor		
(iv)	P/F of Capacitor		
(v)	P/F of Thermostat		
(vi)	Refilling of Gas in Refrigerator (size: upto 50 litres)		
(vii)	Refilling of Gas in Refrigerator (size: upto 100 litres)		
(viii)	Refilling of Gas in Refrigerator (size: upto 170 litres)		
(ix)	Refilling of Gas in Refrigerator (size: upto 250 litres)		
(x)	Repair of leakage issue		
(xi)	Providing of new glass vegetable tray		
(xii)	Any other minor repair		
8	Tea Kettle		
(i)	Repair of kettle		
(ii)	P/F of Element		
(iii)	P/F of Switch		
(iv)	P/F of Thermostat		
9	Desert Cooler		
(i)	P/F of New pads heavy quality (complete set)		
(ii)	Rewinding of fan motor		
(iii)	Change of motor condenser		
(iv)	New water pump (submersible)		
(v)	P/F of new fan blade (metallic)		
(vi)	P/F of new motor		
(vii)	Any other minor repair		
10	Call Bell		
(i)	P/F of wireless Call Bell (Anchor/CONA make)		
(ii)	Repair of wireless Call Bell		
(iii)	P/F of ordinary Call Bell (Anchor/CONA make)		
(iv)	P/F of Bell Switch		
11	Extension Board		
(i)	Change of 15 Amp Socket (ISI Mark)		
(ii)	Change of 15 Amp Switch (ISI Mark)		
(iii)	Change of 5 Amp Socket (ISI Mark)		
(iv)	Change of 5 Amp Switch (ISI Mark)		
(v)	P/F of new wire (3 core, 23/76 flexible rubber type) (per meter)		
	P/F of new wire 2.5MM [per meter]		

(vi)	P/F of New Plug Top [15/20 amp] (ISI Mark)		
(viii)	P/F of New Plug Top (15 amp) (Power)		
(ix)	P/F of New Plug Top [5 amp) (3 pin]		
(x)	P/F of New Plug Top [5 amp) (2 pin]		
(xi)	P/F of New Multi Plug (Power)		
(xii)	P/F of New Multi Plug (Light)		
(xiii)	Providing of new Extension Board in wooden frame (2 points with 1 power point and 5 meter wire)		
(xiv)	Providing of new Extension Board in wooden frame (3 points with 1 Power point with 5 meter wire)		
(xv)	Minor repair of Extension Board (without parts)		
11	Hot and Cold Water Dispenser		
(i)	Service of Water Dispenser		
(ii)	Repair of Geyser body		
(iii)	Repair of leaking Taps		
(iv)	P/F of new Taps		
(v)	Any other minor repair		
12	<u>Misc. Items</u>		
(i)	P/F of 5 AMP Top Plug with make (ISI mark)		
(ii)	15 AMP Top Plug with make (ISI mark)		
(iii)	Wire (per meter) (ISI mark)		
(iv)	P/F of 2 core wire (per meter) (ISI mark)		
(v)	P/F of 3 core wire (per meter) (ISI mark)		
(vi)	P/F of 5 Amp On/Off switch (ISI mark)		
(vii)	P/F of 16 Amp On-off switch (ISI mark)		
(viii)	P/F of Two Pin Plug (ISI mark)		
(ix)	P/F of Three Pin Plug (ISI mark)		
(x)	P/F of Socket 5 AMP (ISI mark)		
(xi)	P/F of Socket 15 AMP (ISI mark)		
(xii)	P/F of Indicator 5 AMP		
(xiii)	P/F of Indicator 15 AMP		
(xiv)	P/F of Bell Switch		

(xv)	Halogen Rod 300 Watt		
(xvi)	Halogen Holder Set		
(xvii)	Stabilizer Repairing		
(xviii)	Shifting of Plamza/LCD/LED TV		
(xix)	Chock (T/Light)		
(xx)	Chock- 11watt		
(xxi)	Tube Light Fatti Fitting		
(xxii)	Tube Light Fitting T-5 28 watt		
(xxiii)	Tube Light set double fitting		
(xxiv)	Tube Light Fatti Side Holder		
(xxv)	Tube Light Starter		
(xxvi)	Tube Light Repair		
(xxvii)	Tube Light Rod		
(xxviii)	Tube Light Rod T-5 28 watt		
(xxix)	C.F.L. Spiral		
(xxx)	C.F.L.		
(xxxi)	Batton / Channel (Per feet)		
(xxxii)	Emergency Light (Repl of Battery)		
(xxxiii)	Emergency Light (Repl of Charger)		
(xxxiv)	Combined Box		
(xxxv)	Plastic Chanel		
(xxxvi)	Installation / Dismantling of LED string Lights		
(xxxvii)	Installation / Dismantling of TV Unit		

[Note: - P/F is providing and fixing]