

Expression of Interest for conducting non-comprehensive maintenance/ support-cum-reliability study via third-party vendor

A. Introduction:

Central Mechanical Engineering Research Institute (CMERI), a Constituent Laboratory of CSIR is currently involved in a system development project entitled “Sustainable Development of a Smart, Portable, Rugged Robotic Inspection System for use in Partially Waterlogged Boiler Headers of Thermal Power Plants along with a Post-Development Reliability Study”. Under this project an electromechanical system will be developed for internal visual inspection of Boiler Headers. The non-comprehensive maintenance/support of this system will be carried out by a vendor/technical consultant by visiting different NTPC power plants located across India. The technical consultant should have the knowledge in the field of mechanical and electronics engineering which is essential for carrying out the maintenance support. In response to this Expression of Interest (Eoi), only the technically suitable participants will be requested to submit their budgetary offer in hardcopy to Business Development Unit, CSIR-CMERI. The Maintenance /support vendor cum consultant will be selected based on reasonable budgetary offer on L1 basis.

B. Eligibility

The Maintenance /support vendor cum consultant must have at least one year of experience in electronic/electrical circuit integration, mechanical assembly integration.

C. Scope of Work:

C.1 CSIR-CMERI:

- Intimation of requirement of maintenance/support to the vendor.
- Minor technical support, assistance and training to the selected vendor
- Co-ordinating with NTPC-NETRA

C.2 Vendor/Service Provider:

- To provide the non-comprehensive maintenance/support including minor modifications (which does not involve any design alterations/ changes) by visiting NTPC-NETRA located at Greater Noida. There will be 03 (three) numbers of emergency/ routine maintenance visits annually for a duration of 04 years (total 12 visits).
- To provide price estimation at the beginning for any additional visit (beyond 3 numbers per year) to NETRA is required under any situation.
- To provide technical manpower at NETRA for conducting the Maintenance/support (including minor updates/ modifications as needed from time-to-time) as per serial no C.3

containing the details of maintenance/support scenario

- All qualified vendors to sign a NDA with CSIR-CMERI (as per attached Annexure- 8) and NTPC-NETRA to protect confidential information exchanged with them.
- To follow the tentative Support plan as per details in C.4
- To provide Maintenance/support report in hard copy along with all soft copies, if any to CSIR-CMERI and NTPC-NETRA.

C.3 Details of the Maintenance and support Scenario:

Upon receipt of maintenance work intimation from CMERI (i) Vendor will visit NETRA (ii) Inspect the overall system (iii) Identify the faults, if any (iv) Undertake repair and replacement (including minor modifications which does not include any design alterations/ changes) of electro-mechanical components, if needed (Vendor will repair the system at NETRA in consultation with CMERI) (v) Submit a report alongwith feedback form etc (as per annexure 9 and 10). after completion of visit.

Following is the list of major equipment's in the system for better understanding of the maintenance /support scenario.

Sl. No.	Equipment	Features/Specifications
1.	Robotic boiler header inspection device (under development at CMERI)	<ul style="list-style-type: none">• Hand held with tethered operation using a Joystick• Battery operated
2.	Mechanical components	<ul style="list-style-type: none">• Belt-pulleys, gears, nut-bolts, sealing, cover, housing, winch etc
3.	Electrical and electronic components	<ul style="list-style-type: none">• Camera, power modules, driving/ controlling boards/ PCBs, joystick, servo, motor, LED, battery, connectors, switch, cables etc.

Important note: Maintenance or support location have to be carried out at NTPC - NETRA, Greater Noida. Vendor has to arrange by himself all the necessary logistics and transportation arrangements for personals and machines under all the circumstances. There will be total 12 number of routine visits over 04 years (03 visits per year).

C.4 Tentative Support Plan:

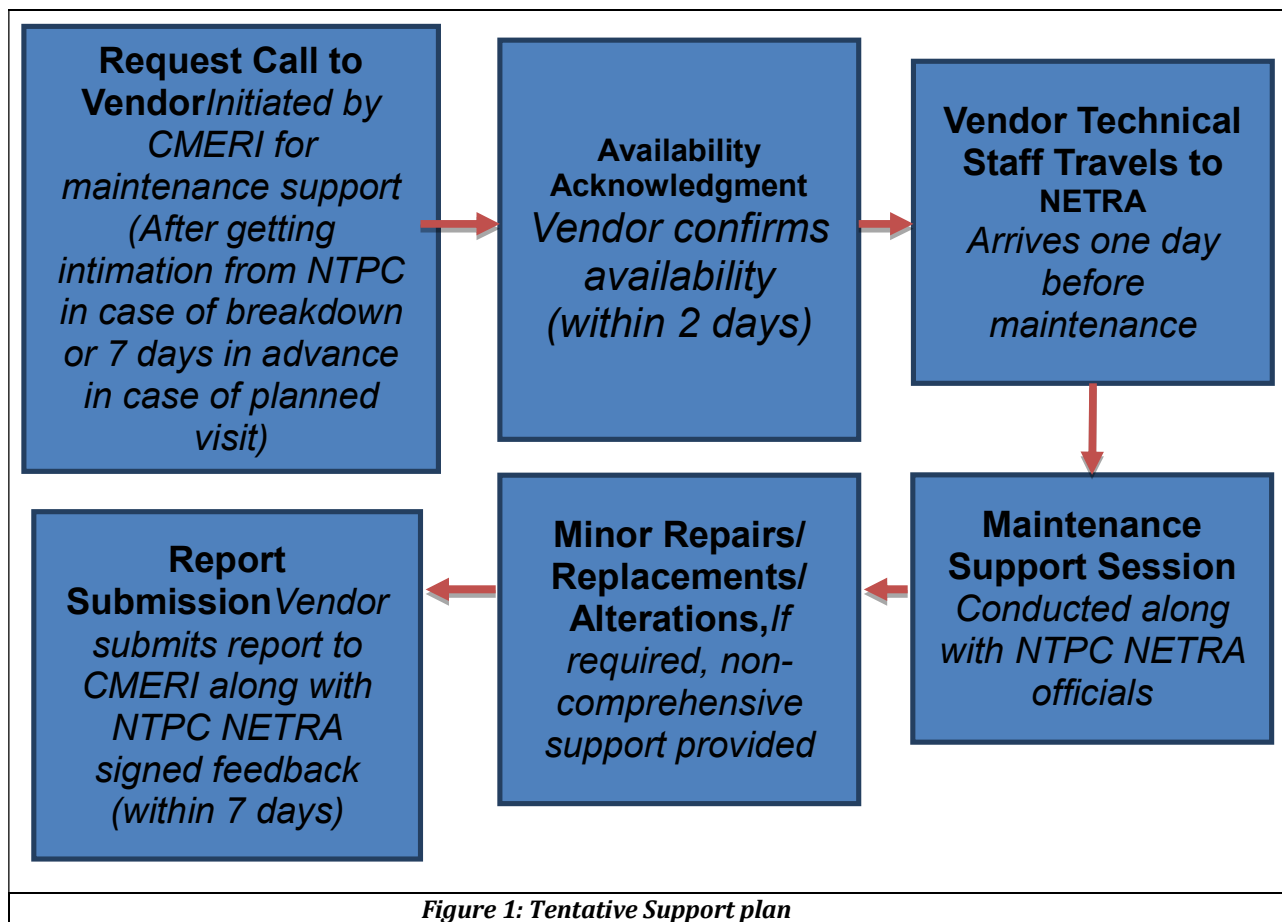


Figure 1 shows a possible tentative plan for maintenance/support at site: Flow of work will be as follows

1. Request Call to Vendor by CMERI

- CMERI initiates the request for maintenance support call urgently, after getting intimation from NTPC- NETRA in case of breakdown or 7 days in advance in case of planned visit.
- The request includes details such as maintenance work expected date and location.

2. Availability Acknowledgment by Vendor (Within 2 Days)

- Vendor reviews the request and assesses their availability.
- Confirmation is sent to CMERI, ensuring the schedule aligns with their operational capacity.

3. Vendor Technical Staff Reaches NETRA Campus (One Day Before Maintenance Date)

- The assigned technical personnel arrive at NETRA in advance for the maintenance.
- Ensures all necessary tools, equipment, and spare parts are available for the maintenance activity.
- Plan in advance to avoid last-minute logistical issues.

4. Attending the Maintenance Support Along with NTPC NETRA Officials

- The maintenance activity is conducted collaboratively with NTPC NETRA officials.
- Vendor technical staff follows prescribed procedures to inspect, diagnose, and address technical issues.
- Real-time discussions with NTPC NETRA representatives to ensure fruitful solution.

5. Minor Repairs/Replacements (Non-Comprehensive Support)

- During the maintenance session, minor repairs or replacements need to be carried out if required.
- Any non-comprehensive support, such as quick fixes or adjustments, should be handled at NETRA.
- Major repairs beyond the vendor's immediate capacity may need to be informed/communicated to CMERI immediately and to be carried out later in consultation with CMERI outside NETRA, if required.

6. Submission of Report to CMERI Along with Feedback Form (Within 7 Days)

- Vendor prepares a detailed report on the maintenance activity carried out, including findings and actions taken.
- The report is submitted to CMERI for documentation, evaluation and payment.
- A feedback form signed by NTPC NETRA officials is attached, confirming the effectiveness and satisfaction with the support provided.

C.5 Deliverables

- Hard copy of the maintenance/support report duly signed by vendor.
- Feedback form duly signed by NETRA officials.

D. QualificationCriteria

Each eligible consultant should possess all the following pre-

qualification criteria. Responses not meeting the minimum pre-qualification criteria summarily will be rejected and will not be evaluated.

Sl. No.	<u>Pre-QualificationCriteria</u>	<u>ComplianceDocuments</u>
1.	The consultant(s)/ Firms/ Companies/ Societies/ Trusts etc could be any group of specialists/experts in the domain of electronic/electrical circuit integration, mechanical assembly integration.	Certificate of Registration of the Firm/ Companies/ Societies/ Trusts, Legal documents i.e. GST certificate, PAN certificate, whichever is/are applicable.

2.	The entity/ firm should be in the business of providing similar services for at least 01 years as on 01.07.2025.	Certificate by the Competent Authority/ Authorized Signatory of the participating entity, Copy of the previous work orders/contracts.
3.	The entity/firm should not be blacklisted by any Central/ State body or Financial institution/ Bank.	Certificate/Declaration duly signed by the authorized signatory.
4.	The entity/firm should certify no part of the Maintenance/support data generated during the support service will strictly not be shared/reproduced for any R & D or commercial activity	Certificate/Declaration duly signed by the authorized signatory.

E. Selection Criteria

CSIR-CMERI will assign scores to the response of each qualified firm based on weightage assigned to each of the criteria are as under. CSIR-CMERI may request the shortlisted applicants for presentation before expert committee and qualifying marks are 60 out of 100 marks based on the evaluation of the submitted documents. All the applicants who have got the minimum threshold of marks as above will be qualified for deputation titled as non-comprehensive maintenance/ support.

Sl. No.	Criteria	Max. Marks (%)
1	Organization Details (Type of Organization & Main Areas of Business) [Annexure 2]	30
2	Experience in related fields (Past Experience of the firm/entity) [Annexure-3] Number of years' experience in the field of maintenance and support services (minimum 01 years or more experience in the relevant field.) [01 yr.:10, 03 yr. or more:30]	10-30
3	Experience and Qualifications of the Key Personnel who will be signing the NDA and responsible for all future actions [Format-4] Academic Qualification and Activities carried out in last 1 years [Engg. Degree:20, Diploma:15, ITI:10, others:5]	5-20

4.	Financial strength of the organization/ firm/entity [Annexure-5] [1-5 lakhs: 15, 5.1 lakhs and above:20]	15-20
Total		60-100

F. EOI Processing Fee: NIL

G. Venue & Timeline for Submission of Proposal.

Proposal in complete form in all respects as specified in the EOI, must be submitted to:

**The Head,
Business Development Unit (BDU),
CSIR-CMERI Durgapur,
M. G. Avenue, Durgapur-713209
e-mail: bdg.cmeri@csir.res.in
Phone: +91 9474546419**

The EOI shall be submitted to the following address on or before 5:00 PM of last date of submission during the working days and working hours through E- mail / courier. In exceptional circumstances and at its discretion, CSIR-CMERI may extend the timeline for submission of proposals by issuing amendment to be made available on the website of the institute. CSIR-CMERI reserves the right to modify partially or fully or cancel the EOI at any time without showing any reason. The decision of CSIR-CMERI in regard to any dispute will be final.

H. Last Date of Submission: 31st, October 2025

FORMATS FOR SUBMISSION

Annexure-1

APPLICANT'S EXPRESSION OF INTEREST

To,

**The Head,
Business Development Unit (BDU),
CSIR-CMERI Durgapur,
M. G. Avenue, Durgapur-713209**

Date:

**Reg. Submission of Expression of Interest for Technical & Business
Development Consultant**

Dear Sir,

In response to the Invitation for Expression of Interest (EOI) published on _____ for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, we have attached the following documents in a sealed envelope:

- i. Organizational Details: Annexure-2;
- ii. Experience in related fields: Annexure-3;
- iii. Experience of Key Personnel: Annexure-4
- iii. Financial strength of the organization/ firm/ entity: Annexure-5;
- iv. Additional Information, if applicable: Annexure-6;
- v. Declaration: Annexure-7.

Yours Truly,

Signature of the Applicant

(Full Name of the Applicant)

Stamp.

Encl. As above

Note: The application is to be submitted on the letterhead of the organization/firm/entity.

Annexure-2

<u>S. No.</u>	<u>OrganizationalDetails</u>	
1.	NameoftheOrganization	
2.	Mainareas ofBusiness	
3.	TypeofOrganization:Company/partnership/ LLP	
4.	Whethertheentity/firmhasbeenblacklisted by any Central Government/ State Government/ PSU / Bank/ Financial Institution/ others. If yes, details thereof.	
5.	Addressofregisteredofficewithcontact numbers and contact persons and email address/es	
6.	AddressofOffice/sinIndia	

SignatureoftheApplicant

(FullNameoftheApplicant) Stamp.

Enclosures:

- i) Copy oftheCertificateofIncorporation
- ii) CopyofArticles &MemorandumofAssociation

Annexure-3

Experience in the Related Fields			
Overview of the past experience of the Organization in respect of similar Consultancy Services			
S. No.	Items	Particulars: Number of Assignments/ work-contracts handled/ completed at least during last 01 (one years), Order value of each assigned work contract, Mention the Name of the Customer/ Organization {Enclose copy of each order}	Remarks, if any
1.	Experience & details of work done for providing similar technical and business development consultancy services/ assignments		
2.	Other relevant experiences		
<p>Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignments” will be final.</p> <p>Signature of the Applicant</p> <p style="margin-left: 40px;">(Full Name of the Applicant) Stamp & Date.</p>			

Annexure-4

Experience of Key Personnel

Overview of the qualification and past experience of the key personnel

Name: Designation: Date of Birth: Qualifications: Experience:

(Activities carried out in last 1 years)

Note: Information regarding more than one key personnel may be provided. They should be on the payroll of the applicant. Separate sheet may be used for each individual. Each individual will be evaluated separately and then an average of the all personnel will be taken for final evaluation.

Signature of the applicant

[Full name of applicant] Stamp & date

Annexure-5

<u>Financial Strength of the Organization</u>						
S. No.	<u>Financial Year</u>	<u>Whether Profitable; Yes/No</u>	<u>Annual Net Profit</u> (Rs. in lacs)	<u>Overall Annual Turnover</u> (Rs. in lacs)	<u>Annual Turnover from Consultancy Services</u> (Rs. in lacs)	<u>Annual Turnover from Other Sources/Services/Business Segments</u> (Rs. in lacs)
1.	2023-24					
2.	2022-23					
3.	2021-22					
Note. Please enclose auditors' certificate/GST returns/IT files in support of your claim.						

Annexure-6

Additional Information

1. List all attachments related to the previous sections.

Sl.No.	Description	No. of pages(From-to)

2. Additional information to support the eligibility. (Not more than 2 pages).

Signature of the applicant

[Full name of applicant] Stamp & date

Note: Separate sheet may be used if necessary.

Annexure-7

<u>Declaration</u>
<p>We hereby confirm that we are interested to work with CSIR-CMERI as a Maintenance and support services (non-comprehensive support) under all categories of scope of work and all the information provided herewith is genuine and accurate to the best of our knowledge.</p> <p>We also confirm that our firm has not been blacklisted or has any litigation or any conflict of interest that may impact on the delivery of the services.</p> <p>Authorized Person's Signature Name & Designation Date:</p> <p>Note: The declaration is to be furnished on the letterhead of the organization.</p>

Annexure-9

Report to be submitted

1. Visit particulars including visit intimation date, and nature of service, exact date of job completion (including number of days of stay), number of personnel attended etc
2. Brief description of faults if any
3. Brief description of repair and replacement undertaken including minor modifications if any
4. List of consumables used, if any
5. Feedback form

Authorized Persons Signature

Name and Designation

Date:

Annexure-10

Feedback form

SN	Description	Remark
1.	Did the job was attended in time?	
2.	Did the work completed satisfactorily ?	
3.	Any other matter needs to quoted	
4.	Rate the work completion in scale of 5. [5 scale stands outstanding, 4- excellent, 3- Very Good, 2 – good, 1- poor]	

Vendor/Authorized Persons Signature

NTPC-NETRA Authorised Persons Signature

Name and Designation

Name and Designation

Date:

Date: