Sealed quotation are invited from reputed, experienced, and financially sound firms for award of Comprehensive Annual Maintenance Contract for different types of Air Conditioners installed in office rooms of this ministry in Vigyan Bhawan Annexe, New Delhi, for a period of one year. The contract may be extended for further period of one year subject to satisfactory performance. Copies of following documents should be attached with the quotation, failing which quotation will be rejected:

(ix) Copy of PAN, Service Tax Registration Number and copy TIN number (if any) of the firm.

(x) List of Engineers and other technically qualified employees in the firm with number of years of experience.

(xi) Total years of experience in providing Maintenance services of Air Conditioners.

(xii) List of Government organization/PSUs with the firm.

2. The Proforma for furnishing rates of items being sought by this Ministry on ‘CAMC’ basis may be seen at Annexure-I. Rates of items in CAMC may be furnished strictly as per the proforma. The Terms & Conditions of the contract are at Annexure-II.

3. The interested bidders are requested to submit their rates in sealed cover, superscripted "QUOTATION FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR AIR CONDITIONERS" addressed to the undersigned. The sealed bids should be deposited in the letter box of Ministry of Development of North Eastern Region, placed near Reception, Vigyan Bhawan Annexe, New Delhi on or before 21st June, 2016 upto 4.00 p.m.

4. The quotation will be opened on the same day at 4.00 p.m in the presence of such bidders or their authorized representatives who may wish to be present. The quotations which are not complete in all respects and having cuttings and overwriting, are liable to be rejected. The Ministry reserves the right to reject or accept all or any quotation whole or in part without assigning any reason thereof.
### Annexure-I

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Items</th>
<th>Rate (Per Unit) (In Rupees) + Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Comprehensive Annual Maintenance charge of Window AC 1.5 Ton and 2.0 Ton, inclusive of washing, oiling, cleaning, greasing, gas charging, servicing, spare parts and repair of compressor &amp; motor etc.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Comprehensive Annual Maintenance charge of Split AC of 1.5 Ton and 2.0 Ton inclusive of washing, oiling, cleaning, greasing, gas charging, servicing, spare parts and repair of compressor &amp; motor.</td>
<td></td>
</tr>
</tbody>
</table>

Besides the above, rates for following items may also be furnished

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item</th>
<th>Rate (Per Unit) (In Rupees) + Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Installation of a new Air conditioner (Window)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Shifting and re-installation of Air conditioner (Window) from one location to another location.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Installation of a new Split Air conditioner of 1.5 and 2.0 ton</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Shifting and re-installation of a Split Air conditioner of 1.5 and 2.0 ton (inclusive of gas filling etc.)</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Replacement of grill of window Air conditioner with new one.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Replacement of grill of Split Air conditioner with new one.</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Supply of extra Copper Pipe (Good quality) (per meter)</td>
<td></td>
</tr>
</tbody>
</table>
Annexure-II

The terms and conditions of the contract shall be as under:

i. This constitutes a “Comprehensive Annual Maintenance Contract” and includes oiling, cleaning, greasing, servicing, and replacement/repair of any or all the parts including replacement of motor, PCB, condenser, capacitor, relay, gas charge, drain pipe, connecting wires/metal plugs of the switches by new ones etc. excluding compressor during the duration of the contract at the exclusive risk, responsibility and the cost of the contractor.

ii. The contractor shall be required to inspect all the air conditioners and any default if any shall be put these into operation immediately failing which the contract may be cancelled without assigning any reasons and the security, etc. deposited by the contractor shall be forfeited.

iii. For regular and proper maintenance of the air conditioners and for attending to the complaints received from the users immediately, it shall be obligatory on the part of the contractor to depute sufficient number of qualified mechanics (minimum one) on all working days from 9.30 a.m. to 5.30 p.m. throughout the currency of the contract to attend immediately to the complaints received from the users of air conditioners. In case of emergency, the complaints would also be required to be attended on holidays.

iv. As far as possible, the repair work shall be carried out in the premises of this Ministry. Only such work, execution of which is not possible in the premises of this Ministry, may be allowed to be done in the workshop of the firm. In no case, an air conditioner, or part thereof, shall be taken out of the premises without formal written permission of this Ministry. No transportation charges will be paid on this account. The firm will also provide standby arrangement without any extra cost till the repaired AC is brought back and re-installed. The air conditioners or part thereof, taken to the workshop will have to be brought back within two days, failing which the cost the machine/part will be recovered from the firm.

v. The contractor shall be responsible for smooth and satisfactory working of the air conditioners and shall obtain a certificate from the users at least once a month to the effect that the air conditioners are working satisfactorily during CAMC period.

vi. The contractor shall be required to do the work at the approved rates. If, for any reason, the firm is not able to do so, the work shall be got done from some other firm or from the open market at the cost of the contractor and the expenditure so incurred thereon shall be recovered from him. This may even entail the termination of the contract.

vii. In case the contractor fails to cope up with the work load or does not render satisfactory services, the contract awarded to him shall be cancelled by giving 15 days notice. In this connection, decision of the Ministry of Development of North Eastern Region shall be final and binding on the contractor.
viii. CAMC charges will be made in two half yearly installments after satisfactory performance of the company. Payments towards new Air conditions which will be automatically included in the ambit of CAMC after completion of their warranty period and such Air conditioners which are replaced during the period of maintenance will be made on pro-rata basis.

ix. In case the complaints of maintenance/repair of the air conditioners are not attended to within one hour, penalty of Rs. 150/- will be levied per day per air conditioner and no maintenance charges for this period will admissible.

x. The payment with regard to the maintenance charges would be paid in two equal installments and no payment whatsoever will be made in advance.

xi. Ministry of DoNER reserves the right to reject or to accept any quotation, in whole or in part, without assigning any reason therefore. It also reserves the right to reject the quotation without assigning any reason thereof or to renew the contract for such period as it may deem necessary taking into account, the satisfactory services rendered by the contractor during the season.

xii. The quotation should be given on firm’s letter head, giving full address telephone number, Mobile Number and e-mail address etc.

xiii. The contractor should clearly state such items that are not covered under the contract. The rates chargeable for any component / items not covered under Comprehensive AMC should be specifically mentioned in the quotation.

xiv. If the warranty of any AC not covered under the CAMC expires during the period of contract, it will be automatically covered under the running CAMC from the date that may be conveyed by this Ministry.

xv. If at any point of time, the services of the Service Engineers, being provided by the firm are noticed to be unsatisfactory or not of the expected level in any manner, the firm will be responsible to change the service engineer immediately.

xvi. The competent authority reserves the right to conduct performance review of the contracting firm at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported.

xvii. During the period of the contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any person and this Ministry will not be bound to compensate the loss on account of injury to any person / property.

xviii. Merely submission of quotation does not entitle the firm to forward its claim for awarding the AMC even if it has quoted the lowest rates. The AMC will be awarded to the eligible firm only after all the formalities as per the terms and conditions are complied with and valid documents are produced to the satisfaction of this office.
xix. The firm shall enclose an affidavit to the effect that have not been blacklisted by any other Central Government/State Government Department/PSUs and that no criminal case/complaint is pending against them anywhere in India.

xx. The firms must have a similar experience of successful undertaking the CAMC of Air Conditioners in at least 2 (Two) Government Organization/ Semi-Government Organization/PSUs. List of such Clients and Quantum of CAMC handled must invariably be enclosed with the technical bid.

xxi. The firms are required to forward a self attested copy of the following documents along with their quotations:-

   a. Copy of PAN, Service Tax Registration Number and copy of TIN number (If any) of the firm.
   b. List of Engineers and other technically qualified employees at your organization with years of experience.
   c. Total years of experience in providing Maintenance services of Air Conditioners.
   d. List of Government organizations/PSUs with the firm.

xxii. The bidder must ensure that the conditions laid down for submission of offers are correctly and completely fulfilled. The quotations found to be deficient in any respect shall be summarily rejected. Similarly, conditional offers and offers with terms and conditions inconsistent with those contained in this document shall be rejected.

xxiii. All quotations in the prescribed format should be submitted before the time and dated fixed for the receipt of quotations. Quotations received after the stipulated time and date are liable to be rejected.

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