File No. GA-12/4/2019-ADMIN Sec
Government of India
Ministry of Development of North Eastern Region

Vigyan Bhavan Annexe,
Maulana Azad Road,
New Delhi - 110011.
Dated, 17th August, 2020

To

Subject: - Annual maintenance Contract for Air conditioners.

Sir,

Sealed quotations are invited from reputed and experienced firms for award of Annual Maintenance Contract for different types of Air Conditioners installed in office rooms of Ministry of DoNER, in Vigyan Bhawan Annexe, Janpath Bhawan & R.K. Puram, New Delhi, for a period of one year. Copies of following documents should be attached with the quotation, failing which quotation will be rejected:-

i. Copy of PAN, GST registration number and copy of TIN number (if any) of the firm.

ii. Details of experience in providing maintenance services of Air Conditioners.

iii. An affidavit to the effect that the firm has 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.

2. The Proforma for furnishing rates of items may be seen at Annexure-I. Rates of items in AMC may be furnished strictly as per the proforma. The Terms & Conditions governing the AMC are mentioned in Annexure-II.

3. The interested bidders are requested to submit their rates in sealed cover, superscripted- "QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR AIR CONDITIONERS" addressed to the undersigned. The sealed bids should be dropped in the tender box of Ministry of Development of North Eastern Region, kept near Reception, Vigyan Bhawan Annexe, New Delhi on or before 7th September, 2020 upto 3.00 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, assigning reasons thereof.

Encl: As Above

Yours faithfully,

[Signature]

(Jaya Shah)
Under Secretary to the Govt. of India
Tel. 23022025
Part A

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Items</th>
<th>Rate (Per Unit)</th>
<th>Tax</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Annual Maintenance charge of Window AC of 1.5 Ton and 2.0 Ton, inclusive of washing, oiling, cleaning, greasing, servicing, and repair of compressor &amp; motor etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Annual Maintenance charge of Split AC of 1.5 Ton and 2.0 Ton, inclusive of washing, oiling, cleaning, greasing, servicing, and repair of compressor &amp; motor etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Annual Maintenance charge of Cassette AC of 3 Ton, inclusive of washing, oiling, cleaning, greasing, servicing, and repair of compressor &amp; motor etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Annual Maintenance charge of Cassette AC of 10 Ton, inclusive of washing, oiling, cleaning, greasing, servicing, and repair of compressor &amp; motor etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Annual Maintenance charge of Cassette AC of 12 Ton, inclusive of washing, oiling, cleaning, greasing, servicing, and repair of compressor &amp; motor etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total (A)

Besides the above, rates (excluding tax) for following items may also be furnished

Part B

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Items</th>
<th>Window type</th>
<th>Split Type</th>
<th>Cassette type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1.5 Ton</td>
<td>2 Ton</td>
<td>1.5 Ton</td>
</tr>
<tr>
<td>1.</td>
<td>New Compressor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Buy back of old compressor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Fan motor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Rewinding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Replacement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Buy back of old motor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Gas charging</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Installation of New air conditioner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Shifting and re-installation of air conditioner (inclusive of Gas filling etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Supply of extra copper pipe(good quality) (per meter)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Terms and conditions of the contract shall be as under:-

i. The term “Maintenance” shall include washing, oiling, cleaning, greasing, servicing, and repair of compressor & motor etc. excluding replacement of motor/compressors, PCB, condenser, capacitor, relay, gas charge, drain pipe, connecting wires/metal plugs of the switches by new ones during the duration of the contract at the exclusive risk, responsibility and the cost to the contractor.

ii. The AMC will be awarded for a period of one year. The contract may be extended for further period of one year & maximum up to three years with mutual consent, subject to satisfactory performance.

iii. The firm, willing to participate in the tender will be required to deposit a bank draft issued by a nationalized bank/Pay Order, of Rs. 15,000/- (refundable) drawn in favour of DDO, Ministry of DoNER, being earnest money, alongwith the quotation. In case the successful bidder shows inability at any stage after the contract is finalized and awarded, for whatsoever reason(s), to honour the contract, the earnest money deposited would be forfeited.

iv. The successful bidder shall be required to deposit a sum of Rs. 35,000 (Rupees Thirty five thousand only) as Performance Security in form of Bank Guarantee/Demand Draft in favour of DDO, Ministry of DoNER. The same would be refunded after the successful completion of the term of the Contract and as per GFRs.

v. The contractor shall be required to inspect all the air conditioners and put these into operation immediately, failing which the contract may be cancelled by the undersigned, and the security etc. deposited by the contractor shall be forfeited.

vi. For regular and proper maintenance of the air conditioners and for attending to the complaints received from officers 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.

vii. 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.

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

ix. 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.

x. In case the contractor fails to cope up 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.

xi. AMC charges will be made in two half yearly installments after satisfactory performance of the company. Payment towards new Air conditioners, which will be automatically included in the ambit of AMC 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.

xii. 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 be admissible.

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

xiv. 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.

xv. 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 immediately.

xvi. During the period of the contract, if any mishap occurs due to electrocution or faulty fitting, it will be the responsibility of the contractor to compensate the loss on account of injury or death of any person and loss of any property.
xvii. 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.

xviii. The firm shall enclose and affidavit to the effect that it has 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.

xix. The firms are required to forward a self attested copy of the following documents along with their quotations:
   (a) Copy of PAN, GST Registration Number and copy of TIN number (if any) of the firm.
   (b) Details of experience in providing Maintenance services of Air Conditioners.

xx. The bidder must ensure that the conditions laid down for submission of offers are correctly and completely fulfilled. The quotations found to be incomplete 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.

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

*****