

No.13022/2/2007-Genl
Government of India
Ministry of Heavy Industries and Public Enterprises
Department of Public Enterprises

Public Enterprises Bhawan
Block No. 14, CGO Complex,
Lodhi Road, New Delhi-110003
Dated: 9th June, 2014

Sub: Notice inviting quotations for comprehensive annual maintenance contract for Air-Conditioners- Split type.

Sealed quotations are invited for the comprehensive Annual Maintenance of Air Conditioners Split Type, installed in Department of Public Enterprises (DPE) office at New Delhi, as per the details, terms & conditions given in the tender.

Description	Estimated Quantity	Period for which service is likely required
<u>AIR CONDITIONERS SPLIT TYPE 1.5T/2.0T OF DIFFERENT MAKES AND MODELS INSTALLED IN DPE NEW DELHI</u> Comprehensive maintenance includes replacement of spare part like running/starting capacitors, overload protector, relay, 3-core wire, metal clad plug, suction filter and replacement of worn-out fan motor, compressor and gas charging and replacement of heating element, Reverse Cycle Value (RCV) and Automatic Voltage Stabilizer installed with ACs etc.	50 Nos. With heating element suitable for running on hot and cold mode	1 year

Sealed quotations should be put in tender box on the ground floor (at reception) by 20.06.2014 by 3.00 P.M. and the same will be opened on 20.06.2014 at 3.30.P.M. in the presence of bidders or their authorized representative in the office of Under Secretary (Admn), Room No. 409-A, 4th floor Block-14, CGO, New Delhi. The specification and terms and conditions are given in the Annexure.

Yours faithfully



(Jyoti Mathur)

Under Secretary to the Govt of India

Specifications and general terms & conditions for comprehensive annual maintenance contract of split type AC

1.0 INTRODUCTION

Sealed quotation are invited for the AMC of Split- AC's installed in fifth floor, fourth floor, third floor and second floor of Block No. 14, CGO Complex, Lodhi Road, New Delhi.

2.0 SCOPE OF WORK

The work include repair/ replacement and maintenance of all items connected with Air-conditioner system and voltage stabilizers of split type Air-conditioners(2x1.5 T, LG, Hitachi make) with voltage stabilizer installed in New Delhi. The brief descriptions of the machine to be given on contract are as under:

Sl. No	Description	Quantity
1.	Split type AC (1.5 T / 2.0 T) LG, Hitachi make along with automatic voltage stabilizer	50 Nos. (12.nos AC (1.5T)are fitted with RCV)

The number above may undergo change as per the requirement.

Each unit should be provided at least four routine services in a year at regular interval. "Routine Service" and "Maintenance Service" shall cover the following:

Routine Services	Maintenance Services
Checking of Motor Ground Connection Checking of Main plug connection. Cleaning of blower and condenser fan. Cleaning of Air-Filter. Cleaning of equipment. Cleaning of evaporators and condenser coils. Tightening of nuts and bolts. Oiling and greasing of Motor. Checking of cooling efficiency. Checking of voltage stabilizers. Tray with detergent every month. Cleaning of supply / return diffuser once in a month. Cleaning of AC grill in a month.	Repair of Compressor & its Motor including, Replacement (not rewinding of compressor only replacement is permitted) Repair of Fan motor including replacement. Replacement / repair of selector switch, starting capacitor and starting relay. Heating element, RCV, thermostat and selector switch etc. Re-filling of gas, if required. Repair of voltage stabilizers. Overhauling of complete AC's/ WC's. Repair of AC remote including replacement if required.

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3.0 PERIOD OF CONTRACT

3.1 The contract will be valid for a period of one year as mentioned in the schedule of bid and shall come into existence from the date of award of contract.

3.2 During the entire period of the contract, no request for any increase in the rates on any account would be entertained and the performance would be reviewed from time to time to ensure that it is to the entire satisfaction of the customer.

3.3 Competent Authority of the department has the power to extend the AMC for one year if the performance of the firm during the AMC period is satisfactory. The agreement may, with a notice in writing, be renewed before the expiry of the current agreement, for such further period on the same terms and conditions as are mutually agreed upon in writing between the parties hereto.

4.0 QUALIFYING REQUIREMENTS

4.1 The firm should be authorized dealer/ franchisee/ service center of a reputed company (LG/Hitachi) with proper workshop & genuine spare parts.

4.2 The bidder shall furnish a list indicating his experience of at least one single tender of more than Rs.3 lacs of undertaking maintenance and repair jobs of Air-conditioners, window AC (1.5 T) / (2.0 T), split, multi-split AC's. The bidder should submit certificates from a Government Department or Public Sector Undertaking to the effect that the firm has given satisfactory performance on similar jobs during the last two years along with the bids without which bid is liable to be rejected.

4.3 The bidder shall submit the Income Tax Clearance certificate for the assessment year 2013-14.

4.4 The bidder shall submit the work contract certificate and service tax registration certificate & valid PAN number.

4.5 The firm should have proper workshop with qualified and experienced engineers / technicians and shall have all tools, stock of essential spares required for service and maintenance of AC's.

4.6 The officers of DPE may visit the premises of the bidder to assess his capacity to handle such jobs without giving any prior intimation.

5.0 BID DOCUMENTS

5.1 The quotation should be, spent in a proper sealed cover addressed to Under Secretary (Admn), New Delhi and superscribed "Quotation for Comprehensive Servicing and Maintenance of Air- conditioners" and should be dropped in the Tender Box only, placed at Reception office. The tender received up to 3.00 PM on 06-06-2014 will be opened on the same day at 3.30 PM. The quotations which are not complete in all respects and having cutting and overwriting are liable to be rejected.

5.2 While submitting the quotation for this work the bidder will be deemed to have read, understood and accepted all the terms and conditions stated in the inquiry for this work.

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5.3 Bidder will indicate the complete address of their firm/ office and residence along with telephone numbers.

5.4 The rates should be quoted both in figures and words and each page of tender document is to be signed by the tenderer.

5.5 The contract will be awarded on the "as is where is basis". However, the bidder may inspect the machines and satisfy themselves, if they desire to do so, on any working day between 11.00 AM to 1.00 PM and 2.00 PM to 4.00 PM with prior permission of Admin section. It may be noted that no charges for such inspection shall be payable to the bidder by this office.

6.0 PRICES

The Annual Maintenance charges shall be firm and inclusive of cost of spare parts, replacement of compressor, fan motors, gas charging, labour charges etc. and including all taxes and other charges, if any.

7.0 TERMS OF PAYMENT

Monthly payment to the extent of 100% will be made to the firm on submission of pre-receipted bill in triplicate. However, the payment would be authorized after receiving the satisfactory performance certificate from the user during the period. Payment for the contract will be paid only through NEFT / RTGS mode.

7.1 The bidder should note that payment would be made without deducting tax (VAT). The same has to deposited by the bidder to DVAT Authority, Delhi within one month of receipt of payment and have to submit the proof (Part 'D' of challan) of the office.

8.0 TAXES

Tax at source (TDS) will be deducted from each bill of the contractor as applicable under the Rules in respect of Income Tax. All taxes as applicable under the rules shall be paid to the contractor.

9.0 PENALTY

For unsatisfactory performance/ non performance of the unit, deductions @ 1.5% per day unit of the annual contract amount for the days the machine remains down beyond the permissible period specified in Para 15.7 of the General Terms and Conditions of the document shall be made from the contractor's monthly bill.

10. ENCLOSURES

A copy of each of the following documents should be enclosed with the bid/quotation:

- (i) Experience certificate outlined in clause 4 above.
- (ii) Income tax certificate.
- (iii) Tax clearance certificate issued by the works contract cell of sales Tax Department Govt. of NCT Delhi.
- (iv) Copy of the Service Tax Registration Certificate issues by Service tax Department of Govt. of Delhi.
- (v) Valid PAN no.
- (vi) Demand Draft drawn on a local bank for the EMD drawn in favour of DDO, DPE.
- (vii) Schedule of bids.

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11. VALIDITY

The offer should be valid for a minimum period of 120 days from the date of opening of the tender.

12. MAINTENANCE GUARANTEES

The repair of major equipment like compressor, fan motors, etc. should be guaranteed for a period of six months from the date of replacement / repair undertaken by the firm.

13. E.M.D

The tender should be accompanied by earnest money amounting to Rs. 10000/- (Rupees ten thousand only) in the form of Demand Draft, drawn in the name of DDO, DPE New Delhi. Tenders unaccompanied by DD for the specified amount will be summarily rejected. The DD of the unsuccessful bidder will be returned duly endorsed for encashment.

14. SECURITY DEPOSIT

Successful bidder whose bid is accepted by this office will be required to submit a security deposit in the form of a Bank Demand Draft or Fixed Deposit Receipt drawn on a Nationalized Bank in favour of DDO, DPE equivalent to 10% (ten percent) of contract price valid for 90 days beyond the contract period. The security Deposit shall be submitted by the successful bidder within 7 days of issue of letter of award and on submission of this security Deposit, the earnest money earlier deposited by him would be returned.

15. GENERAL TERMS AND CONDITIONS

15.1 The bidders have been permitted to quote on the explicit understanding that they shall not be entitled to resettle unilaterally from their offer or modify the terms and conditions once the same have been received in this office. If the tender be withdrawn / amended or any further conditions are imposed by the tenderer, the earnest money deposited by the tenderer shall be forfeited and his name shall be removed from the approved list of contractors without prejudice to any other right or remedies, the Government may be entitled for such breach on the part of the bidder.

15.2 The person signing the tender document on behalf of the contractor / firm shall attach with the tender a proper Power of Attorney, duly executed by all the partners, stating that he has the authority to bind such other persons of the firms, whatever the case may be in all the matters pertaining to the contract, including the arbitration clause.

15.3 Acceptance of the quotation by the Government shall be communicated to the successful bidder by a formal letter of acceptance of the quotation.

15.4 The contractor will be required to maintain a register detailing complaints about the Air-Conditioners wherein each complaint received and action taken thereon along with timings and dated will be recorded by the mechanic to ensure this to attend any complaints of break-down etc. The firm shall depute daily one foreman, qualified mechanics and one helper for periodical inspection and setting right the defects found or reported by the user on day to day basis. The

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Supervisor and mechanics of the contractor should report to Admin Section, DPE daily at 9.00 AM and be available up to 6.30 P.M.

15.5 The contractor shall require to carry out the periodical maintenance of equipment under AMC once in three months as per the schedule. The AC's must be well maintained to be in good working condition and the report should be submitted to Head (AC Incharge) every month. The contractor shall carry out the complete overhauling of the equipment under AMC once in a year.

15.6 The firm would be required to replace or repair all après and material needed to keep the unit in working order such as compressor, fan motor and electrical components like starting capacitor, running capacitor, overload relay, gas charging, wires, plugs, cleaning of AC grill, repair of grill damper, repair / replacement of AC Grill, remote of AC and AC filters etc. without any extra cost. Contractor would keep sufficient stock of essential spares of standard quality (ISI marks) at site for replacement of defective / worn out parts expeditiously. No extra payment for replacement / repair of the all electrical parts including compressor and fan motor shall be paid by the department.

15.7 The firm should ensure that the equipments included in the service contract are in working conditions at all times. While minor repairs should be carried out on the same day, for the major repairs relating to parts like Compressor, Fan Motor and Gas charging etc. the maximum time permissible will be two working days only. After two days the same will be got repaired at the risk & cost of the contractor.

15.8 The firm would attend to the complaints during the normal office timings (9.00 AM to 5.30 PM) within 12 hours. In emergency complaint would be attended immediately on receipt of the same. Department reserves the right to abandon or terminate the contract at any time without assigning any reason and he can stipulate any condition for the good cause of maintenance work during the course of contract.

15.9 The contractor shall ensure that no damage is caused to the equipment / Govt. building in performing of his services. Any loss suffers therein will ne made by the contractor.

15.10 There are about 50 nos. Air – conditioners (Split type) installed in the rooms of senior officers / computer rooms. However, all AC's run on cooling mode during summer season.

15.11 No extra payment will be made for shifting of AC's from one location to another within the premises whenever so desired.

15.12 The contractor shall get the failed/worn out / defective compressor of AC / replaced from the authorized dealer / manufacturer and shall be accompanied by a certificate from the original compressor manufacturer to the effect that the said compressor has been repaired / replaced at the authorized Service centre. Further, a warranty not less than 12 months on all such replacement shall be provided.

15.13 The contractor shall replace the plastic / rubber / stainless steel / GI components whenever get damaged by replacing original components only. Any suitable part of the usage of sealing material, metal paste is not acceptable.

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15.14 If the service is not found to be according to specifications and standard laid down in the contract, the contract would be terminated and in that case the DPE will not accept any responsibility for any loss suffered by the contractor and forfeit the security Deposit

15.15 The successful bidder will be required to submit a duly signed Annual Maintenance Contract Agreement on a non judicial stamp paper for Rs.100/- at the time of award of the contract.

15.16 The contractor shall hand over the entire equipments in working condition to the Department/ next successful contractor after completion of the AMC.

16 ARBITRATION

In case of any dispute relating to this contract which may arise during or after the execution of the contract shall be referred to the arbitrator appointed by the contract Authority, DPE whose decision shall be final and binding. The proceedings of the arbitration shall be carried out in New Delhi only.

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Schedule of Bids

Tender to be addressed to

Under Secretary (Admn)
Department of p\Public Enterprises
Block No, 14, CGO Complex,
Lodhi Road, New Delhi-110003

Last Date & Time for Receipt of Tender

20-06-2014 up to 3.00 PM

Date & Time for Opening of Tender

20-06-2014 at 3.30 PM

Venue for opening of Tender
New Delhi

Under Secretary (Admn), DPE

Details of Air-Conditioner

<u>Description</u>	<u>Estimated Quantity</u>	<u>Period for which service is likely required</u>	<u>Rates per unit per month (Rupees in Figure & words)</u>
<u>SPLIT TYPE AC'S (1.5/2.0 T)</u> <u>HITACHI & LG MAKE</u> <u>INSTALLED IN BLOCK NO.14</u> <u>CGO, NEW DELHI.</u>	50 Nos.	24-06-2014 To 23-06-2015 (one year)	

Earnest Money deposit vide

: DD No..... dated
: Drawn on.....

Capacity in which tender is signed by the Tender :

Condition of contract contained in the invitation of
Instructions to Tenderer

Accepted / Not accepted Tender
and (if not accepted give detailed
Deviation Statement)

Witness:

Signature of Tenderer
Date:
Rubber Stamp:

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