

**No. F. 4-10/2015-S&S**  
Government of India  
Ministry of Human Resource Development  
(Department of Higher Education)  
(S&S Section)

Shastri Bhawan, New Delhi  
Dated the 8<sup>th</sup> July, 2015

**TENDER DOCUMENT**

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR AIR-CONDITIONERS (WINDOW, SPLIT AND TOWER)/WATER COOLERS/ DESERT COOLERS/ROOM COOLERS/WATER POURING IN COOLERS/HOT & COLD WATER DISPENSERS AND PURCHASE OF VOLTAGE STABILIZERS ETC. IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT, SHASTRI BHAWAN, NEW DELHI, NCF BY REPUTED FIRMS.

Date of issue of Tender Document	:	8 <sup>th</sup> July, 2015
Last Date & time for submission of Tender Document	:	11.00 AM 29 <sup>th</sup> July, 2015
<b>Date &amp; time of opening of Tender Document</b>		
<b>Technical Bids</b>	:	11.30 AM 29 <sup>th</sup> July, 2015
Financial Bids of eligible Tenders	:	Would be indicated later.

**CONTENTS OF TENDER DOCUMENT**

Sl.No.	Description of Contents
1.	e-Tender Notice
2.	Terms and conditions
3.	Proforma for Technical Bid
4.	Proforma of Financial Bid
5.	Instruction for online Bid submission.
6.	Tender Acceptance letter.

*Naigam*  
5/7/15

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New Delhi, the

8th July, 2015

e-TENDER NOTICE

e-TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR AIR-CONDITIONERS (WINDOW, SPLIT AND TOWER)/WATER COOLERS/ DESERT COOLERS/ROOM COOLERS/WATER POURING IN COOLERS/HOT & COLD WATER DISPENSERS AND PURCHASE OF VOLTAGE STABILIZERS ETC. IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT, SHASTRI BHAWAN, NEW DELHI, NCR BY REPUTED FIRMS.

Online e- tender are invited by the Ministry of Human Resource Development (MHRD) in two bid system ( i.e. Part-I: Technical Bid and Part-II: Financial Bid) from reputed and experienced firms located in Delhi, New Delhi/ NCR and having annual turnover of Rs.25 lakhs or more for the last three years for comprehensive maintenance contract for Air Conditioner (Window, Split and Tower), Water Coolers, Desert Coolers, Hot/Cold Water Dispensers, water pouring in Coolers and purchase of Voltage Stablizer of ACs etc. The period of Annual Contract of maintenance/repairing of the above said items will be for one year or till further order at a time subject to satisfactory performance of the contractor on the same terms and conditions.


2. The tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from 8 .7 .2015 to 29.7 ..2015 (upto 11.A.M).

3. Tenders are to be submitted only online through e-Procurement portal "http://eprocure.gov.in/eprocure/app." All the documents in support of eligibility criteria etc. are also to be scanned and uploaded alongwith the Tender Documents.

4. The tenderers are required to submit (EMD) Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the nationalized banks drawn in favour of Pay & Accounts Officer (Education), Shastri Bhawan, New Delhi – 110001 to Shri Vinod Kumar, Section Officer, S&S-II Section, MHRD, Room No. 123-C, Shastri Bhawan, New Delhi on or before last date/time. Quotation of any firm which do not submit EMD by the prescribed date/time will be summarily rejected. The earnest money will be returned to all the unsuccessful tenders after finalization of the Contract.

5. The Technical Bids will be opened online on 29th July, 2015 at 11.00 A.M. in Room No. 123-C- Wing, Shastri Bhawan, New Delhi. At the first instance the technical bids shall be evaluated by the Tender Evaluation Committee. At the second stage, the Financial Bids will be opened of only those bidders who qualify in the technical bid.

6. The quotations of any firm which discloses its price bid in any other document except the Financial Bid (BOQ) will be summarily rejected.

  
5/7/15

7. The Ministry also reserves the right to renew the contract for such period(s), (upto a total of 3 years maximum) as it may deem necessary, taking into account, the performance of the contractor during the currency of the contract.

8. **Eligibility Conditions:-**

(i)	PAN NO	Copy of PAN No. is to be uploaded.
(ii)	Service Tax No.	Copy of Service Tax No. is to be uploaded.
(iii)	VAT No./TIN No.	Copies of Vat No./TIN No. is to be uploaded.
(iv)	Experience of 3 years in Govt./PSU Sector in the relevant field.	Copies of Award letters or experience certificates of last three years (2012-15) signed by an officer not below the rank of Section Officer are to be uploaded.
(v)	Annual Turnover of the firm with proof (Rs.25 Lakh for 3 years)	Copy of CA Certificate/ Profit & Loss Account and Balance Sheet of the firm showing a minimum Annual Turnover of Rs. 25 Lakhs during last three years. (2012-15) to be uploaded.
(vi)	The firm must not be blacklist by any Central Ministries/Deptt. (PSUs or Banks etc.)	Copy of Self Certificate to be uploaded.

9 The technical Bid is to be submitted in the proforma enclosed at Annexure-I. The tenderers are required to upload all the documents specified in the technical bid alongwith the proforma for technical bid.

10 **Scope of Work and general instruction for tenderers:**

(i) The maintenance Contract shall be comprehensive in nature and the contractor is required to keep all the gadgets equipments in perfect working condition throughout the period of contract and no extra payment will be made for any repair, replacement of any part of the gadgets/ equipments gas charging etc to the contractor. Bidders are, accordingly, instructed to quote the all-inclusive rates per machine (per unit) for the maintenance of the gadgets, apparatus during the whole of the period of contract.

(ii) The rates to be approved on the basis of quotations shall be valid for the whole of the period of contract and no upward revision will be allowed during the period of contract under any circumstances. In a nutshell, it shall be the responsibility of the successful tenderer to carry out the requisite servicing and all sorts of repairs and also to provide proper replacements for the damaged/worn-out parts, etc. that are very much essential for the proper maintenance/upkeep of the gadgets concerned throughout the period of contract. **The Ministry shall bear no cost for anything whatsoever after these equipment/gadgets, etc. are handed over to the successful tenderer and subsequently taken over by him from the outgoing contractor.**

(iii) No extra payment, whatsoever, on account of mishandling by the contractor of the equipments or damage by the contractor or otherwise will be made to the contractor except the all-inclusive rates and the rates permitted under this contract. It shall be the responsibility of the successful tenderer to make all the AC/Coolers etc. concerned work/run satisfactorily throughout the period of contract.

*Sanjay*  
-6/2/15

(iv) The work will have to be carried out in the premises of the Ministry, the offices of which are located in Shastri Bhavan, R. K Puram and Jeeven Deep Building. The gadgets in question installed at the residential offices of Ministers in the Ministry/Ministry are also covered under the contract. Only such work which is not possible for execution in the premises of this Ministry shall be allowed to be carried out in the workshop of the firm. In any case no Air conditioner/water cooler/desert cooler, etc. or any other items/part thereof shall be allowed to be taken out of the premises of the Ministry without formal permission of the Ministry. **The items taken out of the premises of this Ministry to the workshop of the firm will have to be brought back within three days, failing which the cost of the machine and/or parts thereof will be recovered from the firm without any notice.** The charges for transporting these gadgets from the premises of this Ministry to workshop and back and for the labourers engaged for this work shall have to be borne by the successful tenderer himself.

(v) The firm awarded the work will be required to depute adequate number of well - experienced service engineers/mechanics/helpers, who will also remain available in the premises of this Ministry, in order that all urgent calls besides day-to-day checking of the machines during the currency of contract are promptly attended to. It shall be obligatory on the part of the contractor to depute at least one qualified Service Engineer and two Mechanics to this Ministry on all working days throughout the period of contract from 9.00 A.M. to 6.30 P.M. and they will be required to make their attendance with Section Officer (S&S-II) daily and give him a report of the service done by them, Complaints attended with satisfactory user report on a daily basis. To meet exigencies, the Ministry shall be within its competence to requisition the services of the mechanics/electricians deputed by the contractor, shall utilize the services beyond the working hours, including Saturdays/Sundays/holidays. No additional payment shall, however, be made for this purpose.

(vi) The successful tenderer shall employ and depute sufficient number of labourers for carrying out the work of "filling of water" twice during the day - once in the forenoon session & once during the afternoon - in the desert/room coolers provided in the offices of this Ministry located in Shastri Bhavan, R K Puram, Jeevan Deep Building and at the residential offices of Ministers.

(vii) The Nos. of gadgets may increase or decrease at the discretion of this Ministry and payment will increase or decrease accordingly. In case any new office at a new location is added, this contract will deemed to be applicable in that new office also.

(viii) It shall also be the responsibility of the approved contractor to periodically service and inspect/check all the gadgets/apparatus that are under the 'maintenance period', so as to ensure their smooth and satisfactory functioning. The contractor shall also obtain a certificate from the 'user Sections/officers at least once in a quarter to the effect that the said apparatus are working satisfactorily during the quarter in question. If any of the gadgets/equipment covered under this

*Danjee*  
2/2/15

'maintenance contract' remains out of order for want of repairs, etc. for more than four days in a row, or if the Ministry has sufficient reasons to infer/conclude that the gadget concerned have not been properly maintained and serviced by the Contractor, a reasonable proportionate deduction will be made from the charges due to the contractor firm. The decision of the Ministry as regards the 'reasonableness of deduction' shall be final and binding on the Contractor.

(ix) Any sum of money due and payable to the contractor, including the Security Deposit, under this contract shall be appropriated by this Ministry and set off against any claim to this Ministry for the payment of a sum of money arising out of the contract with this Ministry.

(x) Bidders are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending in their quotation, as no change or violation of the aforesaid terms and conditions are permissible once the quotation is accepted by this Ministry.

(xi) First servicing will be done within 10 days from award of contract and thereafter every 3 months. Besides, cleaning/servicing will be done by the contractor as and when required in a particular AC.

(xiv) The work inter-alia will include the following:

- (a) ACs will be cleaned and wet serviced four times during the year.
- (b) Room coolers/Desert coolers will also be cleaned & serviced twice a year. Pads will be changed twice in a year. The first change would be on 31 March and the second change would be on 15 June. Inner side of coolers will be wiped and cleaned once in two months. In order to avoid dengue and other mosquito breeding, contractor will spray kerosene/chemicals in the coolers once every week.
- (c) The Contractor will prepare a list of ACs, Room Coolers, Desert Coolers being maintained by his firm and obtain the signature of user officers in respect of these gadgets. Signature of these officers/employees will be obtained by the firm whenever these gadgets are cleaned and serviced etc. This signed list will be enclosed while claiming the payment. No payment will be made without this signed list.
- (d) Penalty of Rs. 1000/- per AC and Rs. 500/- for each cooler will be imposed for non-servicing and cleaning of ACs and coolers by the due dates.
- (e) Penalty of Rs.500/- per AC will be imposed, if the complaint is not attended and rectified within a period of 2 days from the complaint. Penalty of Rs.200/- per water dispenser/cooler will be imposed, if the complaint is not attended and rectified within a period of 2 days from the complaint.

*Sanjeev*  
- 31/3/15

(f) All the items supplied by the contractor under the contract will have a minimum warranty of 3 years or the original company warranty, whichever is more.

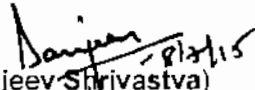
11. It must be noted that in order to be eligible to participate in the bid a tenderer must quote rates for all the items mentioned in Price Bid, failing which bids will be rejected.

12. **Evaluation of Bids:**

- (i) The Technical Bid will be evaluated first.
- (ii) The Financial Bid will be evaluated only if the tenderer's Technical Bid is found satisfactory in all respects by the tender committee. The tenderer will have no rights whatsoever to insist that his Financial Bid be evaluated in the event of the Ministry rejecting his Technical Bid as unsatisfactory.

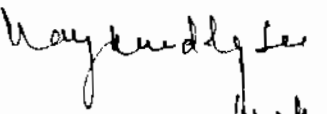
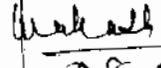
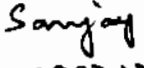
13. **Performance Guarantee (Security Deposit)**

The successful bidder shall give performance security in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank amounting to Rs. One lakh only in favour of the Pay & Account Officer, Ministry of Higher Education, Shastri Bhawan, New Delhi-110001. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The Security Deposit will be refunded only after the expiry of the contract. This deposit is liable to be forfeited, if during the period of contract the services of the contract are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the Ministry that the contractor firm may invite upon themselves due to any of the reasons specified above.

  
(Sanjeev Shrivastva)  
UNDER SECRETARY TO THE GOVT. OF INDIA  
Tel: No. 23073109

Copy to :-

1. Central Public Procurement Portal.
2. ✓ Programmer, CMIS, M/O HRD, with the request that this may be placed appropriately on the official website of the Ministry.
3. All Notice Boards.
4. All Ministries & Ministries of Govt. of India.

  
  
Anil (Stat) 08.07.15  
  
Sanjay  
08.07.15  
CMIS(OT)

**ON-LINE TECHNICAL BID**

Sl. No.	Description	Information to be given/ Documents to uploaded.
1.	Name of the firm	
2.	Business address of the firm	
3.	Telephone No.	
4.	Mobile No.	
5.	Annual turnover of Rs. 25,00,000/- (Twenty Five lakhs) of the firm with proof of last 3 years. (2012-13, 2013-14 & 2014-15)	Copy of CA certified /Profit & Loss Account and Balnce Sheet of the firm showing a minimum annual turnover of Rs.25 Lakh during last three years (2012-15) to be uploaded.
6.	PAN No.	Copy of PAN is to be uploaded.
7.	Service Tax No.	Copy of Service Tax No is to be uploaded.
8.	VAT/TIN No.	Copy of VAT/TIN No is to be uploaded.
9.	Award letters/Certificates from Ministries/ PSUs of the details of the past experience of 3 years in similar field.	Copy of Award letter/experience certificates of last three years (2012-15) signed by an officer not below the rank of Section Officer to be uploaded.
10.	The earnest Money of Rs. 50,000/- (Rupees Fifty thousand only) through a Demand Draft / Pay Order.	Copy of EMD is to be uploaded.
11.	Self Certificate to the effect that the firm has not been black listed by any Central Ministry/Deptt/PSUs or Banks etc	Copy of Self Certificate is to be uploaded.

(Sign. & seal of contractor)

*Sanjay*  
-8/2/15

**ON-LINE FINANCIAL BID**

**PERIOD OF CONTRACT: THE CONTRACT WILL BE INITIALLY FOR ONE YEAR.**

Sl. No.	Description of work/job work	Number of Units (Approximate)	Rates per unit (excluding Taxes) (in Rs.)
1)	Comprehensive Maintenance of Air-conditioners of window type (of all makes/models)	95	
2)	Comprehensive Maintenance of Air-conditioners of split type (of all makes/models)	280	
3)	Comprehensive annual maintenance of Tower ACs.	2	
4)	Desert Coolers (Maintenance) (For 6 months paid in a year)	20	
5)	Comprehensive annual maintenance of Hot/Cold water dispenser.	15	
6)	Water Coolers (Maintenance)	15	
7)	Charges for pouring water in coolers. (for 6 months period in a year).	20	

The rates approved per unit of the gadget, concerned are for the whole of the period of the contract. **Rates should be all inclusive and comprehensive in nature.** Numbers of gadget may increase or decrease.

<b>B. MISCELLANEOUS ITEMS</b>		
1	Installation of Split AC	
2	Only gas charging for Split AC (Only in case of physical damage by monkeys)	
3	Installation of window AC	
4	Voltage Stabilizer 4 KVA (3 Step) (Logicstat/Bluebird)	
5	Voltage Stabilizer 5 KVA (3 Step) (Logicstat/Bluebird)	
6	Remote (Handset) of Split ACs (Original Company make) (Only in case of lost Remote)	
7	Remote (Handset) of Window ACs (Original Company make) (Only in case of lost Remote)	
8	Copper pipe (Standard Quality) Both pipes inclusive i.e. ½" & ¼" Copper pipes + drain pipe with complete insulation and PVC cover ( <b>Rate per meter for all these combined</b> ).	
9	Iron stand for fixing the outdoor unit of Split AC (one set)	
10	3 core wire (70/76) for ACs (per mts.) (ISI make only)	
11	Drain pipe 15 MM (per mts.) – If only drain pipe length is more than item No. – 12 length.	