

No. F. 4-14 /2013 -S&S
Government of India
Ministry of Human Resource Development
(Department of Higher Education)

New Delhi, the 3rd February, 2014

Subject: Comprehensive Annual Maintenance Contract for /upkeep /Servicing /repair of Air-conditioners/Water Coolers/ Desert Coolers/Room Coolers/water pouring in coolers and purchase of Voltage Stabilizers etc. in the Ministry of Human Resource Development - regarding.

Sealed Quotations are invited for Comprehensive Annual Maintenance Contract (CAMC) of Air-conditioners/Water Coolers/Desert Coolers/Room Coolers and for the job work of 'filling of water' in the Desert and Room Coolers and purchase of voltage stabilizers etc. in the Ministry of Human Resource Development.

2. Instructions to the tenderers

Sealed Quotations are invited in two bid system (i) Technical Bid & (ii) Financial Bid. The 'Technical Bid' should contain full information as required in Annexure-I and put in an envelope titled "Technical Bid". The 'Financial Bid' should contain full information as required in Annexure – II and put in another envelope titled "Financial Bid". Both bids should be put in a third envelope which should be prominently super-scribed as "Comprehensive Annual Maintenance Contract /upkeep/Servicing/repair of Air-conditioners/Water Coolers/ Desert Coolers/Room Coolers/water pouring in coolers and purchase of Voltage Stabilizers etc. in the Ministry of Human Resource Development" and all the interested firms may send their sealed quotations in favour of "Under Secretary (S&S), Ministry of Higher Education, Room No. 123-C, Shastri Bhavan, New Delhi – 110 001", and put in Tender Box placed at Information & Facilitation Centre, Ministry of Human Resource Development, Gate No.6, Ground Floor, Shastri Bhawan, New Delhi- 110001 on or before 24.02.2014 till 3.00 PM. The tenders will be opened on the same date at 3.30 PM, in Room No. 123-C, Shastri Bhawan. One authorized representative of the company may be present at that time if company so desires.

3. Period of Contract

The contract will be for a period of one year which can be extended further for two years, one year at a time subject to satisfactory performance of the contractor.

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4. **Scope of Work**

- (i) The 'maintenance contract' shall be **comprehensive in nature** and shall, therefore, essentially include oiling, cleaning, greasing, servicing and repairs/fixing/replacement of any or all parts of the equipment/gadgets concerned during the currency of the contract at the exclusive risk, responsibility and the cost of the contractor. The rate shall also include cost of all parts/repairs/replacements such as Filter, Cooling Coil, Condensing Coil, electrical accessories. This shall also include carrying out pressure leak testing including vaccumising the system at a maximum temperature of 120 F to 150 F / Liquid line strainer and overload protective device, gas charging, repair of Remote PCB, cutting and welding, repair & replacement of "ON" & "OFF" switches and knobs, laying of water-proof coat in the leaking water tank & replacement of pads, water distribution system & channel (in Desert, Room coolers), oscillating regulators, switch regulators, oscillating gary, bearings of fans & rewinding of compressors/motor fans of Air-conditioners, rewinding of burnt motors, cooler pumps, rewinding of motors of fans & coolers. replacement with new condensers, capacitors, thermostats, bushes, etc, and replacement, fixing of electrical accessories like MCB Plugs (for ACs & water coolers), cable, wire, plug and any other essential related spare parts/items that are necessary for the efficient and smooth running of the gadgets in question. 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.**

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- (iii) As for the major items of repair, which do not generally form part of the maintenance, the Ministry reserves the right to entrust the respective job work to the contractor or to any other outside agency on the basis of estimates obtained in this regard. In the event of the motors/compressors, etc. being declared/found by the contractor irreparable or unserviceable, the Ministry shall have the right to get these spare parts inspected by any qualified firm/person and after satisfying itself that these spares are irreparable/ unserviceable the Ministry shall take a decision with regard to getting the job of replacement of these spare parts with new ones either through the approved contractor or the company concerned against an estimate that may be required to be submitted by the firm in this regard. The term 'maintenance' does not also cover the replacement of tanks and shutters in the desert coolers.
- (iv) 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.
- (v) 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.

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- (vi) 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. 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. Neither any payment nor any additional remuneration shall, however, be made for this purpose.
- (vii) 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.
- (viii) The Nos. of gadgets may increase or decrease at the discretion of the Competent Authority 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.
- (ix) It may noted that during the currency of the contract, all the units of the gadgets concerned are required to be maintained in perfect working condition with the requisite fitting parts, accessories, etc. and by carrying out repairs, wherever necessary, within the all-inclusive maintenance rates tendered. It shall be the responsibility of the contractor to make all the gadgets work satisfactorily and to carry out the job of 'filling of water in desert/room coolers' throughout the period of contract to the satisfaction of the Ministry.
- (x) It shall also be the responsibility of the approved contractor to periodically 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

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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 '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.

- (xi) 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 the contract with this Ministry.
- (xii) 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. The successful tenderer will be required to sign a copy of the tender in token of having accepted the terms and conditions.
- (xiii) This Ministry reserves the right to accept or reject any or all quotations without assigning any reasons.
- (xiv) The work inter-alia will include the following:
 - (a) ACs will be cleaned and wet serviced Four times during the year. The first servicing would be done on 15th March, second on 15th June, third on 15th September and fourth on 15th December.
 - (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.

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- (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 wherever 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.

5. **Eligibility Conditions :-**

- (i) PAN No.
- (ii) Service Tax No.
- (iii) VAT No.
- (iv) Experience of 5 years in Govt./PSU Sector in the relevant field.
- (v) Annual turnover of the firm with proof (Rs. 25 lakh for 3 years)
- (vi) Income Tax return for last 3 years
- (vii) Service Tax, Challan & return Copy for last 3 years
- (viii) VAT return & Challan copy for last 3 years.
- (ix) The above information must be furnished in Techno-Commercial Bid as at Annexure – I.
- (x) 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 the Price Bid, failing which bids will be rejected. Part quotation will not be permitted.

6. **Evaluation of Bids**

Note: Quotations should be in two bid system (i) Technical Bid & (ii) Financial Bid. The "Financial Bid" will be made and put in the first envelope containing the title "Financial Bid". It should contain full information as required in Annexure-I. The "Financial Bid" will be made and put in a second envelope containing the title 'Financial Bid'. It could include full information as required in Annexure – II. Both bids should be put in a third envelope which should be prominently super-scribed as **"Maintenance/upkeep/Servicing/repair of Air-conditioners/Water Coolers/ Desert Coolers/Room Coolers /water pouring in coolers and purchase of Voltage Stabilizers etc. in the Ministry of Human Resource Development"**. In the event of this procedure not being followed, the bid will be summarily rejected.

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- (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 tender committee rejecting his Technical Bid as unsatisfactory.

7. Earnest Money Deposit

The quotations should be accompanied by Earnest Money Deposit of Rs. 40,000/- (Rupees Forty Thousand only) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form, drawn in favour of Pay & Accounts Officer (Education), Ministry of Higher Education, Shastri Bhawan, New Delhi – 110001, without which the quotations will not be considered. The earnest money will be returned to all the unsuccessful tenderers after finalization of the Contract.

8. 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 5% of the total contract value** 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
(Sanjeev Shrivastva)

UNDER SECRETARY TO THE GOVT. OF INDIA

Tele. No. 23073109

Copy to :

Sanjeev Shrivastva
Dir (Stat)
12/1/14

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

CMIS(OP)

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05.02.2014

TECHNICAL BID

Sl. No.	Description	Documents attached	Page No.
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 last 3 years. (2010-11, 2011-12 & 2012-13)		
6.	PAN No. TIN No. VAT No. (Enclosed 3 years return & challan copy)		
7.	Registration Certificate of Establishment issued by the concerned Ministry, Delhi		
8.	15 digits Service Tax Code Number with last 3 years challan & returns copies.		
9.	Certificates from Ministries/ Ministrys/PSUs of the details of the past experience of 3 years in similar field.		
10.	List of current clients to whom the firm is rendering its services with certificates from them (Please enclose).		
11.	Copy of the Income Tax Return for last four years.		
12.	The earnest Money of Rs. 40,000/- (Rupees Forty thousand only) through a Demand Draft / Pay Order.	Bank: No.: Date:	

(Sign. & seal of contractor)

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FINANCIAL BID

PERIOD OF CONTRACT: THE CONTRACT WILL BE INITIALLY FOR ONE YEAR, EXTENDABLE ON A YEAR TO YEAR BASIS SUBJECT TO A MAXIMUM OF TWO EXTENSION.

Sl. No.	Description of work/job work	Number of Units (Approximate)	Rates per unit * (in Rs.)
1)	Maintenance of Air-conditioners of window type (of all makes/models)	95	
2)	Maintenance of Air-conditioners of split type (of all makes/models)	165	
3)	Room Coolers (Maintenance)	5	
4)	Desert Coolers (Maintenance)	40	
5)	Water Coolers (Maintenance)	12	
6)	Charges for pouring water in coolers.	As per requirement	

(* 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. MISCELLANEOUS ITEMS ()**

1.	Providing new Compressor with gas charging for all makes/models of window type AC (Original Company brand i.e. Tecumseh/ Kirlosker or equivalent)	
2.	Providing new Compressor with gas charging for all makes/models of split type (Original Company brand i.e. Tecumseh/ Kirlosker or equivalent)	
3.	Installation of Split AC	
4.	Only gas charging for Split AC	
5.	Installation of window AC	
6.	New pumps of Desert Cooler/Room Cooler with good quality. (ISI make only)	
7.	New motor of Desert Cooler/Room Cooler with good quality. (ISI make only)	
8.	Voltage Stabilizer 4 KVA (3 Step) (Logicstat/Bluebird)	
9.	Voltage Stabilizer 5 KVA (3 Step) (Logicstat/Bluebird)	
10.	Remote (Handset) of Split ACs (Original Company make)	
11.	Remote (Handset) of Window ACs (Original Company make)	
12.	Copper pipe (Standard Quality) Both pipes inclusive i.e. ½" & ¼" Copper pipes + drain pipe with complete insulation and PVC cover (Rate per meter for all these combined).	
13.	Iron stand for fixing the outdoor unit (one set)	
14.	3 core wire (70/76) for ACs (per mts.) (ISI make only)	
15.	Drain pipe 15 MM (per mts.) – If only drain pipe length is more than item No. – 12 length.	
16.	PCB System	
17.	Repair of AC Remote	

(**) The rates approved indicate the per unit rate of the gadgets concerned

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(Sign. & seal of contractor)



Government

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eTender

Tender Details

Publishing System

Date : 03-Feb-2014 04:40 PM

Print

Basic Details

Organisation/Department/Division/SubDivision	Department of Higher Education/Indian Institute of Technology Patna		
Tender Reference Number	4-14/2013-S and S		
Tender Id	2014_MHRD_170618_1		
Tender Type	Limited.	Form of contract	Works
			No. of Covers 2
Tender Category	Services	Payment Mode	Offline

Payment Instruments

Offline	S.No	Instrument Type
	1	Bank Guarantee
	2	Demand Draft
	3	Bankers Cheque
	4	FDR

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	EMD etc. as per tender document
2	Finance	.xls	Financial bid as per tender document

EMD Fee Details

EMD Amount (INR)	40,000	EMD Exemption Allowed	No
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	PAO(Education), Deptt. of Higher Education,	EMD Payable At	New Delhi

Work Details

Title	CAMC of electrical appliances				
Work Description	Comprehensive Annual Maintenance Contract for electrical appliances in the Ministry of HRD				
Pre Qualification Details	As per tender document				
Tender Value	INR	Product Category	Air-Conditioner	Sub category	Electrical appliances
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	365
Location	Shastri Bhawan, Jeevandeep Building, R. K. Puram	Pincode	0	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	Shastri Bhawan, New Delhi

Critical Dates

Publish Date	03-Feb-2014 05:00 PM	Bid Opening Date	24-Feb-2014 03:30 PM
Document Download / Sale Start Date	03-Feb-2014 06:00 PM	Document Download / Sale End Date	24-Feb-2014 02:00 PM
Clarification Start Date	04-Feb-2014 09:00 AM	Clarification End Date	24-Feb-2014 02:00 PM
Bid Submission Start Date	04-Feb-2014 09:00 AM	Bid Submission End Date	24-Feb-2014 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	CAMC for maintenance of electrical appliances in MHRD.pdf	Comprehensive Annual Maintenance Contract for electrical appliances in the Ministry of HRD	49.0

Government e-Procurement

Item Documents

S.No	Document Name	Document Type	Description	Document Size (in KB)
1	CAMC For maintenance of electrical appliances in MHRD.pdf	Tender Documents	Comprehensive Annual Maintenance Contract for electrical appliances in the Ministry of HRD	49.0

Tender Inviting Authority

Name	Sanjeev Shirvastva, Under Secretary
Address	Room No. 123, C-Wing, Shastri Bhawan, New Delhi

Tender Creator Details

Created By	Pooresh Kumar Rajesh Kumar
Designation	Assistant
Created Date	03-Feb-2014 04:36 PM