

No.D-32018/138/2012-SEO
Government of India
Ministry of Commerce & Industry
(Department of Industrial Policy & Promotion)
(SEO Cell)

UDYOG BHAWAN, NEW DELHI
Dated the 11th April, 2016

TENDER DOCUMENT

TENDER DOCUMENT TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR AIRCONDITIONERS (WINDOW, SPLIT, ROOF MOUNTED CASSETTES TYPE, WATER COOLERS & PURCHASE OF VOLTAGE STABILIZERS ETC IN THE DEPARTMENT OF INDUSTRIAL POLICY & PROMOTION , UDYOG BHAWAN, NEW DELHI.

S. No.	Activity	Date
1.	Date of Invitation of Tender :	12-04-2016
2.	Last date of submission EMD etc. :	03-05-2016 at 02.30 PM
3.	Last date and time for online submission of Tender document	03-05-2016 upto 03.00 PM
4.	Opening of pre qualification/technical bids :	03-05-2016 at 04.00 PM
5.	Financial Bids of eligible Tenderers	At 03.00 PM on 20-05-2016

In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Department reserves the right to accept or reject any or all the tenders without assigning any reason therefor.


(D.S. Parihar)

Under Secretary to the Govt. of India
Tel No. 2306-3697

No.D-32018/138/2012-SEO
Government of India
Ministry of Commerce & Industry
(Department of Industrial Policy & Promotion)
(SEO Cell)

UDYOG BHAWAN, NEW DELHI
Dated the 17th April, 2016

e-PROCUREMENT TENDER NOTICE

e-TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR AIRCONDITIONERS (WINDOW, SPLIT, ROOF MOUNTED CASSETTES TYPE, WATER COOLERS & PURCHASE OF VOLTAGE STABILIZERS ETC. IN THE DEPARTMENT OF INDUSTRIAL POLICY & PROMOTION, UDYOG BHAWAN, NEW DELHI BY REPUTED FIRMS

Online e- tender are invited by the Department of Industrial Policy & Promotion(DIPP) in two bid system (i.e. **Part-I Technical Bid** and **Part-11: Financial Bid**) from reputed and experienced firms located in Delhi, New Delhi/ NCR and having annual turnover of Rs.15 lakhs or more for the last three years for comprehensive maintenance contract for Air Conditioner (Window, Split and Roof mounted cassettes type & Water Coolers) and purchase of Voltage Stabilizer of ACs etc. The period of Annual Contract of maintenance/repairing of the above said items will be for a period of 2 years which is extendable by another one year subject to satisfactory performance of contractor on the same terms and conditions and consent of the Department i.e. DIPP.

2. **The bid will be accepted as e-tender only and intending bidders must be registered with the Central Public Procurement (CPP) Portal i.e. <https://eprocure.gov.in/eprocure/app>** NIT has been uploaded and same is available along with terms and conditions at <https://govtprocurement.delhi.gov.in> . All the tenderers should apply online before the Last Date and Time.

3. Tenders are to be submitted only online through e-Procurement portal <https://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. 25,000/- (Rupees Twenty Five 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 DDO(Cash), Department of Industrial Policy & Promotion, Udyog 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 **03-05-2016** at **04.00 P.M.** in **Room No. 271-A, Udyog 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 will be summarily rejected.

7. **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 up- loaded.
(iii)	VAT No. / TIN No.	Copies of VAT No. /TIN No. is to be uploaded.
(iv)	Annual Turnover of the firm with proof (Rs.15 Lakh for 3 years)	Copy of CA Certificate / Profit & Loss Account and Balance Sheet of the firm showing a minimum Annual Turnover of Rs.15 Lakhs during last three years (2012-15) to be uploaded.
(v)	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 instructions for tenderers :**

(i) The Firm should have an experience of 3 years in Govt. / PSU Sector in the relevant field. Copies of Award letters and experience certificates of last three years (2012-15) signed by an officer not below the rank of Section Officer are to be enclosed / uploaded.

(ii) The maintenance Contract shall be comprehensive in nature and the contractor is required to keep all the 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 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 equipment apparatus during the whole of the period of contract.



{iii) The rates to be approved on the basis of quotations shall be valid for 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. All the Acs & water coolers have to be taken for comprehensive annual maintenance contract on "as is where basis".

(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/Water 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 Department of IPP, Udyog Bhawan, the O/O E-Biz which is located in Lok Nayak Bhawan Building, Khan Market, New Delhi. The gadgets in question installed at the residential offices of Ministers in the Ministry are also covered under the contract. Only such work which is not possible for execution in the premises of this Department shall be allowed to be carried out in the workshop of the firm. In any case no Air conditioner etc. or any other items/part thereof shall be allowed to be taken out of the premises of the Department without formal permission of the Department. **The items taken out of the premises of this Department 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 parts/equipment from the premises of this Department to workshop and back and for the labourers engaged for this work shall have to be borne by the successful tenderer himself.

(vi) The firm which is 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 Department, 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 Department 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 SEO Cell daily and give a report of the service done by them and complaints attended with satisfactory user report on a daily basis. To meet exigencies, the Department shall be within its competence to requisition the services of the mechanics/electricians deputed by the contractor, beyond the working hours, including Saturdays/Sundays/ holidays. No additional payment shall, however, be made for this purpose.

{vii) The Nos. of equipment may increase or decrease at the discretion of this Department and payment will increase or decrease on pro rata basis 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 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 equipment 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 Department 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 Department and set off against any claim to this Department for the payment of a sum of money arising out of the contract with this Department.
- (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 Department.
- (xi) First servicing will be done within 10 days from the date of 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.
- (xii) **Annual comprehensive maintenance contract will include:**
- a) Free repairing of the compressor/fans/motor.
 - b) Free replacement of defective electrical / mechanical parts.
 - c) Servicing including washing and cleaning of outer grill, filter etc on quarterly basis.
 - d) Free gas charging (except shifting of split AC and physical damage by monkeys)
 - e) Overhauling including servicing once a year.
- (f) The Contractor will prepare a list of ACs. being maintained by his firm and obtain the signature of user officers in respect of these equipment. Signature of these officers/employees will be obtained by the firm whenever these equipments are cleaned and serviced etc. This signed list will be enclosed while claiming the payment. No payment will be made without the signature and satisfactory report by the user or his staff.
- (g) Penalty of Rs. 1000/- per AC will be imposed for non-servicing and cleaning of ACs by the due dates.
- (h) 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 date of complaint.
- (i) All the items supplied by the contractor under the contract will have a minimum warranty of 2 years or the original company warranty, whichever is more.



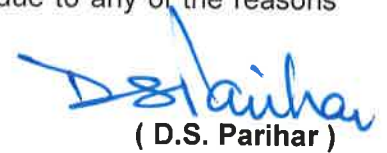
11. No advance payment will be made.
12. Payment will be made quarterly on the basis of satisfactory services reports submitted by users.
13. It must be noted that in order to be eligible to participate in the bid a tenderer must quote rates for all the items mentioned in Price Bid, failing which bids will be rejected.
14. The Department reserve the right to impose penalty for unsatisfactory services or any damage to any machines under AMC or otherwise due to negligence of engineer/staff of contractor. The decision of Department in this regard will be final and no correspondence in this will be entertained.
15. Contractor has to give undertaking before considering his tender that all terms and condition indicated above or as made applicable during tenure of AMC are acceptable to him/her.

16. 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 Department rejecting his Technical Bid as unsatisfactory.

17. 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 DDO(Cash), Department of Industrial Policy & Promotion, Udyog Bhawan, New Delhi -11 0001. 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 Department that the contractor firm may invite upon themselves due to any of the reasons specified above.


(D.S. Parihar)

Under Secretary to the Govt. of India
Tel N o.2306-3697

Copy to :-

1. Central Public Procurement Portal.
2. NIC, DIPP, Udyog Bhawan, with the request to upload the tender on the website of DIPP and remove the same on 03-05-2016 (1700 Hrs.)

ANNEXURE-I

ON LINE TECHNICAL BID

S. 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.15,00,000/- (Fifteen lakh) of the firm with proof of last 3 years. (2012-13, 2013-14 & 2014-15)	Copy of CA certified / Profit & Loss Account and Balance Sheet of the firm showing a minimum annual turnover of Rs.15 Lakh during last three years (2012-15) to be uploaded.
6.	PAN No.	Copy of PAN is to uploaded.
7.	Service Tax / Income Tax Registration No. of the Agency / Firm	Copy of Service Tax / Income Tax Registration No. is to be uploaded.
8.	VAT / TIN No.	Copy of VAT / TIN No. is to be uploaded
9.	Copy of contracts / Certificates of last 3 years in similar field.	Copy of Award letter & experience certificates of last three years (2012-15) 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 to be uploaded.

(Sign. & seal of contractor)



ON LINE FINANCIAL BID

PERIOD OF CONTRACT : THE CONTRACT WILL BE INITIALLY FOR TWO YEARS

S. 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)	137 Nos	
2.	Comprehensive Maintenance of Air conditioners of split type (of all makes / models)	104 Nos	
3.	Comprehensive Maintenance of Roof Mounted cassette mounted Air conditioners of split type) of Daikin models)	12 Nos	
4.	Water Cooler (Maintenance)	03 Nos	

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

B. MISCELLANEOUS ITEMS

1.	Installation of Split AC	
2.	Installation of Window AC	
3.	Dismantle charge of Split AC	
4.	Dismantle charge of Window AC	
5.	Only gas charging for Split AC (Only in case of physical damage by monkeys)	
6.	Voltage Stabilizer 4 KVA (3 Step) (Logicstat / Bluebird)	

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7.	Voltage Stabilizer 5 KVA (3 Step) (Logicstat / Bluebird)	
8.	Remote (Handset) of Split Acs(Original Company make) (Only in case of lost Remote)	
9.	Remote (Handset) of Window Acs(Original Company make) (Only in case of lost Remote)	
10.	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).	
11.	Iron stand for fixing the outdoor unit of Split AC [Rate one set]	
12.	3 core wire (70/76) for ACs (per mts.) (ISI make only) - [Rate per meter]	
13.	Drain pipe 15 MM [Rate per mts.]	
14.	Supply of metal plug of Acs [Rate per plug]	
15.	Supply water tray for Window type ACs. [Rate per set]	



(Sign. & seal of contractor)