

NATIONAL INSTITUTE OF TRAINING FOR STANDARDIZATION
A-20-21, Institutional Area, Sector 62, NOIDA

**TENDER DOCUMENT FOR ANNUAL MAINTENANCE
OF
AIR-CONDITIONERS at NITS, NOIDA**

BIDDING DOCUMENT

Chapters 1 to 5 as below:

- 1. Instructions to Bidders**
- 2. Conditions of Contract**
- 3. Schedule of Requirements**
- 4. Specifications and allied Technical Details**
- 5. Price Schedule(to be utilized by the bidders for quoting their prices)**

Price: Rs. 100/-

(If downloaded from web site, the price of the Tender Document should be deposited in the form of a demand draft in favour of "NITS"/"Bureau of Indian Standards, New Delhi" along with the bid)

TENDER DOCUMENT
FOR
ANNUAL MAINTENANCE OF AIR-CONDITIONERS

Chapter 1: Instructions to Bidders

1. Quotations are invited from professional and experienced air-conditioner maintenance firms for Maintenance Service Contract for air-conditioners installed at NITS, NOIDA. The details of the air-conditioners (window type or split type of difference cooling capacities) are as given in Doc III. The actual number may either increase or decrease at the time of start of contract or during the year.

Notes:

Any of the above air-conditioners may be withdrawn at any time during the period of maintenance contract; maintenance charges for such equipment will be payable on prorata basis. Similarly equipment can be added during the period of maintenance and maintenance charges will be paid prorata basis.

2. The maintenance agency (referred to as agency in this document) is required to submit the technical and financial bid in two separate sealed covers clearly superscribed "Technical Bid" and "Financial Bid". The quotations in a sealed cover superscribed "Quotations for the Maintenance of Air-conditioners" should reach the Head (NITS), National Institute of Training for Standardization, A-20-21, Institutional Area, Sector 62, NOIDA **latest by 1500 h on 6 February 2006**. Each page of the Technical bid and Financial bid shall be signed by the bidder as token of acceptance of the conditions of tender and contract.
3. Quotations will be opened on the same day at 1530 h in the presence of such bidders or their duly authorized representatives as may be present. As a token of acceptance of all the terms and condition mentioned in this document, **the bidder is required to sign all pages of this document and return the same along with their bid**. Unsigned document will be rejected. The price bid of those bidders will be opened who fulfill all the requirements of the technical bid.

Chapter 2: Conditions of Contract

1. The NITS reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful tenderer shall perform the same at the rate quoted.
2. The NITS takes no responsibility for delay, loss or non-receipt of a quotation after dispatch.

3. Earnest Money Deposit (EMD) of Rs. 5000/= in form of DD/pay order in favour of NITS/Bureau of Indian Standards, New Delhi shall be deposited at the time of submission of tender. Tender received without EMD shall be summarily rejected.
4. No transportation charges will be paid by NITS for any type of services.
5. The agency should ensure to keep sufficient number of standby equipments/ components at NITS, NOIDA to meet the stipulated response time.
6. The agency must be registered with the Registrar of companies and with NOIDA/ Delhi Sales Tax Department for Works Contract Tax. Necessary supporting document(s) must be attached.
7. The agency must be currently maintaining more than 30 air-conditioners (Window/Split type) at any location in Delhi/NOIDA. *Copy of such work order or any other documentary evidence clearly showing that more than 30 ACs are being maintained at a single location should be attached.*
8. The agency must have satisfactorily executed in the last three years minimum three AMC's of more than 30 air-conditioners (Window/Split type). *Necessary supporting document as required must be attached.*

Service Engineer(s)

1. The service engineer should have at least 3 yrs Diploma in Mechanical Engg. or Bachelor's degree in Science with sufficient related discipline and at least three years of post qualification experience. Specialized training in refrigeration/air-conditioning technology will be preferred for the support/maintenance engineer. The agency is required to provide evidence in respect of qualification and experience, which would be checked by NITS to see the suitability/competency of the service engineer(s).
2. Service Engineers provided by agency shall not be changed frequently. Only one change in respect of each designated engineer will be permitted in one year. For any subsequent change, a penalty of Rs. 2000/- will be levied. However, if found incompetent by NITS, service engineer shall be changed by the agency.
3. The agency and the resident engineers shall follow the system of monitoring the work and attendance of the service engineer as stipulated by NITS.

Performance Security Deposit

The agency shall be required to deposit a sum equivalent to 5% of the total work order at the time of signing the contract as performance security deposit in demand draft/fixed deposit receipt from a commercial bank or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of Scientist-F & Head, NITS, NOIDA. No interest shall accrue on this amount. The security shall be re-payable after 60 days of expiry of the contract after deduction of penalty/other dues, if any. EMD of successful bidder will be refunded after signing of agreement and after deposit of security amount.

Payment Terms and condition

The payment to the contractor will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the contractor and based on past performance. TDS, as applicable, will be deducted before making the payment.

Termination of Contract and Penalty

The terms and condition of the contract would be as per the tender document.

Arbitration

In the event of any dispute or difference relating to maintenance service of air-conditioners and application of provisions of the contract, (whether during the service period or upon its completion), the same shall be settled through mutual discussions, or shall be referred to the sole arbitrator appointed by Scientist-F & Head (NITS).

Jurisdiction

The courts at NOIDA, Distt. Gautam Budh Nagar alone shall have the jurisdiction in any matter arising out of or relating to or touching this agreement.

Note: Any further clarification may please be obtained from the Head (NITS).

Chapter 3: Schedule of Requirements

1. The services will consist of the following:
 - a) One servicing/cleaning of ACs per year before use in summers.
 - b) Onsite preventive and corrective maintenance of ACs at NITS, NOIDA. The list of equipment is provided in Chapter 5, Price schedule.
 - c) Maintenance will include necessary repairs to the installed air-conditioners and replacement of defective/damaged parts/components/accessories free of cost excluding compressors. Maintenance shall also include refilling of gas(es), if so required, free of cost and all other troubleshooting to keep the ACs fully operational.
2. Successful bidders shall be required to submit a letter of acceptance of all the conditions of contract as contained in the tender document and the letter of acceptance shall be deemed to result in a binding contract. The contract will be initially for one year and may be renewed for two years, one year at a time, at the discretion of NITS and based on satisfactory services provided by the agency.
3. The maintenance services will be provided from 0900 h to 1730 h (Monday to Friday) and on request on other days.

4. Agency shall provide maintenance services through qualified experienced/competent engineer, who shall visit NITS between 0900 h and 1730 h whenever requisitioned within three hours of call. The engineer will be responsible for maintenance and trouble-shooting and should possess expertise to cover all types of ACs.
5. Additional engineer may be deputed at NITS, NOIDA in addition to designated engineer whenever there is more workload/complaints to rectify the equipment within the stipulated response time.
6. All ACs (with parts), as mentioned in Doc.-III, will be covered under maintenance.
7. Components/sub-assemblies used for repair/replacement by the agency will be new and of the same/equivalent or higher make and functional capability as originally available in the ACs. The Agency will supply all the components/sub-assemblies free of cost.
8. The ACs which are not serviceable by the agency due to obsolescence of technology or non-availability of components/sub-assemblies will be withdrawn from the maintenance contract. The decision of NITS regarding non-availability/obsolescence of technology will be final and binding. Withdrawal of such ACs shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

The agency shall also carryout periodic preventive maintenance including external cleaning of equipments once every month in days and time convenient to the users.

Chapter 4: Specifications and allied Technical Details

Document(s)/Information Required:

Technical Bid

The technical bid super-scribed "Technical Bid" shall contain following information in a sealed cover:

1. Name, address, setup and status of the organization; and name/contact number of the concerned person.
2. The bidder shall be a company registered with the Registrar of Companies and registered with Delhi/NOIDA Sales tax for Works contract Tax. *Document in support of registration with the Registrar of companies and with Delhi/NOIDA Sales Tax Department for Works Contract Tax.*
3. *List of qualified service engineers with details of qualification and experience in the relevant field as per the performa enclosed.* The qualification/experience of the resident engineer deputed to NITS will be verified. Copies of qualification and experience certificates are also required to be enclosed

Sl. No.	Name	Technical Qualification	Area of Specialization	No. of Years of Experience	Area of Experience	Date of Joining the Firm

4. EMD of Rs. 5000/- in form of DD/pay order in favour of NITS, NOIDA /Bureau of Indian Standards, New Delhi
5. List of clients with name, complete address and contact person with telephone number where the company is currently maintaining more than 30 ACs in a single location in NOIDA/Delhi as per the proforma enclosed. *Copies of two such work order or any other documentary evidence from Govt. Deptt./PSUs/Reputed Companies, clearly showing that more than 30 ACs are being maintained at a single location, should also be attached.*

Sl. No.	Organization/Govt. Deptt./PSU/Company (with name/contact no. of concerned person)	Details of ACs (Type and No.)	No. of Resident Engineers provided	Period of Contract	Contract Value (Rs. in lakhs)

6. List of AMCs satisfactorily executed by the agency in the last three years. Minimum three such AMCs of more than 30 ACs shall be listed. *Performance Certificate to this effect from at least two Govt. Deptt./PSUs/Reputed Companies shall be furnished.*

Sl. No.	Name of Organization/ Govt. Deptt./PSU/Company	No. of Resident Engineers provided	No. of ACs	Period of contract	Contract Value (Rs. in lakhs)

7. Details of repair/checking facilities available with the company.
8. Tender document (Doc.-I) duly signed on each page.

Chapter 5: Price Schedule

The price bid should contain the quotation for maintenance charges per item in terms of yearly basis only as listed in Doc-III. Price quoted by the bidder shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. It should be enclosed in a separate sealed cover super-scribed "Financial Bid".

Annexure

A. Air-conditioners to be brought under AMC at the start of the contract:

Sl. No.	AC (Type)	Make / Capacity	Number	Rate per Year per AC (Rs.)	Total (Rs.)
1.	Window	Voltas (1.5 Tonnes)	42		
2.	Window	Voltas (2.0 Tonnes)	09		
3.	Split Unit	Voltas (1.5 Tonnes)	12		
TOTAL (A)			63		

B. Air-conditioners to be brought under AMC during the period of contract:

Sl. No.	AC (Type)	Make / Capacity	Number	Rate per Year per AC (Rs.)	Total (Rs.)
1.	Window	Voltas (1.5 Tonnes)	17		
TOTAL (B)			17		

C. Total (A + B): _____

D. Less discount (if any): _____

E. Net Total (D – E): _____

Note: Actual number of ACs may vary at the time of awarding of contract. For some of the ACs, AMC will start during the year as stated above. A few ACs are under Warranty. Maintenance support shall also be provided for ACs under warranty.