

School of Planning and Architecture, Bhopal
(An Institution of National Importance, Ministry of HRD, Govt. of India)

Neelbad Road, Bhauri
Bhopal – 462 030 (M.P.)

No: SPAB/RGO/Advt./2017-18/05

Date: 23.04.2017

TENDER NOTICE

Sub.: Comprehensive Annual Maintenance Contract of split/cassette type air conditioners installed in SPA, Bhopal

Sealed tenders are invited from reputed firms engaged in undertaking the Comprehensive Annual Maintenance Contract of Air Conditioners. The firms forwarding their quotations must comply with the terms and conditions mentioned at **Annexure 'A'** to this letter. The sealed quotations for comprehensive Annual Maintenance Contract for the different types of Split and cassette ACs are invited in the proforma for filling the rates and other details enclosed with this letter at **Annexure 'C'**. Technical bid for AMC for ACs are invited in the proforma enclosed with this letter at **Annexure 'D'**.

The quotations complete in all respects in sealed cover superscribed as “**Quotations for Comprehensive AMC of Air Conditioners**” must be submitted to the Asst. Registrar (Stores & Purchase), Neelbad Road, Bhauri, Bhopal – 462030 (M.P.) on or before 17:00 hrs of 08.05.2017. The bid has to be accompanied by a DD of Rs. 2,000/- as processing fee (non-refundable) and an EMD (Refundable but non-interest bearing) of Rs. 10,000/- (Rs. Ten Thousand only) in favour of Director, SPA, Bhopal. The Technical Bids will be opened first on 11.05.2017 at 3.30 PM by a committee of officers specially constituted for the purpose and in the presence of representative of firms, if any. The financial bid of only those bidders will be opened whose technical bids would clear the technical evaluation. A list of clients in Government/Public Sectors with contact name and person should also be enclosed with the quotations. SPA, Bhopal reserves all rights to accept or reject any or all quotations without assigning any reason.

Registrar

Terms and Conditions for the Comprehensive AMC of Air Conditioners

1. AMC will be for a period of one year commencing from the date of the Work Order or any mutual date, extendable by 02 more years on satisfactory performance report. This can be cancelled unilaterally by the SPA, Bhopal whenever the service is not found to be satisfactory or up to the mark. This Institute also reserves the right to shift and reinstall any of the machines to any room and it will continue to be covered under AMC by the AMC provider.
2. The rates accepted will remain firm and fixed during the currency of the contract and SPA, Bhopal will not entertain any claim for the upward revision/increase of these rates or for payment of any additional charges on any ground whatsoever.
3. The ACs will be kept in working condition at all times during the currency of the contract.
4. In the case of repair/replacement of parts in the ACs, only genuine spare parts, conforming to the relevant Indian Standards, will be used. In the case of replacement of compressors, the warranty card, indicating Compressor No., make date of purchase, etc. will be deposited with J.E. (Elect.)
5. The firm will keep sufficient stock of essential spare parts at site for replacement of defective/worn out parts expeditiously.
6. If any AC is required to be taken away for repair etc. at the workshop for more than three days, a stand-by AC will be installed in lieu thereof.
7. The firm will be make arrangements for covering the empty spaces o avoid dust etc. when the AC unit are removed for repair/servicing, etc.
8. Only qualified and experience engineers/technicians/mechanics helpers, whose character and antecedents have already been verified, will be deputed to attend the work.
9. The firm shall be solely responsible for any negligent acts of their personnel and shall indemnity Institute against any loss or damage to its property or injury to its employees due to such acts.
10. Institute shall not be a party to any dispute between the firm and the personnel deployed by them.
11. In the case of delay in attending to the complaints, penalty at the following rates will be levied:-
 - (a) Delay of upto 24 hours - Rs.100 per unit/day
 - (b) Delay in excess of 24 hours and Upto 72 hours - Rs.150 per unit/day
 - (c) Delay in excess of 72 hours - Rs. 200 per unit/day

The period will be reckoned from the time of lodging the complaint by telephone/fax/letter, etc.

11. The release of payment will be made on quarterly basis (at the beginning of next quarter) on the basis of satisfactory performance.
12. The firm will be required to undertake preventive maintenance by checking all the Air Conditioners at least once in every week (peak season) and confirm that the systems are in the best of the working conditions.
13. This constitutes a comprehensive maintenance contract and includes all parts of the machines including compressor, gas, mechanical parts etc. and also the stabilizers connected to the Air Conditioners.
14. All service request/calls for repair work must be attended within 24 hours of the complaint being lodged with the AMC Provider. There should be adequate number of Telephone lines for lodging of service requests. If the AMC Provider firm failed to attend the calls within 24 hours, this Institute reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the Case of exceptional and repeated delays, poor services, fault, break down, etc, this office reserves the right to deduct such costs as deemed to be necessary by way of damages and may also cancel the AMC unilaterally.
15. Details of Air Conditioners and water coolers to be covered under AMC along with the location of installation are given in Annexure "B".
16. Merely submission of Quotation does not entitle the firm to forward its claim for awarding the AMC even if it has quoted the lowest rates. The AMC will be awarded to the eligible firm only after all the formalities as per the terms and conditions are complied with and valid documents are produced to the satisfaction of this office.
17. The firms must have a similar experience of successfully undertaking the AMC of Air Conditioners in at least 2 (two) Government Organization/ Semi- Government Organization/ PSUs. List of such Clients and Quantum of AMC handled must invariably be enclosed with the technical bid along with 10(e) and 10(f) below.
18. The firms are required to forward the following details with the quotation:
 - a. Valid registration Number of the firm.
 - b. Income Tax Return for the last financial Year.
 - c. List of Government Organizations to whom maintenance services for ACs were provided during the last two years with copies of orders.
19. All quotations in the prescribed format should be submitted before the time and date fixed for the receipt of quotations. Quotations received after the stipulated time and date are liable to be rejected.
20. The bidder must ensure that the conditions laid down for submission of offers detailed below are correctly and completely fulfilled. The quotations found to be deficient in any respect shall

be summarily rejected. Similarly, conditional offers and offers with terms and conditions inconsistent with those contained in this Document shall be rejected.

21. The first cover shall be super scribed **“Technical Bid”**. The second cover shall be super scribed **“Financial Bid”**. Both these envelopes, after being sealed properly, shall be put into a third envelope, which should be properly sealed before it is sent/ submitted. The third sealed cover shall also be super scribed **“Quotation for Comprehensive AMC of Air conditioners”** and be addressed to the Asst. Registrar (Stores & Purchase), School of Planning and Architecture, Bhopal, Neelbad Road, Bhauri, Bhopal – 462 030 (M.P.) by speed post/ by-hand.
22. Technical bid will be opened on 11.05.2017 at 3.30 pm, in the presence of representative of firms, if any.
23. A Security deposit / Bank Guarantee for 10% of contracted value will have to be deposited by the Contractor to whom the AMC is awarded before commencement of the contract as performance security. This will be refunded on the completion of the Annual Maintenance Contract. The Security Deposit will be forfeited if any of the condition of the contract is contravened besides any other action that may be taken against the contractor.
24. On the expiry of the contract, the firms will handover the ACs in perfect working condition after rectifying the defects etc., if any. In the case of the failure of the firm to comply with this condition, the defects will be got rectified by the Institute and the expenses so incurred will be charged to the firm’s account.
25. In case any dispute arises out of this contract, the same will be referred to Director, SPA, Bhopal, who will either himself/herself arbitrate in the matter or will appoint an arbitrator. The award so given will be final and binding on both the parties.
26. Operation of AMC contract will be under supervision of Institute Works Department (IWD).

Registrar

ANNEXURE 'B'

Details of Air-Conditioners to be placed under CAMC in the Institute

S. No.	Types of AC/Water Coolers	Quantity
01.	1.5 ton capacity split ACs	72 nos.
02.	Cassette ACs	44 nos.

ANNEXURE 'C'

Quotation for comprehensive AMC for Air-Conditioners installed in the Institute

S. No.	Types of AC/Water Coolers	Quantity	Per Unit rates (inc. of all) (Rs.)	Total cost (inc. of all) (Rs.)
01.	1.5 ton capacity split ACs	72 nos.		
02.	Cassette ACs	44 nos.		
			Total (inclusive of all)	

Signature.....

Name of Firm

Address in Full

Tel. No..... (O) Mob No.

PAN No.....

TAN No. /Service Tax No.

Please note : (1) Quotations must be made in the letter head of the firm with complete address, Tele No., Mob No., PAN No., TAN. No., Service Tax No. etc.

(2) The quantity may increase or decrease.

Technical Bid

- 1) Tenderer Name.....
- 2) Tenderer Address with Telephone, Fax and E-mail.....
- 3) PAN of the tenderer (Attach copy).....
- 4) Registration NO. of the tenderer (Attach copy).....
- 5) Processing fee of Rs. 2,000/- DD details _____ dated _____
- 6) EMD Details : DD NO. _____ Dated : _____ Amount :Rs.10,000/- (Rs.Ten Thousand only)
- 7) Income Tax Return (Last three Financial Year 2014-15, 2015-16 & 2016-17) (Attach copy).....
- 8) Service Tax Registration No. (attach copy).....
- 9) Authorization Certificate of any reputed air-conditioner manufacturing company (attach copy)
- 10) Details of Government sector client(s):-

S.No.	Name & address of Govt. Organisation	Name & designation of Nodal Officer	Tele No. & Fax	Quantum of AMC
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Signature

Name of the Authorized Signatory.....
Dated.....
Seal.....