

NATIONAL INSTITUTE OF TECHNOLOGY TIRUCHIRAPPALLI – 15

Tender document Estate Maintenance Department

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Tender Number. NITT/EMD/EMC/F.No:030/AMC/2014-15

Date:28/05/2014

National Institute of Technology, Tiruchirappalli invites sealed quotations from the service providers for the Annual Maintenance Contract of Air-Conditioning Units installed in NIT, Tiruchy.

Time schedule for tender process

Date of publication of tender notification	28.05.2014
Date from which tender document can be downloaded from the website of the NIT, Tiruchy	28.05.2014
Date of pre bid meeting	10.06.2014 Tuesday 11 A.M at NITT
	17.06.2014 till 3.00 PM
Last date for receipt of duly filled in tenders	Extended upto 15.07.2014 till 3.00 PM
Date and time of the opening of Technical bid	15.07.2014 at 3.30 PM

I. TENDER PROCESS

1. Tender is invited in two parts i.e. (1) **Technical bid** and (2) **Financial bid**. The tender form for Technical bid in proforma prescribed in **ANNEXURE - I** and the tender form for the Financial bid in proforma prescribed in **ANNEXURE - II**, complete in all respects shall be submitted in **two separate sealed covers** addressed to The Director, National Institute of Technology, Tiruchirappalli-620 015, Tamil Nadu, with kind attention to Assistant Executive Engineer (Electrical), Electrical Maintenance Department, so as to reach this office by **3.00 p.m. on 15.07.2014**.

2. Late submission of tenders shall not be accepted.

3. The sealed covers should be super scribed with **"Technical Bid - Comprehensive Annual Maintenance Contract for Air-Conditioner Units"** and **"Financial Bid - Comprehensive Annual Maintenance Contract for Air-Conditioner Units"**, separately.

4. **Technical Bids** will be opened on **15.07.2014 at 3.30 PM** in the presence of bidders at central stores, National Institute of Technology, Tiruchirappalli-620 015, Tamil Nadu.

5. If the date of opening is declared a holiday, the quotations will be opened on next working day. Incomplete bid documents shall be rejected.

6. The valid Technical bids shall be scrutinized by the Committee members to short list the eligible bidders. The financial bids i.e., price bids of the technically bidders will be opened at a date intimated later. **In case it is not possible to open the bids on the stipulated dates due to unavoidable circumstances, the next date of opening will be duly informed.**

7. If the tenders are sent by post / courier, it should be ensured that the cover is intact without any damage or loss at the time of reaching the destination. NITT is not responsible for the delay on account of Postal / Courier Services.

8. **Earnest Money Deposit:** Earnest Money Deposit of Rs.50,000/- (Rupees Fifty Thousand only) per application in the form of Demand Draft / Banker's cheque of Scheduled Bank drawn in favour of The Director, NIT, Trichy payable at Tiruchirappalli shall be enclosed in the Technical Bid Document.

9. **Tender Cost (nonrefundable):** Tender cost of Rs.500 + 5% VAT per application in the form of Demand Draft / Banker's cheque of Scheduled Bank drawn in favour of The Director NIT, Trichy payable at Tiruchirappalli shall be enclosed in the Technical Bid Document.

10. **Tender without Earnest Money Deposit and Tender cost will be rejected.** Tender cost and EMD cost in the form of DD shall be submitted in separate cover. Name of the Bidder should be clearly mentioned on the backside of Demand Draft for proper records.

11. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws subsequently or the details furnished in ANNEXURES - I & II are found to be incorrect or false during the tender selection process. **No interest shall be paid on the Earnest Money Deposit (EMD) of the successful bidder and same will be returned while taking up the contract.**

12. **Performance Guarantee:** The successful bidder has to submit 10% of the total value of the contract as performance guarantee deposit in the form of **Bank Guarantee in favour of "NIT, Trichy payable at Tiruchirappalli"** before taking up the contract in the given format.

13. The Performance Guarantee shall be refunded to the selected bidder on successful completion of contract period. No interest shall be paid on the Performance Security placed with the Department by the successful bidder. The Performance Guarantee will be forfeited in the event of withdrawal of contract by the service provider before the expiry of the contract period or in the event of termination of the contract attributable to the unsatisfactory performance of the contract or for violation of any of the terms and conditions of the contract.

14. The tenderer shall **sign and stamp each page** of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the Technical bid. The tenderer would fill up the information in the ANNEXURE I & II enclosed at the end of this document in clear and legible terms. Wherever required the prices quoted shall be written in figures and words as well. ANNEXURES shall also have to be signed and stamped by the bidder or its authorized signatory.

15. The tender forms shall be rejected if it is not complete in any respect without any intimation.

II. TERMS & CONDITIONS

01. The Annual Maintenance Contract is for the period of one year from **July 2014 to June 2015** and the same may be extended for a maximum period of two more years from the date of initial award of contract on satisfactory services and mutual consent.
02. The service provider shall be based **in Tamil nadu, preferably in Tiruchirappalli.**
03. The service provider shall **provide direct service** and shall not employ Sub- Contractors.
04. Bidder should have a minimum of three years of experience in the service / maintenance of Air-Conditioners to various organizations. A list of client list shall be enclosed along with the Technical bid. Supporting documents as evidence of 3 years' experience must be enclosed.
05. The bidder must have obtained the following:
 - ✓Permanent Account Number (PAN) under Income Tax Act, 1961.
 - ✓Registration under Service Tax
 - ✓Registration under Employees Provident Fund
 - ✓Registration under Employees State Insurance
06. The bidder must have **AVERAGE Annual gross contractual receipts of Rs.7.50 Lakhs** and above during the last three financial years. Failure to comply with this criteria entails rejection of the bid. Copy Profit & Loss Account and Balance Sheet may be enclosed as evidence along with the Technical bid.
07. The scope of comprehensive annual maintenance services (AMC) shall include providing routine maintenance services, pertaining to complaints as and when they occur in Window / Split /floor mounted/ ductable / packaged air conditioners, voltage stabilizers, providing all manpower, tools and tackles and replacement of defective spare parts (including consumables) such as compressors of same make/model, evaporators, indoor and outdoor fan motors, blades, remote controllers, remote PCB board, chord wires and whatever parts required for all type ACs. The rates quoted for the AMC services shall also include all taxes and duties as applicable and **cost of transportation, insurances etc.**

➤ **ROUTINE MAINTENANCE SERVICES (ONCE IN THREE MONTHS)**

All the machines should be checked once in three months including at least the following services. Two separate reports should be submitted one for routine and other for breakdown maintenance for every air conditioner. The scope of annual maintenance work, inter alia, includes the following.

- a) Cleaning / Replacement of filter.
- b) Checking operation of the controls of the air conditioners such as selector switch, thermostat, relays, remote control etc.
- c) Checking the cooling efficiency, noise and air flow, thermal insulation of refrigerant piping, gas and water leaking etc.
- d) Checking air flow through the supply air grill, return air grill and condenser.
- e) Checking operation of the voltage stabilizer and back up electrical power outlet /MCB.
- f) Checking operation of the drive motors, motor bushings and fans.
- g) Greasing the motors.
- h) Cleaning of blower, condenser fan, evaporator and condenser coils.
- i) Over hauling of the AC with chemical washing process.
- j) Checking air temperature at the following location (Dry Bulb & Wet Bulb Temp.):
 - i. Supply air grill
 - ii. Return air grill
 - iii. Inlet air condenser
 - iv. Outlet air from the condenser
- k) Checking Firmness of the supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.
- l) Checking ground connections.
- m) Replacement of any component of air conditioners found defective after the above checks and tests.
- n) Charging of Refrigerant Gas during the period of Contract if need arises.
- o) Checking and cleaning of diffusers and ducts in ductable/packaged type ACs.
- p) Checking the efficiency of air conditioner by measuring voltage, power, current etc.,

➤ **ANNUAL MAINTENANCE SERVICES (ONCE IN A YEAR)**

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition, annual maintenance services shall also include:

- a) Cleaning the condenser and evaporator coils with suitable detergent / chemical solution and flushing with high-pressure jet of water.
- b) Greasing of blower motors and all moving parts.
- c) Painting of all the air conditioners, if needed.

➤ **ON CALL / BREAKDOWN AMC SERVICES:**

- a) Breakdown calls shall include attending to any complaint at any time during the period of contract, on receipt of complaint in any form from coordinating faculty of NITT. The down time for attending to and rectification of defects / complaint shall not exceed 24 hours in any case.
- b) Breakdown service will include replacement of genuine spares & Compressor and Gas filling at the cost of the service provider.
- c) The complaints fall under the category of compressor replacement, indoor & outdoor fan motor/blades and remote controller should be attended within 2 working days.

- 08. This Annual Maintenance Contract shall be a **Comprehensive contract** for different types of air-conditioners and for different types of maintenance.
- 09. The approximate quantity details of Air-conditioning units are given in **ANNEXURE III** of this document. This may vary marginally.
- 10. All break-down calls shall be **attended to immediately** and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons shall be attended to on the next day without fail.
- 11. Units taken out of the office premises for service at your workshop shall be returned at the earliest and in any case, within 4 days time. Non- attendance of complaints of this nature beyond a week would entail deduction **of penalty as per penalty clause** till the complaint is attended to.
- 12. Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop, from one building to another and from the service provider's workshop to the office buildings, will be at the cost of the service provider.
- 13. Quarterly Bills shall be submitted along with the Service Report acknowledgements (both for Preventive Maintenance Service and for Break-down Maintenance Service) before 10th of the following Quarter. Payment shall be made after verification of the Records.
- 14. ~~Payment for service of an air-conditioner in a quarter shall be made only once either under Routine Services or under Break-down Maintenance.~~
- 15. The notice period for termination of contract shall be two months by either party. However, the service provider shall continue the service on same terms until a new service provider is in place.
- 16. The service provider shall provide the sufficient numbers of standby Air- Conditioners, spares and stabilizers as are required to bring into service.
- 17. The selected service provider shall execute Maintenance Contract in the Form prescribed by this Office. Once selected, the service provider shall, at the end of the service period/termination of contract hand over the Air- conditioner units in working condition to the successor service provider.

18. The payment for the last quarter shall be made to the selected Service provider only after completion of handing over of all Air-conditioner Units in working condition to the successor-service provider and after receipt of taken over note from the successor-service provider.
19. The Service Provider is responsible for the payment of Minimum Wages (under Central Act) to the personnel deployed by it. In respect of workers deployed under the AMC contract, the Service Provider shall be solely and exclusively responsible for compliance to all statutory provisions under the Labour Laws and there is NO employer employee relationship between NITT and the workers deployed by the Service Provider.
20. With a view to enable to the prospective bidders to inspect the Air conditioners before submitting their quotation, it is proposed to convene a pre bid meeting on 10th June 2014 at NITT premises, during the course of which, bidders can seek clarification if any in respect of this Tender.
21. While some of the ACs have been procured by NIT, Trichy recently and are under Warranty, the Institute may go for procurement of additional ACs in future as on required basis. The vendor would provide AMC for these ACs after completion/expiry of warranty period. Charges for AMC of these ACs would be at the same rate as quoted in the Tender for similar specifications.
22. **Payment terms and Penalty provisions:**

Payment will be made within two weeks from the date of submission of quarterly bills. The following penalties will be recovered for under performance.

	Period	Penalty
Response time	Above 24 Hrs & below 48 Hrs	Warning but no penalty
	Above 48 Hrs & below 96 Hrs	A penalty of 1% of the contract amount per system
	Above 96 Hrs	A penalty of 2% of the contract amount per system

If OEM or above specification component is not used as maintenance spare, the cost of the equipment will be paid by the tenderer if the equipment becomes unserviceable.

Beyond 5 days if the equipment gets repaired in the open market, the actual cost of the same shall be recovered from the service provider/ contractor. In extreme cases, the action of forfeiture of security money/ pending bill/ blacklisting of the firm can be resorted at the discretion of the competent authority.

Validity of bids: The rate quote should be valid for a minimum of 120 days. No claim for escalation of rate will be considered after opening the Tender.

Clarification of Tender Document: A prospective bidder requiring any clarification of the Tender document may communicate to the contact person given in this notice inviting tender.

Amendment of tender document: At any time prior to the last date of receipt of bids, Institute may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the Tender document by an amendment and will be communicated.

The Institute may at its own discretion extend the last date for the receipt of bids.

The bids shall be written in English language and any information printed in other language shall be accompanied by an English translation, in which case for the purpose of interpretation of the bid, the English translation shall govern.

The Institute reserves the right of accepting any bid other than the lowest or even rejecting all the bids without assigning any reasons therefor. The decision of the NITT Purchase Committee is final in all matters of tender and purchase.

In case of dispute, the matter will be subject to Tiruchirappalli, Tamil Nadu Jurisdiction only.

The service providers are advised to inspect the air conditioners before submitting their bids.

Encl.:

1. Technical Bid Document (ANNEXURE - I)
2. Financial Bid Document (ANNEXURE - II)
3. List of Air conditioners with tonnage (ANNEXURE - III)

1. Name of the bidder :
2. Address (with Tel No., Fax No.) :
3. Name & Address of the Proprietor / Partners/
Directors (with Mobile No. & E-mail) :
4. Contact Person(s) :
(with Mobile No. & E-mail)
5. No. of years of experience in Service /
Maintenance of Air-Conditioner Units. :
Necessary documentary evidence to be enclosed.
6. Permanent Account Number (PAN) :
7. Evidence for Average Gross Contractual Receipts :
Of Rs.7.5 lakhs in the last Three Financial
Years (Copy of work orders/ Profit & Loss
Account and Balance Sheet to be enclosed
as supporting evidence)
8. List of Clients :
9. Documentary evidence for Service Tax
Registration :
10. Documentary evidence for Employees
Provident Fund Registration :
11. Documentary evidence for Employees
State Insurance Registration :
12. Details of Earnest Money Deposit (EMD) :

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/ we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

FINANCIAL BID DOCUMENT**ANNEXURE - II**

- 1.Name of the bidder :
- 2.Address
(with Tel No., Fax No.) :
- 3.Name & Address of the Proprietor /
Partners / Directors
(with Mobile No. & E-mail) :
4. Annual Maintenance Contract (AMC) charges :
(Rates in Rupees per unit / per annum)
(exclusive of taxes)

S.No	Details of AC Unit	Description	Qty.	Rate/ Qty	Total Amount
1	1.5 Tr Split AC	(CA-69, VD-35, BS-2, VO-9, SA-4, LG-2)	121		
2	2.0 Tr Split AC	(AM-2, CA-84, VO-27, VD-7, LG-2, DA-4, SA-6)	132		
3	8.3 Tr Split AC	(BS-8)	8		
4	1.0 Tr Window AC	(VO-9)	9		
5	1.5 Tr Window AC	(VO-8, CA-8)	16		
6	2.0 Tr Window AC	(LG-1, VO-1)	2		
7	8.3 Tr Ductable Split AC	(BS-2, ET-6)	8		
8	11.5 Tr Ductable Split AC	(BS-3)	3		
9	1.5 Tr Floor Mount AC	(VO-5)	5		
10	2.0 Tr Floor Mount AC	(VO-4)	4		
11	Other charges, If any				
12	1.5 Tr Split AC**	(VO-60, BS-24)	84		
13	2.0 Tr Split AC**	(VO-25, BS-5)	30		
	GRAND TOTAL (Amount in words)				

*Carrier-CA, Videocon-VD, Voltas-VO, Bluestar-BS, ETA-ET, Samsung-SA, LG-LG, AMTRESX-AM, Daikin-DA, LLYOD-LL

**Air conditioners will be added in subsequent periods.

DECLARATION

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(Signature of Authorized Signatory with date)

ANNEXURE - III

List of air conditioners with tonnage

S.No	Type of AC	TR					Total (tonnage)
		1 Ton	1.5 Ton	2.0 Ton	8.3 Ton	11.5 Ton	
1	Split		121 (CA-69, VD-35, BS-2, VO-9, SA-4, LG-2)	132 (AM-2, CA-84, VO-27, VD-7, LG-2, DA-4, SA-6)	8 (BS-8)		511.9
2	Window	9 (VO-9)	16 (VO-8, CA-8)	2 (LG-1, VO-1)			37
3	Ductable Split				8 (BS-2, ET-6)	3 (BS-3)	100.9
4	Floor Mount		5 (VO-5)	4 (VO-4)			15.5
	Total (tonnage)	9	213	276	132.8	34.5	665.3

List of air conditioners to be added in subsequent period

S.No	Type of AC	TR		Total (tonnage)
		1.5 Ton	2.0 Ton	
1	Split	84 (VO-60, BS-24)	30 (VO-25, BS-5)	186
	Total (tonnage)	126	60	186

*Carrier-CA, Videocon-VD, Voltas-VO, Bluestar-BS, ETA-ET, Samsung-SA, LG-LG, AMTREX-AM, Daikin-DA, LLYOD-LL