

NSIC

ISO: 9001-2015

TENDER NOTICE

Sealed item rate tenders are invited from eligible agencies for the work of AMC of VRV HVAC System installed at NSIC HO Complex, Okhla, New Delhi -110020

Tender documents will be issued from 21.12.2018 to 04.01.2019 and last date submission of tender is 07.01.2019.

For further details please visit at: www.nsic.co.in or contact:

CGM-SG (Works/Estate),

NSIC Ltd., NSIC Bhawan Okhla
Industrial Estate, New Delhi 110020.

TENDER FOR AMC

of

**VRV HVAC SYSTEM INSTALLED AT NSIC HO COMPLEX,
OKHLA, NEW DELHI -110020**



ISO 9001:2015

**THE NATIONAL SMALL INDUSTRIES CORPORATION
LTD.**

***(A Government of India Enterprise)*
Okhla Industrial Estate
New Delhi-110020**

Website: <http://www.nsic.co.in>

Ref. SIC/HO/WD/VRV-GF/AMC/2018

Dated: 21.12.2018

M/s.

Sub: - AMC of VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III' New Delhi -110020

Sir,

Sealed tenders are invited on behalf of the National small industries corporation for the work of Annual Maintenance of VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III' New Delhi -110020 from the experienced agencies in the relevant category of work and who have carried out similar works with Govt. departments/PSU's/MNC's and also from the reputed AC manufacturers or their authorized dealers as per the requirements and details enclosed. The copy of the proof for having carried out similar works in the last financial years should be enclosed with the tender. The detailed bill of quantities is enclosed herewith. Tender format can be obtained from office of NSIC, New Delhi or can also be downloaded from our website 'www.nsic.co.in'.

There shall be no extension of the deadline of submission of the complete tenders along with EMD and all other required formalities. The CGM-SG (Works/Estate), NSIC shall have the authority to cancel the tender process if NSIC does not find a suitable tender. NSIC shall have the right to call for fresh tender in these circumstances, where in prior tenderers shall have the right to participate in the fresh process.

Tender documents in respect of the above mentioned works containing 31 Nos. of pages as detailed on page 4 (Index) are forwarded herewith. ***Please note that tender is to be delivered in the office of the CGM-SG (Works/Estate), NSIC Ltd., NSIC Bhawan, Okhla Industrial Estate, Ph-III, New Delhi- 110020 up to 15.00 PM on 07.01.2019***

The above letter shall form part of the **“CONTRACT”** and must be signed and returned along with the tender documents.

Yours faithfully

Encl. 25 Pages

Chief General Manager-SG (Works)

Signature of the Contractor with stamp

THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.
(A GOVT OF INDIA ENTERPRISE)
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE,
NEW DELHI - 110020

INDEX OF TENDER DOCUMENTS

S. NO.	DESCRIPTION	PAGES
1.	Notice Inviting Tender	5-8
2.	INSTRUCTION TO THE TENDERERS	09-13
2	GENERAL CONDITIONS OF CONTRACT	14-18
3	UNDERTAKING FROM TENDERER	19-20
4	DECLARATION	21
5	SCOPE OF WORK	22-24
6.	SCHEDULE OF QUANTITIES	25

THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.
(A GOVT OF INDIA ENTERPRISE)
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE,
NEW DELHI - 110020

NOTICE INVITING TENDER

NSIC, Okhla, New Delhi invites sealed tender in One packet System system (Technical & Financial bid in one envelope) for the work of Annual Maintenance of window/split air conditioners along with water coolers installed at NSIC HO Complex, from the experienced agencies in the relevant category of work and who have carried out similar works with Govt. departments/PSU's/MNC's and also from the reputed AC manufacturers or their authorized dealers as per the requirements and details enclosed.

The details are as summarized below:-

a)	Name of Work:	Annual Maintenance Contract for VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III" New Delhi -110020
c)	Pre-Qualification requirement (PQR) of bidders	Eligibility criteria for the issue of the Tender document are as under: - A) Reputed AC manufacturers or their authorized dealers as per the requirements or their authorized Service providers/contractors/experienced agencies for providing AMCs for air conditioners. B) Should have well established servicing facility in Delhi. C) Experience of successfully carried out the similar kind of Air Conditioning AMC work within the last five years. NSIC reserve the right to call for documentary proof, if required.
d)	Sale of tender document	The tender document can be collected in person from the office of Chief General Manager-SG (Works/Estate), NSIC Ltd., NSIC Bhawan, Okhla Industrial Estate, Ph-III, New Delhi- 110020 from 21.12.2018 to 04.01.2019 (except Saturday & Sunday & public holidays) between 10.30 am to 4.30 pm. Alternatively the tender form can be

		downloaded from our web site www.nsic.co.in from 21.12.2018 to 07.01.2019 up to 3.00 pm.
e)	Cost of Tender Document	<p>The tender document can be collected against payment Rs. 500/- (Rupees Five Hundred only) (Non refundable) by way of demand draft/Banker's cheque, in favor of "The National Small Industries Corporation Ltd." payable at New Delhi.</p> <p>In case the tender document is down-loaded from website, the tender fee of Rs. 500/- in form of demand draft/bankers cheque from any nationalized Bank/scheduled Bank in India drawn in favor of "The National Small Industries Corporation Ltd", payable at New Delhi shall be enclosed with the Technical bid of the tender while submitting their tender by Tenderer.</p>
f)	Earnest Money Deposit along with tender	Rs.5, 000/- (Rupees Five Thousand only) in the form of demand draft in favor of "The National Small Industries Corporation Ltd." payable at New Delhi shall be submitted along with Technical Bid of the tender while submitting the tender.
g)	Last date of submission of tender	The complete tender in a bigger envelope, containing two small envelopes, in which one envelope containing Technical bid having PQR documents & EMD and Second envelope containing –Financial bid, shall be submitted by 07.01.2019 up to 15:00 hours at the office of Chief General Manager-SG (Works/Estate), NSIC-LTD, NSIC Bhawan, Okhla Industrial Estate, Phase-III, New Delhi- 110020.
h)	Date of opening of Technical Bid & Financial Bid (envelope-1)	The envelope containing PQR documents, EMD & Price bid will be opened on 07.01.2019 at 16:00 hours at the office of Chief General Manager-SG (Works), NSIC-LTD, NSIC Bhawan, Okhla Industrial Estate, Ph-III, New Delhi-110020.

Note:

1. The bidders shall be super scribed with “Tender for AMC of VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III” New Delhi -110020 located at New Delhi to be submitted in office by 3:00 P.M on 07.01.2019 to be opened on the same day at 4.00 P.M. Any bid submitted after 3:00 P.M. on 07.01.2019 shall not be considered by NSIC.
2. The Earnest Money in the form of Demand Draft/Pay Order valid for minimum three months from date of publishing of tender on NSIC website, payable in favour of “NSIC LTD, New Delhi”. The GST No. & copy of PAN card of the firm shall be enclosed with the tender. No Cheque are acceptable. Quotations without EMD will be summarily rejected.
3. The tender document shall be completed in all respect and should be signed by the Authorized Signatory of bidder on all the pages and duly signed all pages of tender shall be placed with Technical Bid. Also the company stamp shall be placed under the signature of person on each and every page of tender document.
4. All the columns of the tender documents shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. The rates shall always be both in figures and words.
5. While applying for the tender document, the intending bidders shall furnish proof of, experience certificates, works completed/awarded, valid work contract tax /GST No. / VAT/TIN as applicable. Photocopies of the completion certificates/award letters should be submitted along with the tender. Completion certificate issued by the reputed organization / MNC shall also be accepted. In case of certificates issued by the private party, copies of TDS should also be enclosed.
6. Technical bids without Earnest Money will be summarily rejected. Earnest Money Deposit of the unsuccessful bidders will be returned to them after completion of the tendering process.
7. The Tender document should be signed on each page, dated and witnessed in all places provided for in the documents; all other papers should be initialed. The Technical bid & financial bid of the bidders will be opened at 16.00 P.M. on 07.01.2019.
8. The person, signing the tender document on behalf of company/firm or on behalf of another person shall attach with tender a certified copy of power of attorney/proper authority on a

non-judicial stamp paper of requisite value duly executed in his favour by such person, company/firm and must state specifically that he has authority to sign such tenders for and on behalf of such person or company/firm as the case may be, and in all matters pertaining to the bidder.

9. The bidders having valid registered with NSIC, DIC or Udyog Aadhar shall be exempted from the submission of EMD/Tender cost. However, in case the said registered bidder become L-1, he will have to deposit the security deposit after award of the work. The copy of the said certificate shall also be enclosed with the tender document for availing the benefits.
11. The bidder must confirm their acceptance of the terms and conditions mentioned herein and the enclosed documents. Each page of the original tender document should be signed and returned back to the corporation and this will form a part of the contract.
12. Complete tender document available on our website www.nsic.co.in, any further corrigendum/addendum to this tender document shall be made available on aforesaid website. It is therefore, requested that the bidders may regularly visit the website for checking any corrigendum/addendum to this tender document.
13. All the communication with respect to the tender shall be addressed to:

Chief General Manager-SG (Works/Estate),
NSIC- LTD, NSIC Bhawan,
Okhla Industrial Estate,
Phase-III,
New Delhi-110020

14. Special provision for Micro & Small Enterprises:

Micro and Small Enterprises (MSEs) participating in the tender will be given benefit as per Public Procurement Policy, 2012. Further, the MSEs owned by SC/ST entrepreneurs will also be given benefits as per Public Procurement Policy, 2012

The definition of MSEs owned by SC/ST is as given under:

- a) In case of proprietary MSE. Proprietor shall be SC/ST
- b) In case of partnership MSE, the SC/ST partners shall be holding at least 51% shares in the unit.
- c) In case of Private Limited Companies, at least 51% share shall be held by SC/ST promoters.

Document to claim benefits shall be enclosed along with offer / bid.

Chief General Manager-SG (Works/Estate)

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.
(A GOVT OF INDIA ENTERPRISE)
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE,
NEW DELHI - 110020**

INSTRUCTION TO THE TENDERERS

Tender notice for AMC of VRV HVAC system installed at NSIC HO complex, Okhla Phase-III” New Delhi -110020 with following terms and conditions:-

1. **General Conditions:-**
 - 1.1 Tender shall be submitted in official tender form only. If submitted in any other form the same shall be summarily rejected.
 - 1.2 The details of Indoor and Out Door units are available in Bill of Quantities.
 - 1.3 The bidder shall provide direct service and shall not employ Sub-Contractors.
 - 1.4 The bidder can inspect the site and equipments with the AC Technician after taking prior approval between 10am to 5 pm on all working days. No extra shall be payable for non awareness of the site/equipments conditions and constraints.
 - 1.5 Sealed offers are invited for the Annual Maintenance contract of Daikin make VRV system as per the bill of quantity enclosed at annexure-A.
 - 1.6 Corrections, if any in the tender documents must be attested by the bidder.
 - 1.7 NSIC reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
 - 1.8 Late tenders will not be considered and shall be rejected.
 - 1.9 The Water & Electricity for AMC work shall be provided by the corporation at one point.
 - 1.10 The rates quoted should be on FIRM & FIXED basis.
2. **Earnest Money Deposit (EMD)**
 - 2.1 The tender should be accompanied with an earnest money deposit of Rs.5,000/- in the form of account payee demand draft in favour of “The National Small Industries Co. Ltd”, payable at New Delhi. No Cheques are acceptable.
 - 2.2 Tenders received without prescribed earnest money shall not be considered.

3. **Eligibility conditions**

- 3.1 Bidder should have experience in the service / maintenance of VRV / VRV HVAC in various organizations.
- 3.2 Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing/has provided AMC of VRF / VRV HVAC covered in the tender.
- 3.3 Bidders should furnish copy of PAN card and bidder must have GST Registration & other statutory requirements if any as applicable.
- 3.4 The bidder should not have been blacklisted by any Govt. Office.
- 3.5 Self attested copy of documentary proof as required above must be furnished along with technical bid and in case the required information and documents with the technical bid are not furnished, the tender shall be rejected.

The Tender is consisting of two parts:

PART I- TECHNICAL BID & FINANCIAL BID

4. The technical & financial bids will be opened simultaneously. In selecting technically suitable parties, the decision of NSIC will be final and binding. The Financial bids of only those bidders will be considered who will be technically qualified. The opened financial bids of the tender who are not fulfilling the eligibility criteria of tender document in respect of work experience, requisite papers will not be considered in any case.
5. Bids prepared by the bidder shall contain all requisite information along with self attested supporting documents as per details in Technical Bid & Financial bid.
6. The envelope must be super scribed “Tender for Annual Maintenance Contract of VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III” New Delhi -110020.

The envelope must be super scribed as:

- i. TENDERER’S NAME & SIGNATURE WITH SEAL

*Envelope: The said envelope is for technical bid, financial bid, requisite documents & shall be super scribed as “**Tender for Annual Maintenance of VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III**” New Delhi -110020*

The tender must be placed in a properly sealed envelope addressed to Chief General Manager-SG (Works/Estate), NSIC-LTD, NSIC Bhawan, Okhla Industrial Estate, Ph-III, New Delhi and the said envelope shall contain two sealed envelopes containing Technical, Financial bids and other requisite documents.

7. The tenders (Technical Bid & financial bid) will be opened at NSIC Bhawan on 07.01.2019 at 16:00 Hours (4.00 pm). The bidders or their authorized representative (One person only) may be present at the time of opening of the tender.

8. Submission of Tenders:

The tender shall be submitted in sealed envelopes super scribed as “Tender for AMC of VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III” New Delhi -110020 addressed to the CGM-SG (Works/Estate), NSIC Ltd, NSIC Bhawan, Okhla Industrial Estate, New Delhi-110020 and same has to be deposited before 3.00 P.M. on 07.01.2019. The tenders shall be opened on the same day at 4.00 P.M. in CGM-SG (Works/Estate) office, New Delhi in the presence of such of the tenderers who may wish to be present, either by themselves or through their authorized representatives. The authorized representatives shall be allowed to participate in the process only upon furnishing the proper authorization from the bidder with proper photo identification.

9. Performance Security: SECURITY DEPOSIT:

- 9.1 On selection, the successful bidder shall be required to deposit 10% of the total cost of work as Security deposit after adjusting the EMD and the same will be refunded after successful completion of the period of AMC as specified in the work order.
 - 9.2 The EMD deposited by the successful bidder shall be converted into security deposit. The EMD of the rest of unsuccessful bidders will be refunded after award of the work. Security deposit of the successful bidders of the above work will be retained by the corporation and the same will be refunded without any interest after successful completion of the period of AMC as specified.
10. Nothing extra shall be paid on account of any discrepancy in nomenclature of items. The bidders shall seek clarifications if any before submitting the tender.

11. While submitting the tender, any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender are liable to be rejected.
12. Any cutting/over writing etc. in the tender document must be signed by the person who is signing the tender.
13. Conditional Tenders would not be accepted, and are liable to be rejected.
14. The bidder agrees that the rates submitted shall remain valid for acceptance for a period of 120 days from the date of opening of tender.
15. The contract is initially for a period of 12 months from the date of its award of work and can be extended for further period of one year on mutual consent on the same rates, terms and conditions. The period of AMC can be extended for another one year based :
 - a.) On satisfactory performance of the contractor of AMC of previous year.
 - b.) On mutual agreement/contract.
16. The bidders must thoroughly inspect the systems and furnish their quotes in —**as is where is** condition.
17. The financial bids of the participants which are found to meet all the requirements as specified in the Technical Bid will alone be opened on a date which will be communicated at the appropriate time. Only the authorized representative of the bidder firms will be present during the opening of technical and financial bids.
18. After opening of technical bids, if necessary a technical team of NSIC may inspect the infrastructure of the firm for verification and further action.
19. Complete tender document available on our website www.nsic.co.in, any further corrigendum/addendum to this tender document shall be made available on aforesaid website. It is therefore, requested that the bidders may regularly visit the website for checking any corrigendum/addendum to this document.
20. In the event of any dispute the legal matter shall be subjected to the jurisdiction of Delhi Court only.

21. All the communication with respect to the tender shall be addressed to:

**Chief General Manager –SG (Works),
NSIC- LTD, NSIC Bhawan,
Okhla Industrial Estate,
Phase-III,
New Delhi-110020**

We hereby confirm our acceptance to the instructions (S.No-1 to 21 above) as given above.

SIGNATURE OF THE CONTRACTOR

GENERAL CONDITIONS OF CONTRACT

1. Corporation shall mean ‘The National Small Industries Corporation Ltd. (A Government of India Enterprise) ‘NSIC Ltd., NSIC Bhawan, Okhla Industrial Estate, New Delhi-110020 and shall include their legal representatives, successors and permitted assigns.
2. The bids should be valid in the case of all the tenders for at least 120 days from the date of opening of the tender. In the case of the successful bidder, rates quoted shall be valid for the entire period of the contract.
3. The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the Engineer-in – Charge.
4. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.
5. The Contractor shall inspect and examine the Site and its surrounding and shall satisfy himself before submitting his bid as to the nature of the work, the quantities and nature of works and material necessary for the providing the services.
6. The Contractor shall be deemed to have satisfied himself before bidding as to the Correctness and sufficiency of his tender for the works and of the rates and prices quoted in the Schedule of Quantities, which rates and prices shall except as otherwise provided, cover all his obligations under the contract and all matters and things necessary for the proper completion and maintenance of the Works.
7. **TAKING OVER AIR CONDITIONERS FOR AMC CONTRACT**
 - All the outdoor / indoor units of VRV HVAC shall be taken from the department (Works Division) on “as and where installed” basis in running condition.
 - The contractor shall ensure that all Indoor / outdoor units of VRV HVAC are in proper working conditions at the time of taking over.

- After completion of the period of contract, the contractor shall hand over the system in perfect running condition (complete in all respects as per inventory) to the department (Works Division).

8. **Commencement of Work**

The Contractor is required to start the work within 10 days from the date of work award / date of communication of acceptance of the work award. In case it is found that the work has not been taken up within ten days from the date of work award / acceptance, the corporation may cancel the work order and forfeit the Security Deposit, deposited along with tender without giving any reason / reference to the Contractor.

9. **DURATION OF CONTRACT :**

The contract would be initially for a period of 12 months from the date of work award. It can be extended for further period of one year on the same terms and conditions, as mutually agreed.

10. **Renewal of the contract**

After expiry of the AMC of 12 months, the contractor may provide AMC services for further period which can be extended further on satisfactory performance of the previous year of the contract.

11. The rates of AMC shall be inclusive of all taxes, duties octroi, works contract tax, cartage loading, sales tax, turnover tax and any other statutory taxes and service tax complete in all respects, valid for a period of one year from the date of work award.
12. The bidder / contractor shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates. No extra claim what so ever in this regard shall be entertained. Parties are required to quote there Pan No., Tin No, Service Tax no, GST registration.
13. The bidder / contractor shall quote the rates in the enclosed “BOQ of VRV HVAC System in annexure “A” only.

14. **PAYMENT TERMS AND CONDITIONS:**

- 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, Service Tax, WCT and any other tax as applicable as per prevailing rates will be deducted before making the payment. Quarter shall mean 90 days.
- The maintenance charges quoted by the contractor per item is on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.
- The payment towards the AMC will be released quarterly at the end of each quarter on production of bill and service reports duly signed by the Dy. Manager (Elect. /Works)/Asst. Manager (Elect. /Works) or any other authorised staff of the works division of NSIC Ltd. New Delhi.
- This is the sole responsibility of the contractor to submit the service reports of scheduled / breakdown service report at the time of submission of bill.

15. **Security Deposit:**

Total security deposit shall be 10 % of the accepted tender cost and shall be deposited by the contractor within ten (10) days of date of award of the work. The earnest money deposited shall be converted into initial security deposit and the balance amount towards the security deposit will be submitted by the contractor.

All compensation or other sums of money payable by the contractor under the terms of this Contract or any other Contract or any other account whatsoever may be deducted from the security deposit.

Refund of Security deposit: Security deposit refundable without interest to the Contractor shall be refunded to the Contractor on the Engineer-In-Charge of Corporation certifying in writing that the AMC period of 12 months has been completed satisfactorily.

Security Deposit will be forfeited in the event of the contract offered in full or in part not being fulfilled by the bidder /Contractor.

SSI units registered with the NSIC under its Single Point Registration Scheme will be exempted from submission of Security Deposit.

16. Labour:-

- a.) The Contractor shall employ its labour in sufficient numbers to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of the Engineer-in-Charge of corporation. The Contractor shall not employ in connection with the Works any person who has not completed eighteen years of age.
- b.) All the workers or employees deployed by the contractors shall be considered the employees of contractor and corporation shall not have any liability what so ever in regard to such workers/employees.
- c.) The Contractor shall pay to labour employed by him direct wages not less than fair wages as per Minimum Wages Act. Fair Wages' means wages, which shall include wages for weekly day of rest and other allowances whether for time or piece work, after taking into consideration prevailing market rates for similar employment in the neighborhood but shall not be less than the minimum rates of wages fixed under the payment of Minimum Wages Act.
- d.) The Contractor shall in respect of labour employed by him comply with or cause to be complied with the Contractor Labour Regulation in regard to all matters provided therein.
- e.) The Contractor shall comply with the provisions of the payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers' Liability Act, 1938. Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefit Act, 1970 or any modification thereof or any other law relating thereto and rules made there under from time to time.
- f) The Contractor shall indemnify and keep indemnified the Corporation against:
 - i) Any claim arising out of third party loss/ damage to life or property caused by/ during execution of the work.
 - ii) Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.
 - iii) Any claim due to non-compliance of applicable PF/ Labour laws, ESI regulations etc.

17. Income Tax/WCT/VAT

Income tax including surcharge if any, at the prevailing rate shall be deducted from the Contractor's bills as per the provision of Income Tax Act. The Contractor shall ascertain from the concerned commercial tax department regarding the applicability of Works Contract Tax / VAT/TIN/GST. Necessary deductions will be made from the contractor's bill as applicable.

18. REVIEW OF CONTRACT:

The performance of the contractor shall be reviewed in every quarter and if the performance is not found satisfactorily, the contract will be terminated by giving on 15 days notice.

19. Tool and Plants:

The required tools and plants for carrying out the work shall have to be arranged by the Contractor at his cost and no tools will be arranged by corporation. The Contractor shall keep all required tools at site.

Chief General Manager-SG (Works/Estate)

SIGNATURE OF THE CONTRACTOR

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.
(A GOVT OF INDIA ENTERPRISE)
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE,
NEW DELHI - 110020**

(Undertaking from Tenderer)

To,
The Chief General Manager-SG (Works/Estate)
NSIC- LTD, NSIC Bhawan,
Okhla Industrial Estate, Phase-III,
New Delhi-110020

Sir,

Name of work :	Annual Maintenance Contract of VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III” New Delhi -110020.
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Dear Sir,
HAVING EXAMINED AND PERUSED THE FOLLOWING
DOCUMENTS

Notice Inviting Tender
Instruction to the Tenderer
General Conditions of Contract
Format & Requirement for submitting Technical Bid
Format & Requirement for submitting Financial Bid
Technical Specifications of items for which tender issued

I/Wedo hereby submit tender for
“Annual Maintenance Contract of the window/split air conditioners and Water Coolers installed at NSIC HO Complex” New Delhi, as per the quoted rate and in all respects in accordance with the conditions applicable.

I/We enclose herewith a Bank Draft /Pay Order for Rs. 5,000/- as Earnest money. I am aware that the Earnest Money will not bear any interest.

If this tender is accepted, I/We agree to abide by and fulfill all the terms and provisions in the tender documents and agree to enter into an agreement with all the conditions that may be stipulated by

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.
(A GOVT OF INDIA ENTERPRISE)
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE,
NEW DELHI - 110020**

DECLARATION

(To be given by Tenderer at the time of submission of complete tender)

**Name of work: Annual Maintenance Contract of VRV HVAC system
installed at NSIC HO Complex, Okhla Phase-III’
New Delhi -110020**

I/We have read the Tender documents and related matters carefully and diligently and that I/We have submitted the tender after having studied, understood and accepted the full implications of the agreement.

The requirements of the tender agreement as stated above will be fulfilled by me/us to the satisfaction of the NSIC.

Tenderer:

Seal:

(Authorized Signatory):

(To be submitted along with the tender document)

Enclosures: (Details shall be given for the documents attached)

- 1.
- 2.
- 3.
- 4.

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.
(A GOVT OF INDIA ENTERPRISE)
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE,
NEW DELHI – 110020**

SCOPE OF WORK

The scope and nature of services to be provided by the contractor shall include scheduled preventive maintenance services which cover periodic and break down servicing, along with replacement of defective spare parts, including compressor and other consumables, if required during the contract period. The scope of the work under AMC inclusive the following:

1.) **Inclusion:**

- a.) 4 (Four) routine services in a year.
- b.) Immediate attendance of break down, if any.
- c.) Repairing of leakage, refrigerant Gas charging, if necessary.
- d.) Replacement of parts viz. Compressor, Fan Motor, PCB, Magnetic Switch, Transformer and other electrical parts of AC.
- e.) Setting of central controller whenever required.

2.) **Exclusion:**

Air Filter, Sheet Metal parts, Evaporator coils, Condenser Coil Circuit Breaker, Front grill assembly / plastic cover / panel, Circuit Breaker (MCB), Remote Handset, Voltage stabilizer

- 3.) The parts provided by the contractor shall be Daikin make only.
- 4.) It shall be responsibility of the contractor to hand over the all AMC awarded VRV/VRF HVAC units to NSIC in working condition at the expiry of the Contract period.

5. **VRV/VRF HVAC:**

- **Time schedule and periodicity of work**
Work to be carried out quarterly:

04 Servicing shall be done in a year on quarterly basis without disturbing the normal functioning of the office.

Quarterly Preventive Maintenance shall include the following:

- Checking motor.
- Clearing of blower and condenser fan, Indoor Units.
- Cleaning the evaporator and condenser coils
- Cleaning the equipment filters.
- Checking and tightening of nuts & bolts
- Checking cooling efficiency

Break-down service (BDS):

Breakdown calls shall be attended to immediately and a record of such service, duly acknowledged by the person in charge of the location of the air-conditioner, shall be maintained. Breakdown service will include replacement of genuine spares.

6. **The penalty amount per complaint will be as follow:**

- I) Faults viz. motors, gas filling etc. not rectified within 48 hours @ Rs 500/- per day.
- II) The repairing / replacement of compressor, repairing / replacement of cards (all types) if not done within 192 Hrs. @ Rs. 1000/- per day.
- III) Any delay beyond 02 days in rectifying all faults at S.No. I, except repairing / replacement of compressor, the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of AMC in addition to the penalties as mentioned in I, II.
- IV) Any delay beyond 08 days in rectifying the faults at S.No. II (repairing/replacement of compressor & microprocessor cards), the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of AMC in addition to the penalties as mentioned in II.
- V) 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 in case of failure by the contractor to rectify the complaints within the specified time.
- VI) Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
- VII) Any damage resulting to the system on account of the negligence or mal- operation shall be made good by the contractor. Nothing extra will be paid for such work.
- VIII) The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the Engineer- in – charge of the department and any expenditure incurred therein for alternative arrangements by the Engineer-in-charge shall be recovered from the contractor.

- IX) At the time of acceptance of the tender, the contractor shall furnish the details of staff members along with contact details to the corporation who will look after maintenance work of AC's.
7. The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the Engineer-in – Charge. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.
 8. The material requires replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be the property of contractor.
 9. The replacement of compressors, will be done by the AMC provider, if required.
 10. Proper reports of preventive and breakdown maintenance of VRV/VRF system shall be prepared and shall be signed by Engineer – in – charge of NSIC.
 11. Transportation of Air-Conditioner Units from the office buildings to the contractor 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.
 12. The contractor is responsible for the payment of Minimum Wages (under Central Act) to the personnel deployed by it. The contractor is also responsible for compliance of the provisions of all the statutes applicable in its case.
 13. **Cancellation of Contract**
In cases of poor workmanship and non-compliance of tender/contract or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the corporation by giving 10 days notice even before the expiry of contract period and the security deposit shall be forfeited by the corporation without assigning any reason what so ever.

FINANCIAL BID

BOQ for the Rate for AMC of VRV HVAC system installed at NSIC HO Complex, Okhla Phase-III’ New Delhi -110020

S.No.	Description of Out Door Unit	Total HP Capacity	Rate (Rs.) per HP	Amount (Rs.)
1.	12 HP x 02 Nos. Daikin make VRV Out door units Associated Indoor Units: 1.) High Wall Units, 1.6 TR – 01 No. 2.) High Wall Units, 1.0 TR – 04 Nos. 3.) Cassette Type Units, 3.2 TR – 04 Nos.	24 HP		
Taxes (SGST / CGST)				
Total Amount (Rs.) inclusive GST				

Associated Indoor Units Details:

Total Amount in words: -.....

Seal & Sign. Of the Agency