

**TENDER FOR AMC  
Of  
WINDOW/SPLIT AIR CONDITIONERS AND WATER  
COOLERS INSTALLED AT NSIC HO COMPLEX, OKHLA,  
NEW DELHI -110020**



**ISO 9001:2008**

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.**

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

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

M/s.

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**Sub:- AMC of window/split Air Conditioner and Water Cooler 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 window/split air conditioners and Water Coolers installed at NSIC HO Complex, Okhla Industrial Estate, Phase-III, New Delhi 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](http://www.nsic.co.in)'.

There shall be no extension of the deadline of submission of the complete tenders along with E.M.D. 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 30/08/2018.***

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

**Yours faithfully**

**Encl. 31 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**

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**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 Two bid system (Technical & Financial bid in two separate envelopes) 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 of window/split air conditioners and water cooler 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 and water coolers AMC work within the last five years. NSIC reserve the right to call for documentary proof, if required.
d)	Sale of tender document	The blank 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-

		<p>III, New Delhi- 110020 from 21<sup>st</sup> August 2018 to 30<sup>th</sup> August 2018 (except Saturday &amp; Sunday &amp; public holidays) between 10.30 am to 4.30 pm.</p> <p>Alternatively the tender form can be downloaded from our web site <a href="http://www.nsic.co.in">www.nsic.co.in</a> from 21<sup>st</sup> August 2018 to 30<sup>th</sup> August 2018 up to 3.00 pm.</p>
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 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	<p>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.</p>
g)	Last date of submission of tender	<p>The complete tender in a bigger envelope, containing two small envelopes, in which one envelope containing Technical bid having PQR documents &amp; EMD and Second envelope containing –Financial bid, shall be submitted by 30<sup>th</sup> August 2018 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.</p>

h)	Date of opening of Technical Bid (envelope-1)	The first envelope containing PQR documents and EMD will be opened on 30 <sup>th</sup> August 2018 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.
g)	Date of opening of Financial Bid (envelope-2)	The date for opening of second envelope containing financial bid will be intimated to the qualified bidders.

Note:

1. The tenders shall be super scribed with “Tender for AMC of Window ,split Air Conditioners and Water Coolers installed at NSIC HO Complex” located at New Delhi to be submitted in office by 3 P.M on 30.08.2018 to be opened on the same day at 4.00 P.M. Any bid submitted after 3 P.M. on 30.08.2018 shall not be considered by NSIC.  
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.
2. The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderer 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.
3. All the columns of the tender 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.

4. While applying for the tender document, the intending tenderers 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.
5. 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 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 of the bidders will be opened at 16.00 P.M. on 30/08/2018 and financial bid of the technically qualified bidders only will be opened on a later date. All technically qualified bidders will be intimated accordingly for the same.
8. The person, signing the tender 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 contract.
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 contractor 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 tenderer must confirm their acceptance of the terms and conditions mentioned herein and the enclosed documents. Each page of the original quotation document should be signed and returned back and this will form a part of the contract.



12. Complete tender document available on our website [www.nsic.co.in](http://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.
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.

**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 window/split air conditioners and Water Coolers installed at NSIC HO Complex 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 approximate numbers of split/window/ductable ACs & water coolers to be covered under AMC are 100 & 06 respectively. However, the exact nos./quantity may increase or decrease at the time of issuing of work order/during the contract period.
- 1.3 The service provider shall provide direct service and shall not employ Sub- Contractors.
- 1.3 The Agencies 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.
- 1.4 Sealed offers are invited for the Annual Maintenance contract of different make and capacities of window/split, ductable and water coolers as per the bill of quantity enclosed at annexure-A.
- 1.5 Corrections, if any in the tender must be attested by the tenderer.
- 1.6 NSIC reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
- 1.7 Late tenders will not be considered and shall be rejected.
- 1.8 Water & Electricity shall be provided at one point free of cost.

1.9 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 Air-Conditioners (Window, Split, Invertor Type and Ductable) and water coolers to 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 Window & Split AC and water coolers covered in the tender.

3.3 Service providers should furnish PAN, Service provider must have GST Registration & other statutory requirements if any as applicable.

3.4 The agency/firm 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 Part-I 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**

**PART II- FINANCIAL BID**

4. The technical bids will be opened first. In selecting technically suitable parties, the decision of NSIC will be final and binding. Financial bids of only those tenderers who qualify in the technical bid will be opened. Intimation will be sent to through email/telephone/letter those tenderers who qualify in the technical bid. No correspondence in this regard will be entertained.

5. Bids prepared by the tenderer shall contain all requisite information along with self attested supporting documents as per details in Technical Bid–Part I.
6. The bigger envelope must be super scribed “***Tender for Annual Maintenance Contract of window/Split air conditioners and Water Coolers installed at NSIC HO Complex***”.

The two envelopes inside the bigger envelope must be super scribed as:

- i. TENDERER’S NAME & SIGNATURE WITH SEAL
- ii. *Envelope No-1: The said envelope is for technical bid & shall be super scribed as “**Tender for Annual Maintenance of window/split air conditioners and Water Coolers installed at NSIC HO Complex**”–**Technical Bid**”.*
- iii. *Envelope No-2: The said envelope is for Financial bid & shall be super scribed as “**Tender for Annual Maintenance of window/spli air conditioners and water coolers installed at NSIC HO Complex** ”–**Financial Bid**”.*

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

7. The tenders (Technical Bid only) will be opened at NSIC Bhawan on 30<sup>TH</sup> August 2018 at 16:00 Hours (4.00 pm). The Tenderer 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 Window/Split Air Conditioners and Water Coolers installed at NSIC HO Complex, Okhla Phase-III, New Delhi” 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 30.08.2018. 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 tenderer with proper photo identification.

**9. Performance Security: SECURITY DEPOSIT:**

- On selection, the agency 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.
  - The EMD deposited by the successful tenderer shall be converted into security deposit. The EMD of the rest of bidders will be refunded after award of the contract. Security deposit of the above work will be retained by the corporation and the same will be refunded 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 Tenderer 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 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 Tenderer agrees that the rates submitted shall remain valid for acceptance for a period of 120 days from the date of opening of Technical Bid of tender.
  15. The contract is initially for a period of 24 months from the date of its award 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 tenderers 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 firms will be present during the opening of technical and financial bids.
18. After opening of technical bids, if necessary a technical team may inspect the infrastructure of the firm for verification and further action.
19. Complete tender document available on our website [www.nsic.co.in](http://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 04 months from the date of opening of the tender. In the case of the successful tenderer, 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 tender as to the nature of the Site, 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 tendering 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 air-conditioners along with water coolers shall be taken from the department on “as and where installed” basis in running condition.

- The contractor shall ensure that all Air conditioners are in proper working conditions at the time of taking over.
- After completion of the contract, contractor shall hand over the system in perfect running condition (complete in all respects as per inventory) to the department.

**8. Commencement of Work**

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

**10. DURATION OF CONTRACT :**

The contract would be initially for a period of 24 months from the date of commencement of work. It can be extended further period of one year on the same terms and conditions, if both parties desire/agree.

**11. Renewal of the contract**

After expiry of the AMC of 24 months, the agency/contractor may be required to provide AMC services for subsequent year also which can be extended further on satisfactory performance of the previous year of the contract .

12. 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 award of contract.

13. The tenderer 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.



14. The tenderer shall quote the rates in the enclosed “BOQ of window/split AC and water Coolers” in annexure “A & B” only. However, the work will be awarded based on rates quoted in Annexure A.
15. **PAYMENT TERMS AND CONDITIONS:**
- The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the agency 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 three months.
  - The maintenance charges quoted by the agency per item is on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.
  - The AMC premium 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.

**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 receipt of the letter of intent/notification of acceptance of the tender by him. The earnest money deposited shall be converted into initial security deposit.

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 certifying in writing that the AMC period of 24 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 Tenderer/Contractor.

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

**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. 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 nature in regard to such workers/employees.

c.) The Contractor shall pay to labour employed by him directly wages not less than fair wages as per Minimum Wages Act. Fair Wage' 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 or his sub-contractor 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.

**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. Necessary deductions will be made from the contractor's bill as applicable.

**REVIEW OF CONTRACT:**

The performance of the firm 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.

**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 NSIC. 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 window/split air conditioners and water Coolers installed at NSIC HO Complex, Okhla phase-III, New Delhi.
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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/We .....do 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.



**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.  
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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 window/split and water coolers air conditioners 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 rate quoted for services shall also include the charges for deputing manpower (One Mechanic and One helper) on all working days from 9.00 AM to 6 P.M (excluding service tax) and routine maintenance service which shall include at least the following services:

1. AMC of Window/split AC's and water coolers shall include supply of all material spares, replacement /repairs of compressor from OEM's, gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, digital scanner, piping, insulation and spares of outdoor/indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.
2. AMC shall also include deployment of full time mechanic & assistant during summer season (1st April to 30<sup>th</sup> September) working hours six days a week including holidays at no extra charges. They will report to officer in charge of works division for daily attendance and will take necessary instruction.
3. There should not be loose cables, hanging boards, naked live cables etc. Proper earthing is must wherever it is required.
4. It shall be responsibility of the contractor to hand over the all AMC awarded AC units along with water cooler to NSIC in working condition at the expiry of the Contract period.
5. This Annual Maintenance Contract shall be a contract for different types/make/capacities of air-conditioners and water coolers.

6. The air conditioners that are not serviceable by the agency / beyond economical repair due to obsolescence of technology or non-availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of engineer in charge regarding non-availability and obsolescence of technology will be final. Withdrawal of such air conditioners shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble free condition during the period of contract. Wash the filter of all the ACs every month.
5. The history sheet of servicing/breakdown repairing of each and every unit shall be maintained. The copy of report shall be submitted along with the bill subsequent to the servicing activity. The cleaning/ minor repair of stabilizers shall be covered under the AMC contract.
6. In case an AC is to be taken to the Service Station/Workshop for repairs etc. with the permission of the engineer in charge, the contractor will provide standby AC. NSIC will not pay any charges for standby AC and will not be responsible for any damage occurred in the standby AC.
7. Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the service sheet.
- Following work is included in the Annual Maintenance Contract of window/split/ductable type air-conditioners:  
Besides periodic servicing of the ACs, contract shall include attending the breakdown calls, providing and fixing of any components of the machine (free of cost) viz. starting capacitor, running capacitor, thermostat, over load relay, selector switch, indicator, nuts, bolts, screws, motor capacitor, rewinding/repair of motor, repair/replacement of blower motor, brazing of coils if leaking, part wiring or complete wiring of AC (internally), supplying and charging of refrigerant gas, providing and replacement of compressor with new one or manufacturer repaired compressor (no cut weld/locally repaired compressor will be accepted as replacement), repairing of the



insulation/pipes of split ACs, etc. to ensure that ACs function in proper way.

### **Split/window/ductable air conditioners**

- **Time schedule and periodicity of work**

**Work to be carried out monthly:**

The servicing and maintenance shall be carried out without disturbing the normal functioning of the office, The filters shall be cleaned on weekly basis and record thereof shall be maintained.

*Note: - Repairing is to be done immediately if on inspection any defect is found.*

Quarterly Preventive Maintenance shall include the following:

- Checking motor bushings
- Ground connections
- Checking connections at the main plug
- Cleaning of blower and condenser fan
- Cleaning the evaporator and condenser coils
- Cleaning the equipment
- Checking and tightening of nuts & bolts
- Oiling the motor
- Checking cooling efficiency
- Overhauling of the A/c, with chemical washing process

However, the air filter of the Air-Conditioning Units shall be cleaned every month of the quarter.

**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 & Compressor and Gas filling at the cost of the service provider.

**ANNUAL MAINTENANCE SERVICES (ONCE 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) Prevention of rusting of units.
- d) The ACs installed are of Carrier, Hitachi, Daiken, Voltas, LG, Logicool, Blue Star & other Brand. In off season there is during the liek period of winter the contractor shall attend all the Air conditioner units for major attentions and keep the equipment ready for use for the next summer.
- e) Checking operation of controls of the air- conditioners such as thermostat, relays, remote control etc.
- f) Checking air flow through the supply air grill, return air grill, condenser.
- g) Checking operation of the drive motors and fans
- h) Checking air temperature at supply air grill, return air grill, Inlet air condenser, outlet air from condenser
- i) Checking Firmness of supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of air-conditioners etc. Anti-rusting Painting of the MS portion prone to rusting
- j) Replacement of any component of air conditioners found defective after the above checks and tests.

### **Exclusion of contract**

The following Shall not be a part of this contract: -

1. Electronic remote control, All plastic components, Bottom Tray, Cabinet cover and shifting charges of window/split/ductable ACs.
2. Replacement of sheet metal part, front panel / grill, outer wrapper / casing.
3. Replacement of cooling and condenser coil.
4. Heating systems is not included.
5. Voltage stabilizers are not included.

### **Water coolers**

1. The AMC is comprehensive and include free repair and replacement of parts which become necessary as a result of wear & tear during the period of contract like compressor, starting components, electrical accessories, thermostat, fan blower motor, fan blade, gas charging,

overload relay. However any other material required for making the operational of water coolers during the maintenance/breakdown same will be provided by the corporation. The labour charges for replacement/rectification of the same are included in the scope of work.

2. Under preventive maintenance, you have to inspect all the water coolers once in a month periodically.
3. The AMC is for preventive as well as for breakdown maintenance of water coolers.
4. All the breakdown calls are to be attended within 24 hours positively free of charge during our normal working hours.
5. The following items shall not be a part of contract:-  
Replacement of water filters, filter pads, sheet metal panels, unit structure of base, cabinet, condenser, evaporator tank and condenser coil, front grill, single phase preventor, plastic parts, insulation, cabinet painting, cleaning of cabinet and water tanks, plumbing work.

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

- I) Minor Faults viz. replacement of running capacitors, relays etc. not rectified within 24 hour @ Rs 500/- per day.
- II) Major faults viz. repairing / replacement of copper coils, motors, gas filling etc. not rectified within 48 hours @ Rs 1000/- per day.
- III) The repairing of compressor, if not done within 72 Hrs. @ Rs. 2000/- per day.
- IV) Any delay beyond 03 days in rectifying all minor/major faults at S.No. I, II except repairing 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.
- V) Any delay beyond 05 days in rectifying the faults at S.No. III (repairing 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 III.

- VI) 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.
  - VII) Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
  - VIII) In case any employee found absent from his duty following recovery shall be made from the contractor's bill
    - a) Mechanic @ Rs 500/- per day
    - b) Assistant /Helper @ Rs 300/- per day

Mechanic should have his Mobile Phone at the time of Duty at NSIC.
  - IX) Any damage resulting to the system on account of the negligence or mall- operation shall be made good by the contractor. Nothing extra will be paid for such work.
  - X) 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.
  - XI) 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.
9. 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.
10. The material requires replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be the property of contractor

11. The replacement of compressors, which are under warranty/guarantee will be replaced by the AMC provider. NSIC will provide only bills and other expenses will be borne by the AMC provider.
12. All the technicians and helpers posted on duty shall sign the attendance prescribed for the purpose. Any absence/default in this regard would involve proportionate deduction of AMC charges payable to the service provider. Repeated absence/default in this regard shall lead to termination of contract.
13. 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.
14. 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.
15. The Service Provider is responsible for the payment of Minimum Wages (under Central Act) to the personnel deployed by it. The Service Provider is also responsible for compliance of the provisions of all the statutes applicable in its case.
16. **Cancellation of Contract**  
In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving 10 days notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever.

**FINANCIAL BID****BOQ for AMC of Window/ Split/ductable ACs and Water Coolers**

<b>S. No</b>	<b>Details of A.C Units</b>	<b>Make</b>	<b>Unit</b>	<b>Qty</b>	<b>Rate</b>	<b>Amount</b>
<b>Window AC Units</b>						
1.	1.5/2.0 Tr Window Air Conditioner	Voltas/ Blue Star/ Videocon/LG/Carrier/Citi/Durant	Nos	50		
<b>Split AC Units</b>						
2	1.0/1.5 Tr Split Air Conditioner	make:Bluestar/carrier/daiken/carrier/Durant/voltas/LG	Nos	36		
3.	1.0TR split Air Conditioner model; 2018	Hitachi/Daiken	Nos	04		
4.	2.0 tr split Air Conditioner model: 2018	Hitachi/Daiken	Nos	02		
3	1.5/2.0Tr Invertor type Split AC model: 2018	Daiken	Nos	04		
<b>Ductable Split AC Units</b>						
4	1.5 Tr 3-phase,415volt, ductable Split AC	Voltas	Nos	04		
<b>Water Cooler</b>						
5.	40/80/120 Ltrs Capacity stainless steel body Water cooler	Voltas/Blue Star	Nos	06		
	Total Amount Rs.					
	GST					
	Net total Rs.					

Total Amount in words: - .....

Seal & Sign. Of the Agency

Note: The above AMC is for two years. However, the bidder shall quote rate for 01 year in above BOQ and the payment shall be made accordingly on quarterly basis as per actual.

**Annexure-“B”****BOQ for the Rate for miscellaneous items of Window/Split Air Conditioner and Water Coolers installed at NSIC HO Complex**

<b>S. No</b>	<b>Description of item</b>	<b>Unit</b>	<b>Rate (Rs.)</b>
1.	Supply and installation of Copper pipe (standard quality) both pipes inclusive i.e. ½” & ¼” copper pipes with complete insulation	Per mtr	
2.	Drain pipe 15mm	Per mtr	
3.	Wall mounting kit (stand for Split outdoor unit)	Per unit	
4.	PVC Roll (PVC flexible pipe)	Per unit	
5.	Rubber insulation	Per unit	
6.	Dismantling charges of split air conditioner including indoor & outdoor unit with associated items	Per unit	
7.	Re-installation charges of split air conditioner including gas charging, indoor & outdoor unit, stabilizer, electric wiring, cu piping etc complete work	Per unit	
8.	Dismantling charges of window air conditioner	Per unit	
9.	Installation charges of window air conditioner excluding carpenter work	Per unit	
10.	2.5 sqmm 3 core (70/76) electric cu wire of reputed make Havells/Polycab/national or equiv	Per mtr	
11.	Shifting charges of window/split air conditioner	Per unit	
12.	Voltage stabilizer of 4.0KVA (3 step) (Logicstate/bluebird)	Per piece	
13.	Voltage stabilizer of 5.0KVA (3 step) (Logicstate/bluebird)	Per piece	
14.	Remote (handset) of window AC's (original company make)	Per unit	
15.	Remote (handset) of split AC's (original company make)	Per unit	
Note: above items rate should be inclusive of all taxes			

Note: The above AMC is for two years. However, the bidder shall quote item wise rate for 02 years in above BOQ and the payment shall be made on actual measurement basis as per site requirement. In case the AMC is further extended beyond 02 years the rates for the items in Annexure B will remain same.