

**TENDER**

**FOR**

**AMC OF WINDOW/SPLIT AIR**

**CONDITIONERS INSTALLED**

**AT**

**NSIC HO COMPLEX,**

**OKHLA, NEW DELHI- 110020**



**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.**

*(A Government of India Enterprise)*

**NSIC Bhawan, Okhla Industrial Estate, - 110020**

**Fax No. 011-26910229 Tel. No.- 011-26926275**

**Email- [navinchopra@nsic.co.in](mailto:navinchopra@nsic.co.in) Website: <http://www.nsic.co.in>**

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD. (NSIC)  
(A GOVERNMENT OF INDIA ENTERPRISE)**

NSIC Bhawan, Okhla Industrial Estate,  
New Delhi- 110020

Ref: - SIC/HO/WD-EM/AC/1(12)/2016

Date: 11.07.2016

M/s. -----  
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**Sub: AMC of Window/Split air conditioners installed at NSIC HO Complex,  
Okhla Industrial Estate, New Delhi- 110020**

Sir,

Tender document in respect of the above mentioned works containing 36 pages as detailed on page 5 (Index) are forwarded herewith. *Please note that tender is to be delivered in the office of the Chief General Manager (Works), NSIC Ltd., NSIC Bhawan, Okhla Industrial Estate, - 110020 on 25.07.2016 up to 3.00 P.M.*

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 tender should be accompanied by Earnest Money Deposit in the form of demand draft as mentioned in Appendix. Tenders without earnest money deposit shall be summarily rejected. The tenders will be opened at 3.30 P.M. on 25.07.2016.

The person, signing the tender on behalf of company/firm or on behalf of another person shall attach with tender a certified copy of proper authority/power of attorney 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 including arbitration clause.

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

**Yours faithfully**

**Encl. : 36 Pages**

**Chief General Manager (Works)  
NSIC, New Delhi**

**Signature of the Contractor**

**Tender notice for AMC of window/split air conditioners installed at NSIC HO Complex, Okhla Industrial Estate, - 110020**

Ref: - SIC/HO/WD-EM/AC/1(12)/2016

Date: 11.07.2016

Sealed item rate tenders are hereby invited on behalf of NSIC Ltd. from experienced Contractors.

S. No	Name of the work	Estimated cost Rs. (Lacs)	Earnest Money Deposit (EMD) (Rs)	Completion Time	Issue of Blank Tender Document	Last Date of Submission Tender
1.	<b>AMC of window/split air conditioners installed at NSIC HO Complex, Okhla Industrial Estate, - 110020</b>	2.50	5,000/-	One year	11.07.2016 To 25.07.2016	25.07.2016 Upto 3.00 PM

- Blank tender documents (non-transferable) for above work shall be issued from 11.07.2016 to 25.07.2016 on working days from the address given below on payment of required tender fee of Rs. 500/- (Rupees five hundred only) (non-refundable) in form of DD/pay order/banker's cheque in favour of "The National Small Industries Corporation Ltd.", payable at New Delhi. The intending tenderers can also download the complete tender document available on the web site [www.nsic.co.in](http://www.nsic.co.in) and submit the same along with tender fee, requisite earnest money deposit and supporting documents as per the details provided hereinafter in the tender document by the due date. However, tenderers registered with National Small Industries Corporation under Single Point Registration Scheme shall be exempted from cost of tender.
- Intending tenderers should have valid registration with Sales tax/Works Contract tax authorities.
- The intending tenderers should have satisfactorily completed at least one similar nature work of 80% of the estimated cost put to tender or two similar nature works each of 60% of the estimated cost put to**

**tender or three works each of 40% of the estimated cost put to tender during last five years. Similar nature work means Annual maintenance contract of window/split AC's/chiller plants/VRF/repairing & maintenance work of HVAC.**

5. Tender documents can be purchased from the office of the Chief General Manager (Works), The National Small Industries Corporation Ltd., NSIC Bhawan, Okhla Industrial Estate, New Delhi-110020 on all working days between 10.00 am to 5.00 pm except on holidays and Saturdays & Sundays, after payment of requisite tender cost as mentioned above.
6. The tender documents duly completed along with EMD in form of demand draft/pay order in favour of the “The National Small Industries Corporation Ltd.”, payable at New Delhi from any Nationalized Bank will be submitted at the office of the Chief General Manager (Works), The National Small Industries Corporation Ltd., NSIC Bhawan, Okhla Industrial Estate, New Delhi -110020 upto 3.00 P M on 25.07.2016 and technical bid of the parties shall be opened on the same day (i.e due date of submission) at 3.30 PM. Any tender without EMD shall be summarily rejected. However, tenderers registered with National Small Industries Corporation under Single Point Registration Scheme shall be exempted from deposit of earnest money.
7. NSIC reserves the right to reject any or all the tenders without assigning any reason thereof and also not bound to accept lowest tender. Tenders in whom any of the prescribed conditions are not fulfilled or found incomplete in any respect are liable to be rejected.
8. Canvassing whether directly or indirectly in connection with tender is strictly prohibited and the tender submitted by the contractors who resort canvassing will be liable to be rejected.
9. The technical bid submitted by the parties shall be opened on the same day i.e last date of submission at 3.30 pm in the presence of tenderers who wish to be present. The price bids of technically qualified parties shall be opened at a later date and the technically qualified parties shall be informed in advance about the opening of their price bid.

**Chief General Manager (Works)  
NSIC, New Delhi**

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD. (NSIC)**  
**(A GOVERNMENT OF INDIA ENTERPRISES)**

NSIC Bhawan, Okhla Industrial Estate,  
New Delhi- 110020

Ref: - SIC/HO/WD-EM/AC/1(12)/2016

Date: 30.06.2016

**INDEX OF TENDER DOCUMENTS**

<b>S. NO.</b>	<b>DESCRIPTION</b>	<b>PAGES</b>
1	INSTRUCTION TO TENDERERS	6-12
2	CHECK LIST OF DOCUMENTS/FEEES ETC.	13
3	GENERAL CONDITIONS OF CONTRACT	14-27
4	FORM OF TENDER	28-29
5	SCOPE OF WORK	30-34
6	SPECIAL CONDITIONS	35
7	SCHEDULE OF QUANTITIES (PRICE BID)	36

# INSTRUCTIONS TO TENDERERS

## **1.0 GENERAL**

Tenderers are advised to acquaint themselves fully with the description of work, scope of services, time schedule and terms and conditions including all the provisions of the tender document before framing up their tender.

## **2.0 SITE PARTICULARS**

Tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders as to nature of work, site conditions, means of access to the site etc. Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the work in strict conformity with the specifications. For site visit and any clarification / information/ assistance, the intending tenderers may contact Chief General Manager (Works), The National Small Industries Corporation Ltd., NSIC Bhawan, Okhla Industrial Estate, New Delhi - 110020.

## **3.0 SUBMISSION OF TENDER**

- a) The expression “Tender Notice” referred to in the Tender Documents shall be deemed to include any Notice / Letter Inviting Tender with respect to the work forming the subject matter of the documents and vice-versa.
- b) The tender complete in all respects shall be submitted along with Earnest Money as stipulated in the Notice / Letter Inviting Tender ONLY. Tenders without Earnest Money Deposit will be out rightly rejected.

***Tenders shall be submitted in two separate sealed envelopes Superscribed as following:***

***Envelope No-1: The said envelope is for technical bid & shall be superscribed as “Tender for Annual Maintenance Contract of window and split air conditioners installed at NSIC HO Complex”– Technical Bid”.***

### **ENVELOPE – I (TECHNICAL BID)**

Name of work :

Tender no. :

Due date & time of opening :

Addressed to : Chief General Manager (Works),  
The National Small Industries Corporation  
Ltd., NSIC Bhawan,  
Okhla Industrial Estate, New Delhi -110020

From: Name & address of the tenderer

This envelope shall contain the following: -

- EMD of requisite amount in the form of Demand Draft drawn on a scheduled/nationalized bank in favour of 'The National Small Industries Corporation Ltd.' payable at New Delhi. Cheque will not be accepted.
- Tenderers who have downloaded the tender document from NSIC website should also place a Demand Draft of requisite amount drawn on a scheduled/ nationalized bank in favour of "The National Small Industries Corporation Ltd., payable at New Delhi towards tender fee in this envelope. Cheque will not be accepted.
- Details of one work of 80% or two works each of 60% or three works each of 40% of the estimated cost put to tender, executed by the tenderer during last five years, on the basis of which tenderer wishes to get qualified and copies of supporting work orders and completion certificate. TDS certificate is also to be enclosed in case of work executed for private parties.
- Valid registration with Sales Tax department for Work Contract Tax/VAT.
- Partnership Deed in case of partnership firm and Articles of Association in case of limited Company.
- Power of Attorney in favour of person who has signed the tender document. In case of company, the authority to sign the tender is to be given under Board resolution.
- The tenderers registered with NSIC under Single Point Registration Scheme (SPRS) of Government Purchase Programme should also place a self-attested photocopy of registration certificate issued by NSIC under Single Point Registration Scheme in this envelope for availing exemption of earnest money/ tender cost.
- The entire tender document except the price bid part with each page duly signed by the tenderer.

**NOTE:**

1. All the photocopies of the documents enclosed with the technical bid in support of technical eligibility criteria should be signed by the tenderer/ authorized person.
2. The technical bid (Envelope-I) should not contain any financial information related to rates of items etc. The price bid must be submitted in a separate sealed envelope (i.e. Envelope-II).

*Envelope No-2: The said envelope is for Financial bid & shall be super scribed as “Tender for Annual Maintenance Contract of window and split air conditioners installed at NSIC HO Complex”– Financial Bid”.*

**ENVELOPE – II**

**(PRICE BID)**

Name of work :  
Tender no. :  
Due date & time of opening :  
Addressed to : Chief General Manager (Works),  
The National Small Industries  
Corporation Ltd., NSIC Bhawan,  
Okhla Industrial Estate, New Delhi -  
110020

From: Name & address of the tenderer:

**NOTE:** This part shall contain the price bid portion of the tender document mentioning the individual item rates, corresponding amount and total price to be charged by the tenderer for executing the work, complete in all respect. It is to be noted that the sealed envelope containing this part shall contain only **PRICES** and no conditions i.e. deviations / assumptions / stipulations / clarifications / comments / any other request whatsoever. Any conditional offer will be rejected. The bigger envelope must be super scribed “**Tender for Annual Maintenance Contract of window and split air conditioners installed at NSIC HO Complex**”.

**Eligibility conditions**

Tenderers having following valid documents will be technically qualified and considered for opening of their price bid. Technically qualified parties have no right to claim for award of the work. Corporation reserves the right to cancel or award the work to any party/tenderers.

- i) Details of one work of 80% or two works each of 60% or three works each of 40% of the estimated cost put to tender, executed by the tenderer during last five years.



- ii) Tenderer should have experience in the service / maintenance of Air-Conditioners (Window, Split, Cassette, Ductable VRF HVAC/chiller plant etc) to various organizations.
- iii) 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 AC & Split AC covered in the tender.
- iv) Service providers should furnish PAN, Service provider must have Service Tax Registration, VAT Registration & other statutory requirements if any as applicable.
- v) 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 tenderer shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates.

The tenderer quote the rates in the enclosed “BOQ of window/split AC” in annexure “A” only.

#### **4.0 ABNORMAL RATES**

The tenderer is expected to quote rate for each item after careful analysis of costs involved for the performance of the complete item considering technical specifications and conditions of contract. This will avoid a loss of profit or gain in case of curtailment or change of specifications for any item. If it is noticed that the unit rates quoted by the Tenderer for any items are usually high or unusually low, it will be sufficient cause for rejection of the tender unless the Corporation is convinced about the reasonableness of the unit rates on scrutiny of the analysis for such unit rate to be furnished by the tenderer on demand. Notwithstanding anything here in stated, the rates once accepted by the Corporation shall be final and shall not be subject to any change either on account of un-workability of unit rates or on any other ground whatsoever.

#### **5.0 DEVIATIONS TO TENDER CLAUSES:**

**Tenderers are advised to submit the tender strictly based on the terms and conditions and specification contained in the Tender Document and not to stipulate any deviation. Conditional tenders are liable to be rejected.**

## **6.0 VALIDITY OF OFFER**

Tender submitted by tenderers shall remain valid for acceptance for a minimum period of 120 days from the date of opening of the tenders. The tenderers shall not be entitled during the said period of 120 days, to revoke or cancel their Tender or to vary the Tender given or any term thereof, without the consent in writing of the Owner.

## **7.0 AWARD OF WORK**

Corporation reserves the right to split the job into two or more parts and to award the work to separate agencies/contractors. Work shall be awarded to the lowest tenderer, subject to the work experience and fulfillment of other terms & conditions and specifications

## **8.0 ACCEPTANCE / REJECTION OF TENDER**

- i). Corporation does not bind itself to accept the lowest tender.
- ii). Corporation also reserves the right to accept or reject any tender in part or full without assigning any reason whatsoever.
- iii). Corporation also reserves the absolute right to reject any or all the tenders at any time solely based on the past unsatisfactory performance by the tenderer(s) the opinion/decision of NSIC regarding the same shall be final and conclusive.

## **9.0 CORRECTIONS**

No corrections or overwriting will be entertained in schedule of rates by using correcting fluid. All correction done without using correcting fluid in the schedule of rate should be signed.

## **10.0 Inconsistencies/ Ambiguities in the price bid (schedule of quantities) shall be dealt with in accordance with the following rules: -**

- a) Since this is an Item Rate Tender, only rates quoted shall be considered. Any tender containing percentage below/ above the rates is liable to be rejected.
- b) Rates quoted by the tenderer in figures and words shall be accurately filled in so that there is no discrepancy in the rates written in figures and words. However, if a discrepancy is found, the rates which correspond with the amount worked out by the tenderer shall be taken as correct.
- c) Where the rates quoted by the tenderer in figures and words tally, but the amount is not worked out correctly, the rates quoted by the tenderer shall be taken as correct and not the amount.
- d) Where rate(s) of item(s) has been quoted in figures leaving the words blank or vice versa, but the amount is not worked out as per the rate(s)

quoted, the rates quoted by the tenderer (either in figures or words) shall be taken as correct and not the amount.

- e) In the event no rate has been quoted for any item(s), leaving space both in figure(s), word(s) , and amount blank, it will be presumed that the contractor has included the cost of this/ these item(s) in other items and rate for such item(s) shall be considered as zero and work will be required to be executed accordingly.

## **11.0 FIRM RATES**

**The rates quoted by tenderer shall remain firm till completion of all works even during the extended period, if any, on any account what so ever. It may be noted that no deviation on this account will be acceptable and offer not containing firm price shall not be considered.**

- 12.0** It will be obligatory on the part of the tenderer to sign the tender documents for all the components & parts. After the work is awarded, he will have to enter into an agreement on proforma to be provided by the Corporation for work awarded, on a non-judicial stamp paper of requisite value at his own cost within ten days from date of receipt of acceptance order or before the work is undertaken.
- 13.0** Any addendum/ corrigendum issued shall form a part of the tender document. There will not be any press notification on amendment/ corrigendum. The purchasers of the tender document/ the prospective tenderers are required to visit NSIC website and CPP Portal for all such amendments/ corrigenda to NIT as well as the tender document.
- 14.0** A check list of documents/fees etc. is provided on the next page. Tenderers are requested to fill up the response column (Yes/No) before submitting the tender.
- 15.0** The tenderers must thoroughly inspect the systems and furnish their quotes in **—as is where is** condition. All AC's shall be handed over in running condition.
- 16.0** 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.
- 17.0** After opening of technical bids, if necessary a technical team may inspect the set up of the firm for verification and further action.

**18.0** 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.

**19.0** All the communication with respect to the tender shall be addressed to:

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

**20.0 EARNEST MONEY:-**

20.1 The tender should be accompanied by Earnest money of Rs 5,000/- (Five Thousand) in the form of DD/Pay Order/Banker's Cheque in favour of "The National Small Industries Corporation Ltd" payable at New Delhi.

20.2 REFUND OF EARNEST MONEY

The earnest money of the L1 bidder will be converted into initial security deposit. However, the EMD of other bidders will be returned as soon as the work of award of contract is completed by the employer.

20.3 The Earnest Money is liable to be forfeited

- a) If after bid opening during the period of bid validity or issue of letter of Acceptance, whichever is earlier, any tenderer
  - i) Withdraws his tender or
  - ii) Makes any modification in the terms and conditions of the tender which are not acceptable to the employer.
- b) In case any statement/information/document furnished by the tenderer is found to be incorrect or false.
- c) In the case of a successful tenderer, if the tenderer
  - i) Fails to furnish the Security Deposit within the specified period.
  - ii) Fails to commence the work without valid reasons within 10 days after the date of issue of Letter of Acceptance or from the date of handing over of the site, whichever is later.

In case of forfeiture of EMD as prescribed hereinabove, the tenderer shall not be allowed to participate in the retendering process of the work.

*We hereby confirm our acceptance to the instructions (S.No-1 to 20 above) as given above.*

**Chief General Manager (Works)  
NSIC, New Delhi**

**Check List of Documents/Fees etc.**

**Name of the Tenderer:** \_\_\_\_\_

<b>Sr.No.</b>	<b>Item Required</b>	<b>Response (Yes/No)</b>
1.	Has the tenderer paid the tender document fees in the prescribed form	
2.	Has the tenderer submitted the requisite EMD in the prescribed form along with the technical bid (Envelope-I)	
3.	Have all the pages of the tender document and the supporting documents required to be signed and enclosed with the technical bid by the tenderer / authorized representative of the tenderer been signed and enclosed with the technical bid (Envelope-I)	
4.	Has the authority/ power of attorney been submitted in the name of authorized representative on a non-judicial stamp paper (if applicable).	
5.	Has the tenderer submitted all the required documents in support of technical eligibility criteria	
6.	Does the technical bid (Envelope-I) contain any financial information pertaining to price bid	
7.	Is the price bid (Envelope-II) submitted separately in a sealed envelope	

**SIGNATURE OF THE CONTRACTOR**

## **GENERAL CONDITIONS OF CONTRACT**

1. Where the context so requires, words importing the singular only also include the plural and vice versa.
2. Corporation shall mean 'The National Small Industries Corporation Ltd. (A Government of India Enterprise) having its registered office at 'NSIC Bhawan', Okhla Industrial Estate, New Delhi- 110020 and shall include their legal representatives, successors and permitted assigns.

### **3. Definition**

- a) The 'Contract' means and includes the documents forming the tender and acceptance thereof together with the documents referred to therein including the conditions, the specifications, designs, drawing and instructions issued from time to time by the 'Engineer-in-charge' the formal agreement executed between the Corporation and the Contractor, and all these documents taken together shall be complementary to one another.
- b) The 'Site' shall mean the land and / or other places on, into or through which work is to be executed under the contract or any adjacent land, path or street which may be allotted or used for the purpose of carrying out the contract.
- c) The 'Contractor' shall mean the individual or firm or company, whether corporate or not, undertaking the works and shall include the legal personal representative or such individual or the persons composing such firm or company and the permitted assignee of such individual or firm or company.
- d) The 'Competent Authority' means the Chairman cum Managing Director of the Corporation and his successors.
- e) 'Party' shall mean either 'The National Small Industries Corporation Ltd., New Delhi' or the "Contractor, as the case may be. 'Parties' shall mean both of them.
- f) The Engineer-in-charge means the Technical Officer of the Corporation, as the case may be who shall supervise and be the In-charge of the works.
- g) The Chief General Manager (Works) means the officer who holds the charge of that post in the Corporation during the currency of this agreement, to act on behalf of the Chairman of the NSIC Ltd.
- h) 'IS Specification' means the Specification of latest edition with amendments, if any, up to time of receipt of tender by Corporation issued

by the Bureau of Indian Standards as referred to in the specifications and / or work orders.

- i) The 'Contract Sum' means the sum agreed, or the sum calculated in accordance with the prices accepted by the NSIC in the tender and / or the contract / negotiated rates payable on completion of the works.
- j) The 'Final Sum' means the amount payable under the Contract by the Corporation to the Contractor for the full and entire execution and completion of works, in time.
- k) The 'Date of Completion' is the date / date(s) for completion of the whole works, set out in the tender documents, or any subsequently amended by the Corporation.
- l) A 'Week' means seven days without regard to the number of hours worked or not worked in any day in a week.
- m) 'Excepted Risks' are risks due to riots (otherwise than among contractor's employees) and civil commotion (in so far as both these are uninsurable ) war (whether declared or not), invasion act of foreign enemies, hostilities civil war, rebellion, revolution, insurrection military or usurped power, Acts of God, such as earthquake, lightening, unprecedented floods and other causes over which the contractor has no control and accepted as such by the Chief Competent Authority or causes solely due to use or occupation by the 'Corporation' of the part of works in respect of which a certificate of completion has been issued.
- n) 'Urgent works' shall mean any urgent measures which in the opinion of the Engineer-in-charge, become necessary during the progress of the work to obviate any risk or accident or failure or which become necessary for security.
- o) The 'Works' shall mean the works to be executed in accordance with the contract or part(s) thereof as the case may be and shall include all extra or additional, altered or instituted works or temporary and urgent works as required for performance of the contract.

#### **4. Works to be carried out:**

The work to be carried out under the Contract shall, except as otherwise provided in these conditions, include all labour, materials, tools, plant, equipment and transport which may be required in preparation of and for and in the full and entire execution and completion of the works. The descriptions given in the Schedule of Quantities shall, unless otherwise stated, be held, to include wastage on materials, carriage and cartage, carrying in return of empties hoisting, setting, fitting and fixing in position

and all other labour necessary in and for the full and entire execution and completion as aforesaid in accordance with good practice and recognized principles.

**5. Inspection of Site:**

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 ground and subsoil (so far as is practicable), the form and nature of the Site, the quantities and nature of works and material necessary for the completion of the Works and the means of access to the Site, the accommodation he may require and in general shall himself obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect this tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

**6. Sufficiency of Tender:**

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. Discrepancies and Adjustment of Errors:**

The several documents forming the contract are to be taken as mutually explanatory of one another:

7.1(A) In the case of discrepancy between Schedules of quantities the Specifications and / or the Drawings, the following order of preference shall be observed.

- a) Description in Schedule of Quantities.
- b) Particular Specification and Special Conditions, if any.
- c) General Specifications.

7.1(B) If there are varying or conflicting provisions made in any one documents forming part of the Contract, the Accepting Authority shall be the deciding authority with regard to the intention of the document.

7.2 Any error in description, quantity or rate in Schedule of Quantities or any omission there from shall not vitiate the Contract or release the Contractor



from the execution of the whole or any part of the Works comprised therein according to drawings and specifications or from any of his obligations under the Contract.

**8. 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.

8.1 Refund of Security deposit: security deposit refundable without interest shall be refunded to the contractor after engineer in charge certifying in writing that the AMC period of 12 months has been completed satisfactorily. .

8.2 security deposit will be forfeited in the event of the contract offered in full or in part not being fulfilled by the contractor.

8.3 No interest shall be payable to the contractor against the Security Deposit furnished / recovered from the contractor, by the Corporation.

**9. Deviations/Variations Extent & Pricing:**

9.1 The Engineer-in-Charge shall have power (i) to make alteration in, omissions; from additions to, or substitutions for the original specification, drawings, designs and instructions that may appear to him to be necessary or advisable during the progress of the work, and (ii) to omit a part of the works in case of non-availability of a portion of the Site or for any other reasons, and the Contractor shall be bound to carry out the Works in accordance with any instructions given to him in writing signed by The Engineer-in-Charge and such alterations, omissions, additions or substitutions shall form part of the Contract as if originally provided therein and any altered, additional or substituted work which the contractor may be carried out on the same conditions in all respects including price on which he agreed to do the main work. Any alterations, omissions additions or substitutions ordered by the Engineer-In-Charge which in the opinion of the contractor changes the original nature of the Contract, he shall carry it out and the rates for such additional, altered or substituted work shall be determined by the Engineer-in-Charge as per clause 10 (i) to (iii) of the tender document.

9.2.1 The time of completion of the works shall in the event of any deviations resulting in additional cost over the Contract Sum being ordered be extended as follows if requested by the Contractor.

- a) In the proportion which the additional cost of the altered additional or substituted work, bears to the original Contract sum; plus.
- b) 25% of the time calculated in (a) above or such further additional time as may be considered reasonable by the Engineer-in-Charge.

#### **10. Rates for Extra/Additional Items**

- i) If the rate for additional, altered or substituted item of work is specified in the Schedule of Quantities the Contractor shall carry out the additional, altered or substituted item at the same rate.
- ii) If the rate for any altered, additional or substituted item of work is not specified in the schedule of Quantities the rate for that item shall be derived from the rate for the nearest similar item specified therein.
- iii) If the rate for any altered, additional or substituted item of work cannot be determined in the manner specified in sub-paras (i) and (ii) above, the contractor shall within 7 days of the receipt of the order to carry out the said work, inform the Engineer-in-Charge under advice to the Accepting Authority of the rate which he proposes to claim for such item of work, supported by analysis of the rate claimed, and the Engineer-in-Charge shall, within one month thereafter, after giving due consideration to the rate claimed by the Contractor determine the rate on the basis of market rate(s). In the event of the contractor failing to inform the Engineer-in-Charge within the stipulated period of time, the rate which he proposes to claim, the rate for such item shall be determined by the Engineer-in Charge on the basis of market rate(s) and shall be final.

#### **11. Suspension of Works:**

- a) The contractor shall, on receipt the order in writing of the Engineer-in-Charge, suspend the progress of the works or any part thereof for such time and in such manner as the Engineer-in-Charge may consider necessary for any of the following reasons:
  - i) On account of any default on part of the Contractor; or
  - ii) For proper execution of the Works or part thereof for reasons other than the default of the Contractor; or
  - iii) For safety of the works or part thereof. The contractor shall, during such suspension, properly protect and secure the works

to the extent necessary and carry out the instructions given in that behalf by the Engineer-in-Charge.

- b) If the suspension is ordered for reasons (ii) and (iii) in sub-para (a) above, the Contractor shall be entitled to an extension of the time equal to the period of every such suspension plus 25%.

## **12. Time and Extension for Delay:**

The time allowed for execution of the works as specified in the Appendix or the extended time as approved by NSIC in accordance with these conditions shall be the essence of the Contract. The execution of the works shall commence from the 10<sup>th</sup> day after the date on which the Corporation issues written orders to commence the work or from the date of handing over of the site, whichever is earlier.

- 12.1 As soon as possible after the Contract is concluded the Engineer-in-Charge and the Contractor shall agree upon a Time and Progress Chart. The Chart shall be prepared in direct relation to the time stated in the Contract documents for completion of items of the works. It shall indicate the forecast of the dates of commencement and completion of various trades or sections of the work and may be amended as necessary by agreement between the Engineer-in-Charge and the Contractor within the limitations of time imposed in the Contract Documents.

### 12.2 If the work be delayed by

- (a) Force majeure or
- (b) Abnormally bad weather or
- (c) Serious loss or damage by fire, or
- (d) Civil commotion, local combination of workmen strike or lockout, affecting any of the trades employed on the work, or
- (e) Delay on the part of other contractors or tradesmen engaged by Corporation in executing work not forming part of the contract, or
- (f) Any other cause which, in the absolute discretion of the authority mentioned in Appendix is beyond the Contractor's control;

Then upon the happening of any such event causing delay, the Contractor shall immediately give notice thereof in writing to the Engineer-in-Charge but shall nevertheless use constantly his best endeavors to prevent or make

good the delay and shall do all that may be reasonably required to the satisfaction of the Engineer-in-Charge to proceed with the Works.

- 12.3 Request for extension of time, to be eligible for consideration, shall be made by the Contractor in writing within fourteen days of the happening of the event causing delay. The Contractor may also if practicable, indicate in such as request the period for which extension is desired.
- 12.4 If any such case the competent authority may give a fair and reasonable extension of time for completion of the work. Such extension shall be communicated to the contractor by the Engineer-in-Charge and no compensation whatsoever for the extended period, if any shall be applicable/ payable.
13. The Contractor shall arrange, at his own expense, all tools, plant and equipment hereafter referred to as (T & P) labour, P.O.L. & electricity required for execution of the work.

#### **14. FORCE MAJEURE**

Any delays in or failure of the performance of either party herein shall not constitute default hereunder or give rise to any claim for damages, if any, to the extent such delays or failure of performance is caused by occurrences such as Act of god or the public enemy; expropriation or confiscation of facilities by Government authorities, or in compliance with any order or request of any Governmental authorities or due acts of war, rebellion or sabotage or fires, floods, explosions, riots or illegal joint strikes of all the workers of all the contractors.

#### **15. TAKING OVER AIR CONDITIONERS FOR AMC CONTRACT**

- The All air-conditioners 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.

#### **16. Renewal of the contract**

After expiry of the AMC of one year, 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. However, the corporation reserves the right to enter into AMC for another

year on the same terms and conditions provided the services rendered by the agency/contractor are satisfactorily.

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.

## **17. Review of Contract**

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

## **18. 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.

## **19. Contractor's Liability and Insurance**

From commencement to completion of the works, the Contractor shall take full responsibility, care of and precautions to prevent loss or damage and to minimize loss or damage to the greatest extent possible and shall be liable for any damage or loss that may happen to the Works or any part thereof from any cause whatsoever (save and except the Excepted Risks) and shall at his own cost repair and make good the same so that, at completion, the works shall be in good order and conditions and in conformity in every respect with the requirements of the Contract and instructions of the Engineer-in-Charge.

- 19.1. In the event of any loss or damage to the Works or any part thereof or to any material or articles at the Site from any of the Excepted Risks the following provisions shall have effect:
- a. The Contractor shall, as may be directed in writing by the Engineer-in-Charge, remove from the site any debris and so much of the works as shall have been damaged.
  - b. The Contractor shall, as may be directed in writing by the Engineer-in-Charge, proceed with the completion of the works under and in accordance with the provisions and Conditions of the Contract, and

- 19.2 Provided always that the Contractor shall not be entitled to payment under the above provisions in respect of so much loss or damage as has been occasioned by any failure on his part to perform his obligations under the Contract or not taking precautions to prevent loss or damage or minimize the amount of such loss or damage.
- 19.3 The Contractor shall indemnify and keep indemnified the Corporation against all losses and claims for injuries or damage to any persons or any property whatsoever which may arise out of or in consequence of the construction and maintenance of works and against all claims, demands proceedings, damages costs, charges and expenses whatsoever in respect of or in relation thereto. Provided always that nothing herein contained shall be deemed to render the Contractor liable for or in respect of or to indemnify the Corporation against any compensation or damage caused by the Excepted Risks.
- 19.4 Before commencing execution of the work, the Contractor shall, without in any way limiting his obligations and responsibilities under this condition, obtain and deposit with the Corporation-Contractors “All Risk Policy” and “Third Party” Insurance policy.
- 19.5 The Contractor shall at all times indemnify the Corporation against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act. 1948, Employer’s Liability Act, 1938 the Workmen’s Compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act. 1961 or any modifications thereof or any other law relating thereto and rules made thereunder from time to time.
- 19.6 The Contractor shall prove to the Engineer-in-Charge from time to time that he has taken all the insurance policies referred to above and has paid the necessary premiums for keeping the policies alive till completion of the work.
- 19.7. All statutory deductions as applicable like TDS, sales tax/VAT shall be made from the due payment of the contractor.
- 19.8 No claim for interest will be entertained by the corporation in respect of any balance payments or any deposits which may be held up with the corporation due to any dispute between the corporation and contractor or in respect of any delay on the part of the corporation in making final payment or otherwise.
- 19.9 The contractor shall ensure that no materials/wastes/plant, equipments etc. are dumped at the site. In case any of the above items are dumped the contractor shall clear the same from the site by or before completion of the

work at his own cost or otherwise NSIC will carry out the work at the contractor's risk and cost after 7 days' notice.

19.10 The contractor will have to make their own arrangement for facilitating movement of labour to work site and back. Facilities are to be provided to labourers as per statutory provision and the same shall not entail or attract any extra cost to NSIC.

## **20. Safety Code:**

20.1 The Contractor shall at his own expense arrange for the safety provisions as appended to these conditions or as required by the Engineer-in-Charge, in respect of all labour directly or indirectly employed for performance of the works and shall provide all facilities in connection therewith. In case the Contractor fails to make arrangements and provide necessary facilities as aforesaid the Engineer-in-Charge shall be entitled to do so and recover cost thereof from the Contractor.

20.2 The corporation shall not be liable for any accident, injury or for any other mishap caused to him/them/their employees/agents and labour employed by the contractor and for any kind of damage during the execution of the contract or work done. For any kind of such injury or loss caused to any person/persons mentioned herein above, the contractor shall be exclusively liable.

## **21. Cancellation of Contract in Full or in Part:**

21.1 If the Contractor:

- a. 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. At any time makes defaults in proceeding with the Works with due negligence and continues to do so even after a notice in writing of 7 days from the Engineer-in-Charge; or
- b. Commits default in complying with any of the terms and conditions of Contract and does not remedy it or take effective steps to remedy it within 7 days after a notice in writing is given to him in that behalf by the Engineer-in-Charge; or
- c. Fails to complete the works or items of work on or before the date(s) of completion, and does not complete them within the period specified in a notice given in writing in that behalf by the Engineer-in-Charge; or
- d. Enters into a contract with the Corporation in connection with which commission has been paid or agreed to be paid by him or to his knowledge,

unless the particulars of any such commission and the term of payment there have previously been disclosed in writing to the Accepting Authority/Engineer-in-Charge; or

- e. Offers or gives or agrees to give to any person in Corporation's service or to any other person on his behalf any gift or consideration of any kind as an inducement or reward for doing or for bearing to do or having done any act in relation to the obtaining or execution of this or any other Contract for the Corporation or
  - f. Obtains a Contract with the Corporation as a result of ring tendering or other non-bonafide methods of competitive tendering; or
  - g. Being an individual or any of its partner (in case of the Contractor is a partnership firm) at any time is adjudged insolvent or have a receiving order or order for administration of his estate made against him or shall take any proceedings for liquidation or composition (other than a voluntary liquidation for the purpose of amalgamation or reconstruction) under any insolvency Act for the time being in force or make any conveyance or assignment of his affective or composition or arrangement of the benefit of his creditors or purport so to do, or if any application be make under any insolvency Act for the time being in force for the sequestration of his estate or if a trust deed be executed by him for benefit of his creditors; or
  - h. Being a company, passes a resolution or the Court makes an order for liquidation of its affairs, or a receiver or manager on behalf of the debenture holders is appointed or circumstances shall arise which entitle the Court or debenture holders to appoint a receiver or manager; or
  - i. Assigns, transfers sublets (engagement of labour on a piece-work basis or of labour with materials not be incorporated in the work shall not be deemed to be subletting) or attempts or assign, transfer or sublet the entire works or any portion thereof without the prior written approval of the Accepting Authority.
- 21.2 The Competent Authority may, without prejudice to any other right or remedy which shall have accrued or shall accrue thereafter to the Corporation by written notice cancel the contract as a whole or in part as it may deem appropriate.
- 21.3 The Competent Authority shall on such cancellation, be entitled to:
- a. Take possession of the site and any materials, construction plant, implements, stores, etc., thereon; and/or
  - b. Carry out the incomplete work by any means at the risk and cost of the Contractor.
- 21.4 On cancellation of the Contract, in full or in part, the Accepting Authority



shall determine the quantum of amount, if any, recoverable from the Contractor for completion of Works or part of the works or in case the works or part of the works is not completed, the loss or damage suffered by the Corporation. In determining the amount credit shall be given to the Contractor for the value of the work, if any, executed by him up to the time of cancellation, the value of contractors material taken over and incorporated in the work and use of tackle and machinery belonging to the Contractor.

- 21.5 Any excess expenditure incurred or to be incurred by the Corporation in completing the Works or part of the Works or the excess loss or damages suffered or may be suffered by the Corporation as aforesaid after allowing such credit shall be recovered from any money due to the Contractor or any account, and if such money is not sufficient the Contractor shall be called upon in writing to pay the same within 30 days.
- 21.6 If the Contractor shall fail to pay the required sum within the aforesaid period of 30 days, the Engineer-in-Charge shall have the right to sell any or all of the Contractor's unused materials, constructional plant, implements, temporary buildings, etc. and apply the proceeds of sale thereof towards the satisfaction of any sums due from the Contractor under the contract and if thereafter there be any balance outstanding from the Contractor, it shall be recovered in accordance with the provisions of the Contract.
- 21.7 Any sums in excess of the amounts due to the Corporation an unsold materials, constructional plant, etc. shall be returned to the Contractor, provided always that if cost or anticipated cost of the completion by the Corporation of the works or part of the works is less than the amount which the Contractor would have been paid had he completed the works on part of the works such benefit shall not accrue to the Contractor.

## **22. Liability for Damage, Defects or Imperfections and Rectification thereof:**

- 22.1 If the Contractor or his workmen or employees shall injure or destroy any part of the building in which they may be working or any building, road, fence etc, continuous to the premises on which the work or any part of it is being executed, or if any damage shall happen to the work while in progress the Contractor shall upon receipt of a notice in writing in that behalf make the same good at his own expense. If it shall appear to the Engineer-in-Charge or his Representative at any time during construction or re-construction or prior to the expiration of Defects Liability Period, that any work has been executed with unsound, imperfect or unskilled workmanship or that any materials or articles provided by the Contractor shall, upon receipt of a notice in writing in that behalf from the Engineer-in-Charge, forthwith rectify or remove and re-instruct the work so specified in whole or

in part, as the case may require or as the case may be, and/or remove the materials or articles at his own expense, notwithstanding that same may have been inadvertently passed, certified and paid for and in the event of his notice aforesaid, the Engineer-in-Charge may rectify or remove and re-execute the work and/or remove and replace with others the materials or articles complained of as the case may be, by other means at the risk and expense of the Contractor.

- 22.2 In case of repairs and maintenance works, splashes and dropping from white washing, painting, etc. shall be removed and surfaces cleaned simultaneously with completion of these items of work in individual rooms, quarters or premises, etc. where the work is done, without waiting for completion of all other items of work in the contract. In case the Contractor fails to comply with the requirements of this condition, the Engineer-in-Charge shall have the right to get the work done by other means at the cost of the Contractor. Before taking such action, however, the Engineer-in-Charge shall give three days notice in writing to the Contractor.

**23. Urgent Works:**

If any Urgent work (in respect whereof the decision of the Engineer-in-Charge shall be final and binding) becomes necessary and Contractor is unable or unwilling at once to carry it out, the Engineer-in-Charge may by his own or other workpeople carry it out, as he may consider necessary. If the urgent work shall be such as the Contractor is liable under the contract to carry out at his expenses incurred on it by the Corporation shall be recoverable from the Contractor and be adjusted or set off against any sum payable to him.

**24. 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 Manager (Elect./Maint.)/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.

**25. MOBILISATION ADVANCE:**

No mobilization advance whatsoever shall be paid for carrying out this work.

**26. ARBITRATION AND LAWS**

In the event of any dispute, the same shall be referred to the sole arbitration of Chairman-Cum-Managing Director of the Corporation or such officer he may appoint to be the arbitrator. There shall be no objection that the Arbitrator is an employee of the Corporation or that he had to deal with the matter to which this tender relates in the course of his duties as an employee of the Corporation, and/or he has expressed his views on all or any of the matters in dispute or differences. The award of the officer so appointed by him shall be final and binding on the parties.

The venue of Arbitration shall be at New Delhi only.

The award of the arbitrator shall be final, conclusive and binding on all parties to this contract.

The cost of arbitration shall be borne by the parties to the dispute, as may be decided by the arbitrator(s).

**27. 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 (Works)  
NSIC, New Delhi**

**SIGNATURE OF THE CONTRACTOR**

## FORM OF TENDER

To

*The Chief General Manager,  
NSIC Ltd., NSIC Bhawan,  
Okhla Industrial Estate, New Delhi- 110020*

I/We have read and examined the following documents relating to...“**Annual Maintenance Contract of the window and split air conditioners installed at NSIC HO Complex**” New Delhi.

### (Name of the Work)

- (a) Notice inviting tender.
- (b) Instructions to Tenderers
- (c) Technical Specifications
- (d) General Conditions of Contract including Contractors, Labour Regulations, Model Rules for Labour Welfare and Safety Code appended to these conditions together with the amendments thereto if any.
- (e) Special Conditions of contracts if any.
- (f) Bill of Quantities

I/We hereby tender for execution of the works referred to in the aforesaid documents upon the terms and conditions contained or referred to therein and in accordance in all respects with the specifications, designs, drawings and other relevant details at the rates contained in Schedule and within the period(s) of completion as stipulated in Appendix.

In consideration of I/We being invited to tender, I/We agree to keep the tender open for acceptance for 120 days from the due date of submission thereof and not to make any modifications in its terms and conditions which are not acceptable to the Corporation.

A sum of Rs 5,000/- is hereby forwarded as Earnest Money Deposit in the form of Demand Draft in favour of “The National Small Industries Corporation Ltd., payable at New Delhi.

If I/We fail to keep the tender open as aforesaid or make any modifications in the terms and conditions of the tender which are not acceptable to the Corporation, I/We agree that the Corporation shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Should this tender be accepted, I /We agree to abide by & fulfill all the terms conditions of aforesaid document.

If after the tender is accepted, I/we fail to commence the execution of the work as provided in the conditions. I/We agree that Corporation shall without prejudice to any other right or remedy is at liberty to forfeit the said earnest money absolutely.

**Signature of contractor.....**  
**Duly authorised to sign the tender on behalf**  
**of the (in block capitals).....**

Dated.....

Witness.....

Date.....

Address.....

## **SCOPE OF WORK**

1. AMC of Window & Split unit AC's 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. This Annual Maintenance Contract shall be a contract for different types of air-conditioners and for different types of maintenance.
4. 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. A record of preventive maintenance carried out would be maintained by you and duly certified by the authorized officer.
6. All the faults will be attended at site of Corporation. In case of a major fault, if the machine is required to be taken to the company workshop, the contractor shall provide a replacement unit till the time the AC sent for repairs is positioned back.
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 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.

- **Time schedule and periodicity of work**

- **Work to be carried out monthly:**

Cleaning of filters of all the air conditioners to conserve the energy and checking of current drawn by each AC to know the healthy condition of the ACs.

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

- **Work to be carried out on half yearly:**

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 lien 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.

### **Exclusion of contract**

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

Electronic remote control, Voltage Stabilizer, All plastic components, element, Front Grill, Bottom Tray, Cabinet cover and sheet metal parts and shifting charges of window/split/ductable ACs.

## **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 700/- per day

b) Assistant /Helper @ Rs 400/- 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 mal-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.

## SPECIAL CONDITIONS

1. During working at site, some restrictions may be imposed by Engineer-in-Charge/Security staff of Corporation or Local Authorities regarding safety and security etc., the contractor shall be bound to follow all such restrictions/instruction & nothing extra shall be payable on this account.
2. No compensation shall be payable to the contractor for any damage caused by rains lightening, wind, storm, floods Tornado, earth quakes or other natural calamities during the execution of work. He shall make good all such damages at his own cost; and no claim on this account will be entertained.
3. No labour hutment shall be allowed in the premises. All labourers should leave the site after day's work. The security & Watch ward of site contractor materials/work etc. shall be at his cost only.
4. All rates quoted by the tenderers shall be complete inclusive of all taxes, duties, labour, Tool & Plant, Transportation etc., and the same shall remain firm for the entire contract period and extended contract period, if any.
5. If the contractor fails to proceed with the work within the stipulated time as specified from the date of issue of letter of intent/letter to proceed with the work, the Corporation shall forfeit the earnest money deposited by him along with the tender.
6. The materials used for carrying out the work shall be of best locally available quality and the contractor has to carry out the necessary testing of the material as ordered by the Engineer-In-Charge for its conformity and all testing charges shall be borne by the contractor.
7. The contractor shall be fully responsible for the any injury or damage caused to the workmen deployed by him at site for carrying out the work and Corporation has nothing to do with such happenings and in no way shall be held responsible for the same.
8. **All communication should be addressed to the Chief General Manager (Works), NSIC Ltd., NSIC Bhawan, Okhla Industrial, Estate, New Delhi-110020.**

**Signature of Contractor**

**FINANCIAL BID**  
**SCHEDULE OF QUANTITIES**

**BOQ for the AMC of Window/ Split and ductable Air Conditioner**

S. No	Details of A.C Units	Make	Unit	Qty	Rate	Amount
<b>Window AC Units</b>						
1.	1.5 Tr Window AC	Voltas/ Blue Star/ Videocon/LG/Carrier /Citi/Durant	Nos	50		
<b>Split AC Units</b>						
1	1.5 Tr Split AC	make:Bluestar/carrier /daiken/carrier/ Durant/voltas/LG etc	Nos	34		
2	1.5 Tr Split AC	Hitachi	Nos	4		
<b>Ductable Split AC Units</b>						
3	1.5 Tr 3-phase,415volt, ductable Split AC	Voltas	Nos	4		
	TOTAL			92		

Note: The compressors of 05 nos air conditioners (approximate) of different capacities are under warranty. The repairing/ replacement of compressors of these new ACs may be get done by the contractor himself or through the company who has provided the warranty. NSIC will only provide the purchase bills for the same.

Total Amount in words: -  
.....  
.....

Seal & Sign. Of the Agency