

No. D-21014/01/2016-Store-DARPG
Government of India
Ministry of Personnel, Public Grievance and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor , Sardar Patel Bhawan,
New Delhi- 110 001 dated: 7 October, 2016

To,

As per list attached

Sub: Tender Notice for Comprehensive Annual Maintenance Contract for the repair and maintenance of Air Conditioners in the Department of Administrative Reforms and Public Grievances for two years from the date of contract.

Sir,

I am directed to refer to the subject stated above and to invite sealed quotations for Comprehensive Annual Maintenance Contract (CAMC) for repairing and maintenance of **approximately 12 windows and 62 split ACs** in the Department of Administrative Reforms and Public Grievances for two years from the date of award of the contract.

2. The tenders should be submitted in two sealed covers.

- (A) The first sealed cover superscribed as "Technical Bid" should contain the following items:-
- (i) The proforma for Technical bids at Annexure-II, duly filled in, along with relevant documents/ information
 - (ii) Acceptance of terms and conditions at Annexure-I
 - (iii) Earnest Money Deposit (EMD) of Rs.25000/- by DD/Pay Order/Banker's cheque
- (B) The Second Sealed envelope superscribed "Financial Bid" as at Annexure-III should contain only rates for CAMC for repair and maintenance of ACs.
- (C) Both the sealed covers should be placed in the main sealed envelope superscribed 'Quotation for Comprehensive Annual Maintenance Contract for maintenance/repair of ACs' Tender should be addressed to the Under Secretary (GA), Department of Administrative Reforms and Public Grievances Room No. 526 ,5th Floor, Sardar Patel Bhawan, New Delhi so as to **reach latest by 3.00 PM on or before 21.10.2016**

3. The **Technical bids** will be opened by the Committee on the same day i.e.at **3.30 PM on 21.10.2016** in the office of Under Secretary (GA) Room No 526,Sardar Patel Bhawan, New Delhi-110001, in the presence of the participating bidders, who



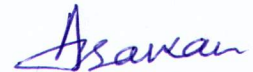
may wish to be present. Quotation received after stipulated time and date will be rejected forthwith. **Financial Bids** of the technically qualified tenderers will be opened on **25.10.2016 at 3.30 PM**.

4. The competent authority in the Department reserves the right to amend any of the terms and conditions contained in the Tender Documents or reject any or all applications (offers) without giving any notice or assigning any reason thereof. The decision of Competent Authority in this regard will be final and binding.

5. All the tenderers are requested to read and understand the terms and conditions of the contract as detailed in the Annexure-I before sending their quotations, as no change or violation of the aforesaid terms and conditions are permissible once the quotation is accepted by the Department.

6. The Tender document may be downloaded from the website of the Department i.e. <http://www.darpg.gov.in>

Yours faithfully,



(Arun Kumar Sarkar)

Under Secretary to the Govt. of India

Tel: 23401441

Copy to:

- (1) Tech. Dir. NIC, with the request to upload the tender on the website of the Department.
- (2) <http://www.eprocure.gov.in/>

TERMS AND CONDITIONS

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR THE REPAIR
AND MAINTENANCE OF AIR CONDITIONERS IN THE DEPARTMENT OF
ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES**

1. The period of annual contract shall be for two years from the date of award of the contract. The contract may be extended for another year by the Department of Administrative Reforms and Public Grievances on the basis of satisfactory report by the users.
2. After the contract is awarded, the contractor will be required to fix all the required accessories in question, bring them in perfect working order so that these are ready for use before commencement of the summer season.
3. The maintenance/servicing include oiling, cleaning, greasing, servicing, gas charging, wiring, electrical parts, air filter, repair of compressor, repair and replacement of motor. There will be no extra charges for gas filling while shifting the ACs from one Room/Workstation to another Room/Workstation.
4. The firm must be registered with VAT & Service Tax Department and attach a copy of the same. The firm should have an experience of 3 years in maintenance of various types of ACs and other related works in Government Departments. A list of their clients should be enclosed along with proper proof. The above information should be given in proforma (Technical Bid) at Annexure-II.
5. The contractor shall use ISI marked parts for repairs/ replacement. Contractor must show the new parts to SO (Genl.). The old parts, which are replaced, must be deposited in the General Section. If the firm uses a non -ISI marked part, a penalty of double the cost of that part will be imposed.
6. Department of Administrative Reforms and Public Grievances reserves the right to terminate the contract at any point of time during the tenure of contract, if the services are not found satisfactory or if the contractor dishonours the contract. The decision of the Department in this regard shall be final and binding upon the contractor.
7. Any financial loss caused due to damage of any parts of the ACs of the Department by the contractor would be deducted from the earnest money/ performance security/bills.
8. The contractor will depute 01 qualified and experienced Mechanic with mobile phone on full time basis, exclusively for this Department for upkeep and maintenance of the ACs. Calls should be attended promptly and within a reasonable time on all days, including Sundays and Holidays. In case the

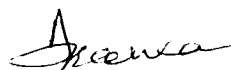


complaints of maintenance/repair of the ACs are not attended to within two hours. Penalty of Rs.200/-will be levied per day per AC. No payment for AMC for a particular AC will be made if the AC is out of order for more than 15 days in one season.

9. No AC or any part thereof shall be taken out by the Mechanic to the workshop. The work is to be carried out in the premises of the Department. However, the work which cannot be done in the office premises would be allowed to be done outside with written permission from SO(GA) and no extra charges will be paid for this work.
10. If an AC is disposed of by this Department or is otherwise taken out of use, the payment of AMC charges will be made only till the AC remained in use.
11. The replacement of compressors, which are under warranty/guarantee, if supplied by AMC vendor, all expenditures will be borne by the AMC vendor.
12. Earnest money of Rs. 15,000/-(Rupees Fifteen thousand only) should be paid along with the tender in the form of Demand Draft/ Pay Order/ Banker's cheque drawn in favour of DDO, ARPG. Tender not accompanied with the requisite earnest money will be rejected out rightly without assigning any reasons/entertaining any correspondence. The earnest money of unsuccessful tenderes will be refunded without accrual of any interest, on finalization of tender. The EMD of the successful bidder will be returned after he submits the performance security.
13. Payment for AMC charges will be made on quarterly basis on submission of the bill dully supported by user certificate to the effect that machine has been serviced and working in good condition.
14. Performance security to the tune of 10% of the contract value will be submitted by the successful contract in the form of DD/Pay Order in favour of DDO, ARPG or bank Guarantee along with the acceptance of contract which would be valid up to the contract period irrespective of its registration status etc. The performance security deposit will be forfeited, if any deviation by the contractor is found from the instructions given by the Department. After expiry of the contract, the same will be returned after deduction of dues, if any, without any interest.
15. The firm shall have to attend all complaints on information/direction received from the General Section. The services would be provided on regular basis during office hours and also in the case of emergency beyond office hours of holiday(s).
16. The firm will be required to undertake maintenance/repairs of ACs at Department of Administrative Reforms and Public Grievances, Sardar Patel Bhawan, New Delhi or any other location as decided by complaint authority in this department in future.

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17. If the work of the contractor is found unsatisfactory or if the contractor dishonours the contract, the job will be entrusted to any other firm/parts at the risk/expenses of the defaulting contractor.
18. The rates may be quoted as per Annexure-III- Taxes (VAT, Service Tax, etc.), if any applicable, may be specifically and separately indicated in the quotation.
19. No increase in amount shall be considered at all during the full period of AMC. Any other charges will not be payable like transportation, fare, etc. for providing the services.
20. The number of ACs may be decreased/increased in future which shall be included in the maintenance contract.
21. Any dispute regarding the contract shall be resolved through arbitrator to be nominated by competent Authority in the Department. The contract shall be subject to the Indian law and the jurisdiction of the courts located in Delhi.
22. All the parties are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending their quotations, as the quotations will be considered and the contract will be finalized taking into account the requisite documents received along with the tenders



Annexure-II**PROFORMA (Technical Bid)**

Sl. No.	Particulars	To be filled by the Tenderer
1.	Name of the agency	
2.	Whether brief profile of the agency is enclosed	
3.	Detailed Office Address of the agency with office telephone No, e-mail address, Fax No. , Mobile No. and name/Designation of the contact person.	
4.	Whether registered with all concerned Govt. authorities (registrar of Companies, Commissioner Employees etc.)(Copies of all certificates of registration –should be attached)	
5.	PAN Number (Copies to be enclosed)	
6.	TIN Number (Copies to be enclosed)	
7.	Service Tax Registration No. (copy to be enclosed)	
8.	Number of Employees as on March 01, 2016 & also as on date.	
9.	Agency should have 03 years existing /Length of experience in the field (copy to this effect to be enclosed)	
10.	List of Govt. Ministries/Department/clients showing experience in the field (Copies of contracts/orders placed on the agency during last 3 years should be attached)	
11.	Whether copies of Income Tax return for last 2 years attached	
12.	Details of EMD (i) Amount (II) Draft No. (III) Date (Iv) Issuing Bank	
13.	Whether a copy of terms and conditions- Annexure-I duly signed as token of acceptance of the same is attached	
14.	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India (If No an undertaking signed by <u>Director/Authorized Signatory</u> to this effect is to be attached.)	

Date:
Place:

(Signature of the authorized person)

Name:
Designation:
Seal:

PROFORMA (Financial Bid)

Sl.No.	Air Conditioner (AC)	Rate Per Unit (Rs.)	Buy- back value of the old part	Net Cost Per Unit
1.	Comprehensive Annual Maintenance Charges for Air Conditioning per unit per annum Split 1.5 to 2.0 Ton Window 1.5 to 2.0 Ton <u>Note:</u> The term maintenance will include: oiling, cleaning, greasing, servicing, gas charge, wiring, electrical parts, air filter, repair of compressor, repair and replacement of motor.			
2.	Installation charges with material (applicable only when the location of the AC changes, on the direction by the department) <i>including gas charges</i> Window Split			
3.	Dismantle Charges of ACs Window Split			
4.	Cost of new compressor (ISI marked) Window 1.5Ton to 2.0 ton Split 1.5 Ton to 2.0 ton			
5.	Body replacement of AC Per Unit Window AC Split AC			
6.	Heating kit (per kit)			
7.	Cooling kit (per kit)			
8.	Steel chassis			
9.	Grills			
10.	Cost of repair of Remote Window Split			
11.	Cost of new Remote –Window/Split			
12.	Copper tube pipe			
13.	PVC drain pipe			
14.	Iron Clad Power Plug 20 AMP			
15.	AC Cable 3 Core (ISI Mark)			
16.	AC stabilizer (Comprehensive maintenance per stabilizer per annum)			
17.	Voltage Stabilizer (V Guard)			
18.	Condenser			

Date:
Place:

(Signature of the authorized person)
Name:
Designation:
Seal:

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List of Air Conditioners in DARPG

Sl.No.	Division	Room No.	Split	Window
1	Store	526	4	0
2	Conference Hall	525	5	0
3	Admin +Cash	526	9	0
4	Board Room	521	2	0
5	AR Hall	518	9	
6	DS(ARC)	517	1	1
7	Director (D&D)	516	1	1
8	Dir(Admin)	515A	1	0
9	Assistant Secretary	515	1	1
10	Secreary (AR&PG)	514	2	0
11	Secy Office	513	1	1
12	NIC	512	3	1
13	Dir(AR)	511	0	1
14	AS(AR&PG)	510	2	0
15	DS(PG)	509	1	1
16	JS(PG)	508	1	2
17	JS(Admin)	506	2	0
18	PG Hall	505	10	1
19	US(PG)	504	1	0
20	PPS to JS(AR)	503	1	0
21	PS to AZS	502	1	0
22	Library	501	4	0
		Total	62	10

Anika