



**प्रसार भारती / PRASAR BHARATI**  
**भारत का लोक सेवा प्रसारक / India's Public Service Broadcaster**  
**दूरदर्शन केंद्र: गुवाहाटी-781024 / Doordarshan Kendra: Guwahati – 781024.**  
**Email: ddgeng.ghy@gmail.com      TeleFax: 0361 – 2203407**



No. DDK/GUW/METP/39ES/18-19

Dated: 16.08.18

**To:**

**Sub : Enquiry for Annual Service and Maintenance (AMC) contract for split ACs at DDK Guwahati - Reg**

Dear Sir,

Please furnish your quotation for the Annual Service and Maintenance (AMC) contract for split ACs at DDK Guwahati subject to the Terms and conditions as mentioned in the Tender document .As the tender process is in Two bid system kindly furnish details for both Technical bid and for Financial bid. The Financial bid should clearly indicate the price in both numerical and in words. The Earnest Money Deposit EMD DD should be kept inside the financial bid cover only. Both bids should properly sealed in **separate cover** superscribed as Technical Bid / Financial Bid which must be placed inside a **single sealed cover** superscribed as **“Quotation for Annual Service and Maintenance (AMC) contract for split ACs at DDK Guwahati”** The quotes must reach this office on or before 30/08/2018 12:00 Noon.

Total Number of Air conditioners for AMC is 77 Nos.

Yours faithfully,

(J.Srinivasan)  
Assistant Engineer (Stores)  
For Deputy Director (Engg)

**PRASAR BHARATI  
(INDIA'S PUBLIC SERVICE BROADCASTER)  
DOORDARSHAN KENDRA:: GUWAHATI**

No. DDK/GUW/METP/AMC/AC/39/18-19

Dated: 16.08.2018

**Sub: - Enquiry for Annual Service and Maintenance (AMC) contract for split ACs at Studio and Admin Blocks of DDK Guwahati, HPT Narakasur Hills, Guwahati and at Guest House Hengrabari, Guwahati under two bid system for the period from 01.09.2018.To 31.08.2019.**

**TENDER FORM**

**Enclosures:**

1. Pages	2 to 5	Introduction
2. Pages	6 to 8	Annexure 1 (Scope & TC)
3. Page	9	Annexure II (Technical Bid)
4. Page	10	Annexure III (Financial Bid)

**Last date of submission of Tender: 30.08.2018 at 12.00hrs**

**Date of opening of tender : 30.08.2018 at 12.30hrs**

**To be submitted to : The Assistant Engineer (stores)  
Doordarshan Kendra,  
Guwahati - 781 024.**

## Introduction

1.1 Doordarshan Kendra, Guwahati invites Sealed Tenders in the proforma as per Annexure I, II and III from the eligible & interested agencies for Annual Maintenance Contract for Split Air conditioners available at Studio and Admin Blocks of DDK Guwahati, HPT Narakasur Hills, Guwahati and at Guest House Hengrabari, Guwahati with the following terms & conditions.

### **1.2 Eligibility of firms:**

1.2.1 The bidder must have:

- i) Valid PAN No. , Service Tax No./Tin No.
- ii) Service Centre/Workshop of the firm have in Guwahati or in surrounding areas.
- iii) Firm must have Experience of maintenance of Split Air Conditioners of all reputed brand/ makes for at least Last three years. Apart from this firm have minimum one year's experience in Govt. organization, corporate offices or Academic Institutes is required. The experience and capability must be supported through documents.

1.2.2 Bidder must submit his telephone No., Mobile No, Email id and address for easy communication.

### **1.3 Earnest Money Deposit (EMD): Rs.3,000/--(Rupees Three Thousand only)**

1.4 **Period of Validity of Tender(s):** The tender(s) shall remain valid for a period of 60 days from the date of opening.

1.5 **Period of contract:** - 1 year (From 01.09.2018 to 31.08.2019).

1.6 Sealed quotation marked "Quotation for Annual Maintenance Contract of Split Air Conditioners at Doordarshan Guwahati" consisting of two envelopes each containing **separate "technical bid" and "financial bids"** and super scribed with "Technical Bid & Financial Bid". Both the bid to be kept in separate big envelope super scribed with **Annual Maintenance Contract for Split Air Conditioners at Studio and Admin Blocks of DDK Guwahati, HPT Narakasur Hills, Guwahati and at Guest House Hengrabari, Guwahati** must reach to this office latest by 30 August 2018 at 1200 Hrs. to: - **Assistant Engineer (Stores), Doordarshan Kendra, R.G.Baruah Road, Guwahati-781024.** EMD must be placed **inside the envelope containing the technical bid**. The Technical Bid will be opened on 27.08.2018 at 12.30 Hrs. this office. Technical bids shall be evaluated by technical Committee. The financial bids of only those bidders who are technically qualified and have submitted EMD will be opened and considered. Technical evaluation shall include examination of certificates/ brochure/ statements .submitted by the bidder, including visit to the premises, workshops etc. if required. Date and time of opening of financial bid shall be conveyed to the technically successful bidders through email / telephone one week in advance.

## **2. Time Period:-**

Time period for the work is as given in the para 1.5 above from the date of award of work, which shall be extendable for a period of one more year at the same rate, terms and conditions only if the services of the vendor are found satisfactory during the normal period of contract.

### **3. General Terms and Conditions for AMC:-**

3.1 The Deputy Director General (E) reserves the right to reject all or any of the quotation and to split up the requirements or relax any of the conditions without assigning any reason.

3.2 Any quotation received after the due date and time specified in para 1.6 will not be considered.

3.3 Canvassing in connection with Quotation is strictly prohibited and the quotations submitted by the bidders who resort to canvassing are liable to be rejected.

3.4 If there happens to be a holiday on any date indicated in the quotation, the transaction shall be performed on the next working day.

### **4. Rates, Taxes and Prices:-**

4.1 Bidders should quote unit price in the prescribed proforma (as per annexure III). Rates should be inclusive of all taxes including delivery / service at the site and installation. No erasing or over-writings are permissible.

4.2 Price quoted shall be firm and any variation in rates, prices or terms during the validity of the offer will not be considered and no over writing and erasing shall not be permitted.

4.3 The prices quoted and accepted will be binding on the tenderer and valid for a period of one year from the date of signing the contract and any increase in price will not be entertained during the contract period.

4.4 The rates shall be quoted in figures as well as in words.

4.4.1 Special care should be taken to write the rate and amounts in figures as well as in words in such a way that interpolation is not possible. The total amount should be written before the figure of Rupees and word paisa should be written at the end (unless the rates are in whole rupees) and followed by the word. It should invariably be up to two decimal places. While quoting the rates in schedule of quantities, the word only should be written closely following the amount and it should not be written in the next line.

4.4.2 In case of any discrepancy between the rate quoted and the amount worked out, the rate quoted in words shall be taken as correct.

4.5 **Service Tax as applicable** may be mentioned in the Annexure III.

### **5. Place of delivery/service:-**

Place of delivery/service shall be Doordarshan Guwahati and HPT Guwahati at Narakasur Hills.

No additional freight or any other charges would be payable towards transportation or shifting of units from one place to another.

### **6. EMD:-**

6.1 EMD should be in the form of Demand Draft drawn in favour of DDO, Doordarshan Kendra, Guwahati payable at Guwahati and it should be placed in the envelope containing the Technical bid only otherwise Bid will not be considered.

6.2 Bid received without EMD will not be considered.

6.3 The EMD shall not carry any interest.

6.4 EMD of unsuccessful bidders will be returned within 30 (Thirty) Working days from the date of award of work.

6.5 The EMD shall be forfeited:-

- i) If the bidder withdraws his bid during the validity period of the bid.
- ii) In the case of successful bidder, if he fails to furnish the required items/ deliver services within the specified time limit.

6.6 The EMD of successful bidder shall be refunded after satisfactory execution of the services and after the submission of security deposit.

## **7. Security Deposit:-**

7.1 A security deposit of 10% of the tendered amount shall be submitted after work order in form of Demand Draft drawn in favour of DDO, Doordarshan Kendra, Guwahati payable at Guwahati. The said security deposit will be refunded three months after the completion of work satisfactory.

7.2 No interest shall be payable on security deposit.

7.3 The security deposit shall be forfeited as a compensation for any loss resulting from the failure to perform the obligations under the contract or in the event of termination of the contract or in any event.

## **8. Payment:-**

8.1 Payment will be made on Quarterly basis after satisfactory completion of the work.

8.2 Payment shall be made upon submission of following documents:

- I. Supplier's Invoice
- ii. Copy of the "Maintenance Cards" signed by the user & countersigned by the person in charge of the section/subsection of the institute.

## **9. Award of Contract:-**

Doordarshan Guwahati, will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined as lowest evaluated tender, provided further that the tender is determined to be qualified to perform the contract satisfactorily. Doordarshan will place supply orders on staggered basis, if necessary, during the contract period to the lowest evaluated responsive tenderer and will be governed by all the terms and conditions stipulated in the tender document.

## **10. Default Clause / Cancellation of AMC:-**

If the service provider fails to commence services under the AMC as scheduled or to deliver the quantities ordered to him within the period stipulated in the contract, Doordarshan reserves right to Cancel the contract in whole or in part for the incomplete /balance works/services. The extension/cancellation of time period of the AMC will be at the sole discretion of Doordarshan after examination of the request from the bidder & only for the genuine reasons beyond the control of bidder. If the Doordarshan decides to cancel the contract on account of the default or unsatisfactory services, the work shall be got done at the risk and cost of the tenderer. The tenderer shall be liable to pay any loss by way of extra expenditure or other incidental expenses, which the Doordarshan may have to incur of the default of the tenderer. In addition to action above, the Doordarshan may debar the defaulting supplier from future orders, for a maximum period of 3 years.

The Doordarshan shall be the final authority to reject full or any part of the Service Providers/Contractors contract, which is not conforming to the specifications and other terms and conditions. No payment shall be made for unsatisfactory service(s).

## **11. GENERAL**

11.1. The Tender should be submitted in two sealed covers.

a) The first sealed cover super scribed as “**TECHNICAL BID**” should contain the following items:

i) The proforma as **Annexure-II** duly filled in along with relevant Documents/information.

ii) Acceptance of terms and condition as given in Annexure-I

iii) Earnest Money Deposit (EMD)

b) The second sealed envelope super scribed as “**FINANCIAL BID**” as **Annexure-III** should clearly mention rates of repair and maintenance of Split ACs FOR ONE YEAR as whole

c) Both the sealed envelopes should be placed in the main sealed envelope super scribed as “**Quotations for AMC for Maintenance/Repair of split ACs at DDK GUWAHATI**”

The tender should be addressed to the undersigned and dropped in the Tender Box at 12AM on or before 27.08.2018.

11.2. The technical bids will be opened by the Tender Opening Committee on the same date at 3.30 PM on 30/08/2018 in the presence of the participating bidders who wish to remain present. The quotations received after stipulated time and date or incomplete in any respect will be rejected forthwith. Initially the bids shall be evaluated technically. The financial bids of only those bidders, who are technically qualified will be opened and considered by the technical evaluation committee and have submitted EMD. Technical evaluation shall include examination of certificates / brochure/ statements submitted by the bidder, discussions with them including visit to the premises, workshops etc. if required. Date and time of opening of financial bid shall be conveyed to the technically successful bidders through email / telephone one day in advance

11.3. The Competent Authority reserves the right to amend any of the terms and conditions contained in the Tender Document or reject any or all applications (bids) without giving any notice or assigning any reasons thereof. The decision of the Competent Authority in this regard will be final binding.

11.4. All the bidders 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.

11.5. The Tender document can be downloaded from the website **ddkguwahati.gov.in**.

## **ANNEXURE.1**

### **12. Scope of Annual Maintenance Contract Services of Split Air Conditioners**

The services shall include providing all man power, tools and plants like ladder, stools, spanners, testing equipment and replacement of defective spare parts, such as replacing of chiller pipes, outlet pipes etc. including consumables at any height/any floors as and where required, and as directed authorities.

#### **12.1. Preventive Maintenance Services (PMS) Monthly:**

The monthly services include:

12.1.1 Cleaning of air filters, indoor unit grills & filters through air blower.

12.1.2 Cleaning of the indoor unit body by wiping out the dust etc. with wet cloth.

#### **12.2. Preventive Maintenance Services (PMS) Quarterly:**

Every machine shall be serviced at least once every quarter. A record of such services duly acknowledged by the person using the machine or in his absence, in charge of the Location of the AC shall be maintained.

#### **Quarterly PMS shall include at least the following services:**

- a. Replacement of filter if found damaged/unusable.
- b. Checking selector switch, thermostat, relays, remote control etc.
- c. Checking motor bushings.
- d. Checking ground connections.
- e. Cleaning of blower and condenser fan.
- f. Cleaning the evaporator & condenser coils.
- g. Checking and tightening of nuts & bolts.
- h. Oiling the motors.
- i. Checking of the backup electrical power outlet/ MCB.
- j. Checking of the drive motors and fans.
- k. Over hauling of the AC, with chemical washing process.
- l. Checking cooling efficiency.
- m. Checking Firmness of the Supporting arrangement for the compressor, blower motor, air Conditioners casing and fixing of the air conditioners etc.
- n. Replacement of component of air conditioners including electrical components like capacitor, thermostat, relay etc. Inlet and outlet pipelines found defective after the above checks and tests.
- o. Charging of Refrigerant Gas during the period of Contract if need arises.
- p. Rewind of fan motor whenever require.

### **13.1 Annual Maintenance Services:**

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.

**13.2.** The AMC does not include compressor replacement. In case of A/C machine being out of service due to compressor beyond 7 days, the AMC charges for that unit shall not be paid for outage period only.

### **13.3 Break-down Services (BDS):**

On call AMC services shall include attending to any complaint any time of the year, on receipt of verbal/written complaint from coordinating officer. A record of the break-down calls attended duly acknowledged by the occupant or user of the AC & in his absence by the person in charge of the location of the AC, shall be maintained & displayed on the "Maintenance Card" kept with the AC & also copy of the same in records of the person in charge. Ordinarily a complaint must be attended within 4 hours whenever no change of part is involved, however, in case of requirement of change of spare part, the complaint may be attended within 48 hours of its receipt. Thus after 5 days competent authority shall have the right to get the complaint rectified on his own through any other agency and the amount shall be recovered from the concerned agency.

### **14. Terms and Conditions:**

- a. The spare parts used for replacement shall be procured from the authorized dealer/service centre of same make/quality as installed in new air conditioner with warranty or guarantee as per manufacturer. The original bills/vouchers of purchase of spare parts are attached with the quarterly payment claims as a proof of its genuinely.
- b. The service provider shall maintain services logbook/file containing copy of the cards duly signed by the users and countersigned competent authority.
- c. In case of continued non-performance and inability to meet service requirements, this office shall reserve the right to terminate the contract after giving 15 days' notice in writing.
- d. It will be the sole responsibility of the Contractor to abide by the provisions of the following acts as to the worker engaged by him for performance of this contract :
- e. Any liability arising Doordarshan shall be deducted from the bill of the Contractor and if the full amount is not recovered then the same shall be recovered from the security deposit of the Contractor.
- f. In the event of the Contractor failing to execute the work under contract in whole or in part an alternative arrangement will be made by Doordarshan at the risk and cost of the contractor besides any suitable fine/ penalty.
- g. The Bidder shall be liable to pay compensation for any loss and damage caused to the property of Doordarshan by the Contractor or his workers.
- h. The Bidder shall personally be responsible for the conduct of his staff and in case of any complaint against any staff; Contractor will be under obligation to change the worker when instructed by authority



- i. Units taken out of the office premises for the service at workshop shall be returned at the earliest & in any case, within a week time
- j. Any action on the part of the tenderer to influence any officer of the institute or canvassing in any form shall make the tender liable for rejection.
- k. The contract will be for a period of one year initially, which can be extended further on satisfactory performance of the previous year of the contract. Doordarshan may renew/extend the contract to such further period(s), as it may deem proper, having regard to the quality and manner of the contractor's performance. However, it shall be with consent / written request by the contractor in this regard.
- l. The quantities indicated are purely tentative and likely to vary on either side up to any limit.
- m. All letters posted to the contractor on the address given by him will be considered to have been delivered in time.
- n. In case it is found at later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay Compensation to the Centre for inferior works as determined by the Centre and in case all payments have been made to the Contractor for this work, this amount will be deducted from any sum due to the Contractor on any other work within the Centre.
- o. Bidder will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made on this part. The Contractor shall indemnify the Doordarshan from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor.
- p. All dismantled/replaced spare parts to be deposited with the authorized representative of Doordarshan and details be entered in the register signed by the both parties.
- q. Bidder is to abide by all labour laws and statutory requirements.
- r. Annual maintenance schedule mutually agreed upon will be prepared before commencement of the AMC.

## ANNUXERE.II

### TECHNICAL BID PROFORMA

1. Name of the bidder (Firm):-

2. Name of the representative: - \_

3. Address of the bidder: -

\_\_\_\_\_

4. Land line Tel Nos of the bidder: -

5. Mobile Nos of the bidder: -

6. Email of the bidder: -

7. Registration No. of the Firm: -

\_\_\_\_\_

(Please enclose the copy of registration):-

8. VAT No: -

9. Service Tax No: -

10. PAN No: -

11. Details of the EMD Enclosed: Bank name and amount:

12. Experience: - Details of AMC works executed especially with Govt. &/or PSU organizations (Please furnish the supporting documents like work order and satisfactory completion Certificate)

**13. All the pages of the tender documents should be signed**

Sign of bidder:- \_\_\_\_\_

Date: - \_\_\_\_\_

Name of the bidder:- \_\_\_\_\_

Firm's Name:- \_\_\_\_\_

### ANNEXURE.III

#### FINANCIAL BID FOR SERVICE AND MAINTENANCE CONTRACT OF SPLIT ACs.

##### Part. A

Sl.NO	Description of Items	Unit	Qty	Rate(Per Nos)	Total Amount in Rs.
1	Carry out the Monthly, Quarterly and Annual maintenance of Split ACs of any Make and Capacity as specified, and as per the Terms and conditions as per Annexure – I.  (All the items required for replacement, consumption to be supplied by DDK,Guwahati)	1.5 Ton  2.0 Ton			
				GST	
				Grand Total	

**Note:-Lowest Tender shall be decided on the basis of the total amount.**

Sign of bidder:- \_\_\_\_\_

Date: - \_\_\_\_\_

Name of the bidder:- \_\_\_\_\_

Firm's Name:- \_\_\_\_\_