

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

**TENDER FORM FOR
ANNUAL MAINTENANCE CONTRACT FOR SPLIT AIR CONDITIONERS**

(TWO BID SYSTEM)

LAST DATE FOR SUBMISSION OF THE TENDER IS 02.08.2017 up to 1500HRS

Enclosures:

- | | |
|---|------------------|
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INTRODUCTION:

Subject: - **Annual Maintenance Contract for Split Air Conditioners at Doordarshan Kendra Guwahati, High Power Transmitter (Naragasur Hills) and Guest House (Hengrabari)**

1. Introduction:- (TWO BID SYSTEM)

1.1 Doordarshan Kendra, Guwahati invites Sealed Tenders in the prescribed proforma as per Annexure I, II and III from the eligible & interested agencies for Annual Maintenance Contract for Split Air conditioners at Doordarshan Kendra, Guwahati with the following terms & conditions:

1.2 Eligibility of firms:

1.2.1 The bidder must have:

i) Valid PAN No/GST No.

ii) Service Centre/Workshop should be available in Guwahati or in surrounding areas and should have an Experience of maintenance of Split Air Conditioners of reputed brand/ makes for at least Last three years. Out of this 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 and address for easy communication as per vender registration certificate

1.3 Earnest Money Deposit (EMD): Rs.3,000/-

1.4 Period of Validity of Tender(s): The tender(s) shall remain valid for a period of 60 days

1.5 The time period of operation 1 year.

1.6 Sealed quotation marked "Quotation for Annual Maintenance Contract of Split Air

Conditioners at Doordarshan Guwahati" consisting of two envelopes containing **separate technical and financial bids** and super scribed with "Technical Bid & Financial Bid" must reach the following address latest by **2nd August 2017 at 1500 Hrs**

EMD must be placed **inside the envelope containing the technical bid**. The Technical Bid will be opened on by **2nd August 2017 at 1500 Hrs** at this office. **Bids without EMD will not be considered for evaluation.** Initially the bids shall be evaluated technically. The financial bids of only those bidders who are technically qualified by the technical evaluation committee and have submitted EMD will be opened and considered. Technical evaluation shall include examination of certificates / brochure/ statements .EMD will be forfeited, 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.

The EMD of successful bidder shall be refunded after satisfactory execution of the services and after the submission of security deposit. Opening of financial bid shall be conveyed to the technically successful bidders through email / telephone one week in advance

2. General Terms and Conditions for AMC:-

2.1 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.

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

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

3. Rates, Taxes and Prices:-

3.1 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.

3.2 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.

3.3 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.

3.5 **Service Tax as applicable** /GST may be mentioned in the Annexure III

4. Payment:-

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

4.2 Payment shall be made upon submission of following documents:

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

5. 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.

6. Default Clause / Cancellation of AMC:

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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, Doodarshan 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. The tenderer shall be liable to pay any loss by way of extra expenditure or other incidental expenses, which the Doodarshan may have to incur of the default of the tenderer. In addition to action above, the Doodarshan may debar the defaulting supplier from future orders, for a maximum period of 3 years. The Doodarshan 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).

7. GENERAL

7.1. 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 **Annuxure-III** should contain only rates for A.M.C. for repair and maintenance of Split ACs

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**”

The tender should be addressed to the undersigned and dropped in the Tender Box at 3.00PM on or before 02.08.2017

7.2. The technical bids will be opened by the Tender Opening Committee on the same **date at 1500 hrs on 02.08.2017** 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

7.3. 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.

7.4. The Tender document can be downloaded from the website **ddkguwahati.nic.in/tenders**

ANNEXURE.1

1. 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 chillier pipes, outlet pipes etc. including consumables at any height/any floors as and where required, and as directed authorities.

1.2. Preventive Maintenance Services (PMS) Monthly:

The monthly services include:

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

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

Note: The monthly service should be spread over the month so that at least one service person is available every week to attend any immediate breakdown.

1.5. 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(Materials will be supplied by this office)
- 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 any component of air conditioners (Outdoor and indoor units, inlet and outlet pipelines. electrical component &connections etc.) found defective after the above checks and tests Materials will be supplied by this office)
- O. Gas Charging, compressor replacement etc
- p. Any other work related to keeping the AC in good working condition.

1.6 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.

2. 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 this office. A record of the break-down calls attended duly acknowledged by 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. Thereafter, under both the cases the delay in attending complaint shall attract a levy of compensation at the rate of Rs.300/- per day & per AC subject to a maximum of Rs.1500/- against the complaint. 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.

3. Terms and Conditions:

- a. The spare parts used for replacement shall be provided by DDK Guwahati
- 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 Contractor 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 Contractor 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. Contractor 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 are entered in the register signed by the both parties.
- q. Annual maintenance schedule mutually agreed upon will be prepared before commencement of the AMC.

(R.K.ADITYA)
ASSISTANT ENGINEER

ANNEXURE.II

TECHNICAL BID PROFORMA

1. Name of the bidder (Firm):-
2. Name of the representative: - _

3. Address of the bidder including service centre address: -

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: - (If any)

(Please enclose the copy of registration):-

8. VAT No

9. Service Tax No:/GST 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 the supporting documents like work order credential certificate etc)

13. Number of service personnel with the service provider

14. 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

(SHOULD BE SEALED AND KEPT IN A SEPARATE ENVELOPE)

Part.A

SI.NO	Description of Items	Quantity Available at This office (Approximately)	Rate (Per unit)	TAX/GST
1	Charges to Carry out the Daily,monthly. Quarterly and annual maintenance of Split ACs of any make and Capacity as specified in DDK Guwahati (SPARE PARTS INCLUDING GAS REQUIRED WILL BE SUPPLIED BY DDK GUWAHATI)			
a	1.5 ton	5 Nos		
b	2.0ton	60 Nos		
c	4 ton tower AC	2 Nos		

1. Rate per unit should be quoted and the quantity of the Split AC for AMC may vary +/- 5 AC Units
2. 15 Numbers of two ton split ACs and 2 Numbers of Tower ACs are installed in High Power Transmitter Naragasur Hills.
3. 3 Numbers of two ton split ACs are installed in Guest House, Hengrabari, Doordarshan Colony

Sign of bidder:- _____

Date: - _____

Name of the bidder:- _____

Firm's Name:- _____