



राष्ट्रीय डिज़ाइन संस्थान
NATIONAL INSTITUTE OF DESIGN

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(Advt # 07 / 2018-19)

Tender Fee : Rs. 1500/-

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE ALL – IN – ALL CONTRACT
FOR FIVE YEARS OF SPLIT, WINDOW AND DUCTABLE AIR CONDITIONERS, AT NID-
PALDI CAMPUS AHMEDABAD**

Client :

**National Institute of Design
Paldi, Ahmedabad 380 007 India
Tele : 079 26629500, 079 26629600**



TENDER NOTICE

Comprehensive Annual Maintenance Contract for Air Conditioners

At NID Campus, Ahmedabad

(Advt. # 07 / 2018-19)

The Institute invites online Tenders (two bids system through e-tendering) from the reputed, experienced and authorized service providers for Comprehensive Annual Maintenance for 5(Five) years of split, window and ductable air conditioners at NID campus, Paldi, Ahmedabad. The tender documents published on www.nid.edu, www.eprocure.gov.in & www.nprocure.com.

The last date for submission of online bids is **05-09-2018** up to 4 p.m.

ELIGIBILITY CRITERIA:

- (i) Being either manufacturers of reputed branded Air conditioners manufacturer's authorized service providers for Ductable Air conditioners/ Split Air conditioners / Window Air conditioners.
- (ii) Having Workshop facilities for these equipments in Ahmedabad or nearby Ahmedabad.
- (iii) Having on hand or executed similar kind of maintenance work of not less than Rs. Five lakhs per annum from a single reputed client during last two years.
- (iv) The Firm/Service Center must be in the business of authorized Service Centre of the reputed brands of Air conditioners, etc. for more than five years.

The bidders, who fulfill the above mentioned eligibility criteria, should submit the technical documents online & in hard copy in two separate sealed envelopes, one super scribed as "**Technical Bid**" and in other envelop Tender Fees & EMD in the form of DD and put into one big envelop sealed and super scribed as "**Tender for Comprehensive Annual maintenance all – in – all contract for five years of split, window and ductable air conditioners, at NID campus Paldi, Ahmedbad**" submitted upto last date of submission.

In the Financial Bid must be submitted online.

Technical documents submitted to The Secretary & Head, General Administration, at NID, Paldi, Ahmedabad Office before 4:00 p.m. on the last date of submission, i.e. 05-09-2018.

Note: The Institute reserves the right to communicate or visit the sites of the bidders current contracts and interact with the official in charge for verifications, etc. formalities for short listing of bidders technical bids.

SERVICE AND MAINTENANCE CONTRACT FOR AC UNITS

1. SCOPE OF WORK

The scope includes the “**Comprehensive Annual Maintenance All – in – All Contract for Five years of Split, Window and Ductable Air Conditioners at NID-Paldi Campus, Ahmedabad**”.

Preventive services for each equipment shall be carried out regularly to keep all units in satisfactory working condition.

Preventive repair/ replacement shall be carried out in regular basis as advised by the Engineer In charge.

Please refer Annexure - II for Service Specifications as required by NID.

2. LIST OF EQUIPMENTS

Please refer Annexure - III for the list of equipments to be covered in the contract.

3. LOCATIONS

The equipments now offered for maintenance are installed in various offices located at the Paldi campus, Ahmedabad.

4. EARNEST MONEY DEPOSIT (EMD)

The vendor shall be required to submit along in the Technical Bid envelop, the Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand Only) by Demand Draft/Banker's Cheque / Pay Order drawn on a Nationalized / Scheduled Bank payable at Ahmedabad in favor of the “National Institute of Design”.

5. SECURITY DEPOSIT

An interest free Security Deposit for 5% of the Accepted Annual Contract Value (including EMD amount) valid up to the tenure of the contract will have to be submitted within 15 days from the date of LOI / Work Order if placed on the vendor. No bank guarantee etc. shall be accepted for the security deposit. This Security Deposit will not carry any interest. In case the Contractor fails to fulfill any of the terms & conditions stipulated in this Work order to the satisfaction of NID, NID shall forfeit the Security Deposit. This Security deposit will be refunded to the Contractor after three month of the expiry of the validity of the contract including extended period subject to fulfillment of all the terms and conditions to the satisfaction of NID.

6. VALIDITY OF OFFER

This tender must be valid for a period of **120 days** from the date of opening of commercial offer.

7. DATE FOR SUBMISSION OF TENDER

The completed tender shall be submitted by **04:00 p.m. 05-09-2018**. Please note the following for submission of the tenders:

- **BY THOSE DOWN LOADING THE TENDER DOCUMENTS FROM THE NID Website**
www.nprocure.com and www.eprocure.gov.in

The tenders should accompany the Demand drafts for Tender Fee of Rs. 1500/- as well as EMD as stated above. (In the Technical Bid envelope).

8. TENURE OF CONTRACT

The period of contract shall be for a period of five years from the date of issue of Work Order.

9. TERMINATION OF CONTRACT

The contract may be terminated by the Institute by issuing one month written notice. At the same time, the Contractor shall have to issue three months advance written notice to the Institute. However, in case the reason for termination of the contract warrants termination of the contract with immediate effect it will be done with due intimation to the party.

10. RATES

Please submit your online rates only on www.nprocure.com (Annexure – III)

TERMS & CONDITIONS

- 1) The rates submitted online shall be FIRM FIXED and shall be inclusive of all repairs/ replacement of parts wherever needed.
- 2) The offer shall be valid for a maximum period of Five Years.
- 3) NID may add or delete any unit during the period of contract for which proportionate rates adjustment shall be applicable.
- 4) The services/repairs/replacements shall normally be carried out in our premises. In case, any equipment or its parts are to be taken out to Contractor's shop for repairs/ replacements/ services, all arrangements are to be made by the Contractor at his cost for taking out the items and bringing back the same. This includes labor, transportation, etc, in addition to all other works related in this regard. The items can be taken out of NID with valid returnable Gate Pass, signed by authorized official of NID.
- 5) The contractor shall, during the tenure of contract, be able to arrange timely deployment of qualified/efficient technicians and electricians along with the required tools, ladders, tackles, instruments as well as spares and consumables for uninterrupted operation of equipments included in the maintenance contract. The contractor shall deploy service technicians, electricians and the supervisor who will be involved in the service and repair work. The contractor or his authorized technician should have relevant experience and shall invariably visit the locations of units installed as stated above, daily to check the work and report to

concerned official. Besides, the contractor or his senior supervisor shall be available at NID Ahmedabad, as and when required by NID Ahmedabad to attend any major / critical services. NID will not allow deployment of persons not suitable for carrying out the maintenance.

- 6) The contractor should adopt standard methods of working. In case of any damage to part/equipment/system due to the fault of contractor, appropriate amount will be recovered from his bill.
- 7) Only genuine and original spare parts are to be used during repairs/replacements. (Manufacturer's delivery challan and marks/emblem on parts shall be proof of the parts being genuine). Use of incorrect invoice or mark will be treated as a breach of contract. Makes of parts or any components shall be got NID approval, if the original manufacturer does not exist.
- 8) The parts, which are to be used during repairs/replacements, must be routed through NID internal technical team immediately after entry into the premises, and to be informed to Engineer in- charge / Supervisor.
- 9) The mechanically / electrically failed sealed compressor should be replaced with **brand new compressor**. Based on verification by NID maintenance staff, the newly brought compressor will be allowed to be put into operation.
- 10) The Contractor shall be responsible to carry out all the repairs/maintenance regularly and in time to ensure satisfactory and trouble free functioning.
- 11) The Contractor shall not, in any circumstances, sub contract any portion / any phase of the work envisaged in this Work Order without prior written approval of NID. The decision of NID to accept/ reject the sub-contract will be final.
- 12) Services/repairs/replacements shall be carried out at any time during regular working hours, overtime hours or on holidays, as called upon by NID to ensure satisfactory working of each unit.
- 13) Service/repair/replacement is to be carried out with our prior approval and in the presence of NID Officials.
- 14) A Service card for each equipment shall be prepared by the contractor for all the units placed for maintenance and maintenance of each equipment to be recorded with the work done (service, repair, replacement etc.) therein jointly by the contractor and NID supervisor/engineer. In addition, the contractor shall maintain a self- speaking logbook/ledger indicating date wise events for each unit during the tenure of contract. The register shall contain the information like date, preventive maintenance / break down maintenance, problem, replacement required, date of complaint, date of completion, signature of contractor's representative, signature of NID supervisor / engineer, remarks, etc. This will be considered as the basic record for all purposes.

- 15) The contractor should keep enough spares and consumables in stock to meet with urgent requirement and to avoid any delay (preferably, one no. Compressor (brand new) Condenser motor, Blower motor for each model/capacity shall be kept in stock). A list of spares to be maintained shall be furnished to engineer –in charge / Supervisor within 15 days from the date of award of contract. This list shall be revised and updated regularly.
- 16) The decision of NID Engineer / Supervisor in respect of repairs/replacements will be final and binding on the contractor.
- 17) NID will not be responsible for the either security of the material brought in by the contractor nor safety of the persons deployed by the contract for carrying out the work as per the scope and terms and conditions of the contract as the contractor will be fully responsible for the safe custody of his material and compliance of the safety norms for doing such work.
- 18) The contractor should obtain gate pass from NID for taking out his material from NID campus and will not be allowed to take out any material on all public and institute holidays as well as before 9.30 Hrs. and after 17.00 hours on week days. The entry in the gate for all the material brought in by the contractor and registering the same with the Stores shall be the basis for issue of Gate Pass for taking out the contractor's material.
- 19) NID will not supply any tool / equipment, except power and water supply for any work. The contractor shall get approval of each completed work from NID supervisor / engineer.
- 20) Regular supervision on the part of contractor is essential (at least once in a week) and is available, as and when required by NID.
- 21) The working parameters of any equipment will be shown to NID supervisor / engineer, whenever called upon to do so.
- 22) Notwithstanding as to what is specifically stated in the specifications, the contractor has to attend all the work/s that is/are required to be carried out to ensure proper performance of all equipments.
- 23) As the work is to be executed in a restricted area, the contractor should strictly observe all safety, security and labour regulations prevailing in the campus. The contractor shall be responsible for the proper behavior of the staff employed by him, and also for any breach of security regulations, thefts, sabotage etc. The contractor shall withdraw any person so desired by NID, if in the opinion of NID, it is not desirable to permit that particular person to work inside the campus.
- 24) It will be the entire responsibility of the contractor to insure his employees against all risks. It will be the liability of the contractor to meet claims over the lives of any employee including himself.
- 25) All domestic units will be handed over in present working condition and shall be maintained by the contractor, till the end of contract period/extended contract period.

11. TAKING OVER AND HANDING OVER

All the units included in the contract shall be taken over by the contractor for maintenance and the contractor shall be responsible to hand over the same barring the normal wear and tear but certainly not in a deteriorated condition to the Engineer in charge at the time of conclusion of the contract. The handing over procedure shall be commenced 15 days before conclusion of the contract and completed on the last date of the validity of the contract.

12. ADDITION AND DELETION OF THE UNITS FOR MAINTENANCE

The Institute may include additional units in the Annexure III or delete the units mentioned in **Annexure II.**

13. MANPOWER ARRANGEMENT

The bidders if awarded the contract shall deploy the required man power in dress code (well dress) for maintenance & servicing of units mentioned for the maintenance. The contractor shall confirm that they have the following persons available for carrying out the work mentioned in the contract.

- 2 Nos. of skilled (Qualification – I.T.I - Refrigeration & AC) persons with having at least Two year relevant experience in the similar work. They should be capable to work individually at the same time on different sites or locations. At NID Ahmedabad Campus
- 2 No. semi skilled person cum helper with having relevant experience in the similar work. . At NID Ahmedabad Campus
- This team will be working exclusively for NID Ahmedabad
- The maintenance team should be available for all the days from 9.00 am to 6.00 pm excluding Sundays and major public holidays for both the campuses, in consultation with the engineer in charge.

14. PENALTY

- Penalty for absence of skilled person: Rs.500/- per day/per skilled person and Rs. 100/- per day for semi skilled person shall be recovered from the routine bill of the contractor.
- The maintenance contract is given to ensure that the possibility of breakdown of unites is reduced to almost nil. However, in the exception cases of break down, it must be obligatory on the part of the contractor, to carry out the minor repairs/replacement within **24 hours of registering/intimation of the breakdown call/s. Penalty of Rs. 500/- per day per unit will be levied after the expiry of 24 hours of the intimation.** Penalty will be recovered from the amount payable to the Contractor or the security deposit.
- The time limit for major repairs (Compressor replacements (brand new), Body work, system rearrangement, tank repair/replacement) due to normal wear and tear, shall be mutually decided by NID representative and the Contractor. In case, the Contractor fails to rectify/

replace the above within the agreed period, **penalty @ Rs. 500/- per day per unit** will be imposed on the contractor.

15. PAYMENT

- The payment will be made on quarterly basis on completion of each quarter on rising the invoice. For releasing of payments, kindly filled in the attached mandate form for payments through RTGS / NEFT transfer.
- After satisfactory completion of quarterly maintenance and services, the Contractor shall raise invoice for each quarter in duplicate. Payment will be made within 30 days from the date of receipt of bill and its certification by NID internal technical team and HOD. NID reserves the right to withhold the payment, in case the all in all services are not found satisfactory.
- The invoice should bear the GST Registration Number as well as the PAN number.
- The amount due, if any, from the contract to NID shall be recovered from his/their quarterly Invoice.

16. SETTLEMENT OF DISPUTE

- Otherwise specifically provided in the Contract, all disputes concerning questions of fact arising under the Contract shall be decided by the Contractor and NID subject to a written appeal by the Contractor to NID.
- Any disputes or differences including those considered as such by only one of the parties arising out of or in connection with the Contract shall be to the extent possible settled amicably between the parties.
- If amicable settlement cannot be reached then the disputed issues shall be settled by arbitration.

17. ARBITRATION

In the event of any dispute or difference arising under this Contract, the matter shall be referred to the Arbitrators one each nominated by NID and Contractor from their respective organizations. In case, the said Arbitrators are not able to settle the dispute by themselves, the matter shall be referred to the Arbitrator mutually nominated by NID and the Contractor and whose decision will be final and binding on both the parties. The venue of arbitration will be NID. Subject to as aforesaid the Arbitration and conciliation Act, 1996 and the rules there under and any statutory modification thereof for the time being in force shall be deemed to apply to the Arbitration proceedings under this Contract.

18. JURISDICTION OF THE CONTRACT

- The Contract shall be considered as having come into force from the date of acceptance of the Work Order.
- The Courts of Ahmedabad shall have exclusive jurisdiction in all matters arising under this Contract.

19. SUBMISSION OF TENDER

- The agencies/contractor will have to submit their commercial offer only on line on www.nprocure.com.
- In-complete and conditional offer would be rejected automatically.
- Offers submitted in other form / hard copy will not be considered and will be rejected automatically.

21. Applicable Tax

The applicable tax would be paid extra on actual and should be mentioned in the invoice separately

TECHNICAL BID

All the document of Technical Bid to be submitted on line and also along with submission in hard copy.

1	Name of the Firm with full Address of the Bidder - Contact Details Phone nos./ Fax no. E-mail :	
2.	Date of Establishment, with a copy of the registration details, etc.	
3	Name and Contact Nos. of the authorized person in relation with this Tender.	
4	Whether the firm is manufacturer or the authorized dealer/Service Center of the Air Conditioners	
5	Attach copies of the valid certificates as Authorized Service Centre of the reputed brands.	
6	Attach complete details of the firm's Service Centre, Workshop with a list of Technical Staff, equipments and machinery etc. infrastructure.	
7	Give full names, addresses and contact details of the authorized officials, of the organizations where the bidder has completed / works in hand AMC of Rs. Five Lakh or more per year.	
8	Give a Statement of major Clients with their Address during last three years.	
9	Attach copies of the last two financial years Income tax returns and Annual Accounts.	
10	PAN / GST Registration details.	

I/We certify that the above statements are true and I/ we undertake to submit any other Testimonials certificates whenever called for in support of our statement.

Place:

Signature, Name and Stamp of the authorized Signatory of the firm

Date:

SERVICE SPECIFICATIONS

The scope of work is broadly divided into two parts, (i) Preventive maintenance, (ii) Break down service. The routine check and the repair work envisaged are as follows.

1. Window Air conditioners / Split Air conditioners/ Ductable Split Air conditioners:

Routine work	Repair work
a. Cleaning of air filters, ducts, grills. b. Cleaning of Cooling Coil and Condenser with wire brush and air blower. c. Oiling / Greasing of fan motor. d. Checking ampere, voltage and grill temperature. e. Cleaning of complete unit.	a. Repair/ replacement of spares whenever required, to ensure continuous operation and satisfactory performances. b. Rewinding of motor. c. In case of any fault with electronic operating kit, complete kit should be replaced. d. The mechanically / electrically failed sealed compressor should be replaced with brand new compressor.

The number of preventive services required for window / split air conditioners shall be six in a year. However NID shall decide the schedule, which has to be honored by the contractor.

Note for Preventive repair / Replacement:

Preventive repair / replacement for window air conditioners and split air conditioners shall be carried out to avoid possible breakdowns at the time of regular service. Repair / replacement of any part / body / unit as a whole, if necessary, must be carried out immediately for all types of units.

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE ALL – IN – ALL CONTRACT FOR FIVE YEARS OF SPLIT, WINDOW AND DUCTABLE AIR CONDITIONERS, AT NID-PALDI CAMPUS AHMEDABAD

Bill of Quantity

Sr. No	Type of AC	Capacity in Ton	Make	Year of Installation	QTY.	Rates per unit per year in Rs.	Total Amount (Rs.)	Rates per unit per year in Rs.	Total Amount (Rs.)	Rates per unit per year in Rs.	Total Amount (Rs.)	Rates per unit per year in Rs.	Total Amount (Rs.)	Rates per unit per year in Rs.	Total Amount (Rs.)
						2018-2019		2019-2020		2020-2021		2021-2022		2022-2023	
1	Window AC	1.5	Carrier	2012	24										
2	Window AC	1.5	Carrier	2015	1										
3	Window AC	1.5	Blue Star	2016	3										
4	Window AC	2	Carrier	2012	24										
5	Split AC	1	Carrier	2012	2										
6	Split AC	1.5	Carrier	2012	21										
7	Split AC	1.5	Carrier	2015	1										
8	Split AC	1.5	Hitachi	2015	8										
9	Split AC	2	Carrier	2012	7										
10	Split AC	2	Carrier	2016	2										
11	HAT AC	7.5	Carrier	2012	4										
12	Ductable AC	8.5	Carrier	2012	1										
13	Ductable AC	11	Carrier	2012	1										
	Shifting of AC & others related works as & when required			Unit	Qty.										
14	Copper pipe with Insulation			Rft	100										
15	3.0 Core 2.5 /4.0 Sqmm heavy duty cable			Rft	100										

16	New Remote controllers - branded	Each	5											
17	Dismantalling of AC Units - Split	Each	5											
18	Dismantalling of AC units - Ductable	Each	3											
19	Reinstallation of AC Units - Split	Each	5											
20	Reinstallation of AC Units - Ductable	Each	5											
21	Replacing of MS Stand	Pair	5											
Total Amount(RS.)							0.00		0.00		0.00		0.00	0.00
Total AMC for 5(Five) Years							0.00							

Mandate Form Contractors/Vendors/Suppliers

(For Making Payments through RTGS/NEFT)

1	Particulars of Contractors/Vendors/Suppliers :	
	(a) Name of Contractors/Vendors/Suppliers	
	(b) Address	
	(c) Mobile No.	
	(d) E-mail ID	
	(e) PAN No. (Please attached copy of PAN Card)	
	(f) GST No.	
2	Particulars of Bank Account :	
	(a) Name of the Bank	
	(b) Name of the Branch	
	(c) Branch Code	
	(d) Address	
	(e) City Name with Pin Code	
	(f) Telephone No.	
	(g) NEFT/IFSC/RTGS Code	
	(h) 9 Digit MICR code Appearing on the cheque book	
	(i) Category of Account	
	(j) Contractors/Vendors/Suppliers Name as per Bank Account	
	(k) Type of Account	
	(l) Account No.	
	(m) Copy of Cancelled Cheque	

*

Changes, if any, in above is to be intimated within seven days.

- Encl.:** 1) Copy of PAN Card, GST Registration Certificate
2) Copy of Cancelled Cheque

Date: _____

(Signature)

Place: _____

(Authorized Signatory Name & the firm)