

Price Rs. 500



राष्ट्रीय डिज़ाइन संस्थान
NATIONAL INSTITUTE OF DESIGN

Paldi, Ahmedabad 380 007

Telephone: +91 079 2662 9500/ 9600,

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Website: www.nid.edu

Advt. No. (05 / 2018-19)

**TENDER (TWO BID SYSTEM) FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT SERVICE OF SPLIT, WINDOW AIR
CONDITIONERS,
AT NID - CAMPUS BENGALURU**

M/s. : _____

Address : _____

Phone/Mobile & Fax No. : _____

Last Date & Time for Submission : Up to 4.00 p.m. 20-08-2018
of tender document

Note: This tender document contains total 18 pages including cover page.



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03.08.2018

TENDER NOTICE
Comprehensive AMC for Air conditioners

(Advt # 05 / 2018 - 19)

The Institute invites Sealed Tenders (two bids system) from the reputed, experienced and authorized service providers for Comprehensive Annual Maintenance Contract of various Air conditioners. Blank tender documents can be collected from NID's Accounts / Administration Office at NID, Bengaluru during working hours on cash payment of Rs.500/-. Tender documents can also be downloaded from 'Tender' column of NID website www.nid.edu and www.eprocure.gov.in. The downloaded tender document should be accompanied with a DD of Rs.500/- (non-refundable) of any nationalized bank being tender form fee. The last date for submission of bids to "The Secretary and Head, General Administration, National Institute of Design, Paldi, Ahmedabad 380 007" is 20-08-2018 up to 4 p.m.

ELIGIBILITY CRITERIA:

- (i) Being either manufacturers of reputed branded Air conditioners or manufacturer's authorized service providers for Air conditioners - Split Air conditioners / Window Air conditioners.
- (ii) Having Workshop facilities for these equipments in NID Bengaluru.
- (iii) Having on hand or executed similar kind of maintenance work of not less than Rs. Three 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.
- (v) The Firm/Bidder must be a profit making organization and should have an annual turnover of at least Rs. 10 lakhs during last two financial years.
- (VI) The bidder must have 24 hours land line / mobile contact facilities and the same should be intimated to NID if there is any change.

The bidders, who fulfill the above mentioned eligibility criteria, should submit the offer in two separate sealed envelopes, one super scribed as **"Technical Bid"** and other as **"Financial Bid"** put into one big envelop sealed and super scribed as **"Tender for Annual Comprehensive Maintenance Contract of Split / Window Air Conditioners"**. In the Technical Bid envelop, **Annexure-I** and relevant documents copies along with the EMD / DD Tender form fee DD, etc. should be submitted.

In the **Financial Bid** envelop, only **Annexure-II** duly filled in should be submitted. The big envelope containing sealed Technical Bid and Financial Bid is to be 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. **20-08-2018**.

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 DOMESTIC UNITS

1. SCOPE OF WORK

- The scope includes the '**ALL IN ALL (COMPREHENSIVE) SERVICE AND MAINTENANCE**' of Window Air conditioners, Split Air conditioners.
- 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 -I I** for Service Specifications as required by NID.

2. LIST OF EQUIPMENTS

Please refer **Annexure - II** 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 NID campus, Bengaluru. The bidder is requested to visit the site, inspect the units before quoting their offer, if required necessary.

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. 4,000/- (Rupees Four 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 10% 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. Upon award of the AMC to the approved bidder, the EMDs of remaining bidders will be refunded. The security deposit will be refunded without interest on completion of AMC contract period of three years.

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. 20-08-2018**. Please note the following for submission of the tenders:

- **BY THOSE WHO HAVE BEEN PURCHASED THE TENDER DOCUMENTS**

The tender should accompany the EMD as stated above. (in the Technical Bid envelope)

- **BY THOSE DOWN LOADING THE TENDER DOCUMENTS FROM THE NID WEBSITE**

www.nid.edu / www.eprocure.gov.in

The tenders should accompany the Demand drafts for Tender Fee of Rs. 500/- as well as EMD as stated above. (In the Technical Bid envelope).

8. TENURE OF CONTRACT

The period of contract shall be initially for a period of three years from the date of awarding the contract subject to review after completion of one year. On satisfactory services, the institute may extend the contract after completion of three years for a further period of two years, on yearly review of performance basis. For the first three years there will not be any price escalation under any circumstances. Then after if extended for another two years, the AMC contract would be renewed on mutual understanding basis.

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 offer your rates in **Annexure – III**.

TERMS & CONDITIONS

- 1) The rates quoted in **Annexure-III** 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 three 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, plants etc. 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 Bengaluru, as and when required by NID Bengaluru 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 Stores 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. The test certificates should be produced in proof thereof. Based on test certificates & testing at NID, 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-let any portion of the / 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 labor 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. COMPLAINTS

1. All complaints will have to be attended in 4 hours and rectification and solve the complain within 24 hours. You have to be informed by maintenance Department, NID, Bengaluru or Telephone Operator. In case of either above non-complains, penalty would be Rs.500/- per call for each day. Transportation charges for the unit to and fro will be borne by the contractor.
2. In each quarterly bill if the service of A.C. not found properly & satisfactory, penalty will be deducted at 10% of individual A.C. amount of billing cycle.

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 raising the invoice duly checked, verified and certified for payment by internal technical team of NID, Dean NID Bengaluru and HoD NID Ahmedabad..
- 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.
- A retention of 10% would be deducted from each running bill and the same will be refunded on completion of AMC contract period of each year without interest on performance report.

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 Bengaluru shall have exclusive jurisdiction in all matters arising under this Contract.

19. SUBMISSION OF TENDER

- The interested agencies/contractor will have to submit their offer **for both campuses** and the contractor would be awarded to a single agency/ contractor for both the agencies.
- In-complete and conditional offer would be rejected automatically.

21. TAXES

The applicable taxes would be paid extra on actual and should be mention in the invoice separately .

ANNEXURE- I**TECHNICAL BID**

| | | |
|----|---|--|
| 1 | Name of the Firm with full Address of the Bidder - Contact Details Phone nos./Fax no. | |
| 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 | |
| 6 | Attach complete details of the firm's Service Centre, Workshop with a list of Technical Staff, equipments and machinery etc. | |
| 7 | Give full names, addresses and contact details of the authorized officials, of the organizations where the bidder has AMC of Rs. Three 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 fir

Date:

ANNEXURE- II

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:

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

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.

The number of preventive services required for Air conditioning system shall be six in a year. However, NID shall decide the schedule, which has to be excepted by the approved contractor.

Note for Preventive repair / Replacement:

Preventive repair / replacement for AC Systems 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.

Address for collecting blank tender document:

National Institute of Design
Administration / Accounts Department
#12, HMT Link Road, Off Tumkur Road
Bengaluru 560 022
Tele : 080 2972 5006, 2972 3276

NAME OF CONTRACTOR : _____

(A) List of Air Conditioners, Window ACs to be covered under the AMC from the date of award of the Contract / Signing of an agreement.

| Sr. No | Machine / Equipment | Capacity | Location | No./ Qty. | Per Unit AMC Rs. | Total Amount Per Year (In Rs.) |
|----------|---|-------------|-------------------|------------|------------------|--------------------------------|
| A | Comprehensive AMC rate contract for 1 year | | | | | |
| 1 | Voltas - 2007 | 2.0 T Split | Server Room | 3 | | |
| 2 | Hitachi - 2016 | 1.0 T Split | AV Lab | 2 | | |
| 3 | Blue Star - 2008 | 1.5 T Split | Gr. Floor Meeting | 2 | | |
| 4 | Blue Star - 2008 | 1.5 T Split | Conference Hall | 10 | | |
| 5 | Blue Star - 2016 | 2.0 T Split | Laser Cutting | 1 | | |
| 6 | Blue Star - 2012 | 1.0 T Split | LAN Room | 1 | | |
| 7 | Blue Star - 2014 | 2.0 T Split | Meeting room - 2 | 2 | | |
| 8 | Voltas | 2.0 T WAC | Dean's Office | 1 | | |
| | | | | (A) | Total | |

| B | Repairs & Maintenance as and when required | | | |
|----------|---|------------------|-------------------------|---------------------------------------|
| | Item | No./ Qty. | Per Unit AMC Rs. | Total Amount Per Year (In Rs.) |
| 1 | Replacement of Copper condenser | 5 | | |
| 2 | Copper pipe with insulation | 100 rft | | |
| 3 | 3.0 Core 2.5 / 4.0 sq. mm heavy duty cable | 100 rft | | |
| 4 | New remote controllers – branded | 5 | | |
| 5 | Dismantling of AC units | 10 | | |
| 6 | Standard installation of AC units | 10 | | |
| 7 | Replacing of MS Stands | 5 | | |
| | | (B) | Total | |

Total amount (Rs.) : A + B : _____ excluding Taxes

In words : _____ excluding Taxes

Note: Applicable taxes shall be paid extra, as per prevailing norms.

Place:

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

Date:

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 & Designation with Seal)