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File No. 6-5/2017-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhavan, New Delhi,
Dated : the 15th May, 2018

To

(THE INTERESTED BIDDERS)

Subject: Invitation to Tender for Comprehensive Annual Maintenance Contract for repair/maintenance of Air Conditioners and other electrical equipments installed in the Ministry of Culture.

I am directed to invite online Tenders for award of Comprehensive Annual Maintenance Contract (AMC) for repairs & maintenance of Air Conditioners and repairs of general electrical equipments in the Ministry. Interested firms may send their tender online along with a Bid Security Deposit of Rs. 20,000/- (Rupees twenty thousand only) in the form of Account Payee Demand Draft from any nationalized bank in favour of "DDO, Ministry of Culture, Shastri Bhavan, New Delhi."

2. The tender document may be downloaded from the CPP Portal/website of the Ministry. In case of any query, please contact Section Officer (Genl. Admn.), Ministry of Culture, Room No. 330, C-Wing, Shastri Bhawan, New Delhi - 110001 (Phone: 2338 1282).

3. The quotations may be submitted in two bids, viz. technical and financial. Technical Bid should contain company profile and authenticated documents to prove all the eligibility conditions as per Annexure-III. The Financial Bid should contain only the Financial Charges as per Annexure-IV. Omission of any of the demanded documents may result in the rejection of their entire tender. Firms should go through the tender documents thoroughly and submit their quotations only if they meet terms and conditions of the Ministry as detailed in Annexure -II.

4. The firms should submit the quotations latest by 3:00 PM on 30th May, 2018 online. The quotation/tender received in any manner other than through online would not be opened and would be summarily rejected.

5. The Tender Opening Committee will open the technical bids at 3:30 PM on 31st May, 2018 in Room No. 330, C Wing, Shastri Bhavan, New Delhi in the presence of participating bidders, who may like to be present in person or through their duly authorized representative. The Committee/competent authority will assess the ability of the agencies based on its record, profile and on such other criteria as per technical bids. The representatives of only those found successful at the technical bid stage would be allowed to be present at the time of opening of financial bids (date of opening of financial bids will be announced to eligible bidders later).

Contd. ...

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6. The firms/bidders should not have been blacklisted by any Ministry/Department of the Government of India. The tendering firms/bidders shall have to give a notarized affidavit on a paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Government Ministries Departments have not been banned.

7. The Ministry reserves the right to cancel any or all of the Tenders without assigning any reason.

4/5/18
(Manoj Dehury)
Under Secretary to the Govt. of India
TeL: 2338 4261

Enclosure:

- (i) Crucial Dates (Annexure-I)
- (ii) Detailed job requirement and terms & conditions (Annexure-II)
- (iii) Format of Technical Bid (Annexure-III)
- (iv) Format of Financial Bid (Annexure-IV)
- (v) Format of Declaration (Annexure-V).

Copy to:

- i) Technical Director (NIC), Ministry of Culture, Shastri Bhavan, New Delhi. The aforesaid letter may kindly be up-loaded in a non-editable version on this Ministry's official website.
- ii) All Ministries and Department of Govt. of India located at New Delhi/Delhi with the request that the firms engaged by them for the purpose may be requested to submit their tenders, if interested.

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Annexure -I

IMPORTANT DATES

ePublished Date	:	15.05.2018
Document Download Start	:	15.05.2018
Bid Submission Start Date	:	15.05.2018
Document Download End Date	:	30.05.2018
Bid Submission End Date	:	30.05.2018
Bid Opening	:	31.05.2018

TERMS AND CONDITIONS

The terms and conditions of the contract shall be as under :-

1. Bidder are required to submit Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees twenty thousand only) in the form of Demand Draft in favour of Drawing & Disbursing Officer, Ministry of Culture, Government of India, New Delhi from any Nationalized/Scheduled Bank. A representative of the firm will be permitted to present at the time of opening of quotations.
2. The rates of Comprehensive Annual Maintenance Contract of ACs (split and window) will include oiling, cleaning, greasing, servicing, fixing of wires, chemical wash, gas filling, replacement/repair of any or all the parts including replacement of motor/compressors/condenser and other electrical parts, air filter, connecting wires/metal plugs of the switches by new ones, carrying out pressure leak testing including vaccummising the system during the duration of the contract at the exclusive risk, responsibility and the cost of the contractor.
3. The contractor shall use ISI marked parts for repair/replacement. If the firm uses a non-ISI marked parts a penalty of double the cost of the part will be imposed.
4. It shall also be the responsibility of the approved contractor to periodically service and inspect/check all the ACs (Split & Window) and other general electric items of Ministry which are under the maintenance period, so as to ensure their smooth and satisfactory functioning. The contractor shall also obtain a certificate from the user Section/Officers at least once in a quarter to the effect that the said apparatus are working satisfactorily during the quarter in question.
5. No advance payment will be made to the firm. Payment will be made quarterly basis of the AMC period. As regards AC Stabilizer, Fan (Wall Fan & Pedestal Fan), the firm will provide services on call basis as and when required.
6. The contractor shall be required to inspect all the air conditioners and put these into operation immediately failing which the contract may be cancelled by the undersigned without assigning any reasons and the security, etc. deposited by the contractor shall be forfeited.
7. For regular and proper maintenance/repair of the air conditioners and general electric equipments for attending to the complaints received from officers immediately, it shall be obligatory on the part of the contractor to depute sufficient number of qualified mechanics (minimum two) on all working days from 9.30 a.m. to 5.30 p.m. throughout the duration of the contract to attend immediately to the complaints received from the users of air conditioners and general electric equipments. In case of emergency, the complaints would also be required to be attended on holidays.
8. As far as possible, the maintenance/repair work shall be carried out in the premises of this Ministry. Only such work, execution of which is not possible in the premises of this Ministry, may be allowed to be done in the workshop of the firm. In no case, an air conditioner and general electric equipments, or part thereof, shall be taken out of the premises without formal written permission of this Ministry. No transportation charges will be paid on this account. The firm will also provide standby arrangement without any extra cost till the repaired ACs and electric equipments are brought back and re-installed. The air conditioners and electric equipments or part thereof, taken to the workshop will have to be brought back within two days, failing which the cost the machine/part will be recovered from the firm.
9. The contractor shall be required to do the work at the approved rates. If, for any reason, the firm is not able to do so, the work shall be got done from some other firm or from the open market at the cost of the contractor and the expenditure so incurred

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thereon shall be recovered from him. This may even entail the termination of the contract and forfeiture of the security deposit.

10. In case the contractor fails to cope up with the work load or does not render satisfactory services, the contract awarded to him shall be cancelled by giving 15 days notice without assigning any reason whatsoever and his security deposit and payment, due to him, if any, shall be forfeited. In this connection, decision of the Ministry shall be final and binding on the contractor.

11. AMC charges will be made in four quarterly installments after satisfactory performance of the company. Payments towards new Air Conditioners and electric equipments which will be automatically included in the ambit of AMC after completion of their warranty period and such Air Conditioners which are replaced during the period of maintenance, will be made on pro-rata basis.

12. In the event of contractor backing out of the contract in midstream, without prior explicit consent of the Ministry, not only the EMD would be forfeited, but also he will be liable to the recovery of the higher cost, vis-à-vis that contracted with him incurred by the Ministry for the balance period of contract through alternative means and would also be blacklisted for future contracts in the Government Ministry. In case the complaints of maintenance/repair of the air conditioners and general electrical equipments are not attended to within two hour, penalty of Rs. 150/- will be levied per day per Air Conditioner and no maintenance charges for this period will be admissible.

13. Ministry of Culture reserves the right to reject or to accept any quotation, in whole or in part, without assigning any reason therefore. It also reserves the right to reject the quotation without assigning any reason thereof or to renew the contract for such period as it may deem necessary taking into account, the satisfactory services rendered by the contractor during the season.

14. The contractor should clearly state such items that are not covered under the contract. The rates chargeable for any component/items not covered under Comprehensive AMC should be specifically mentioned in the quotation.

15. If at any point of time, the services of the Service technicians, being provided by the firm are noticed to be unsatisfactory or not of the expected level in any manner, the firm will be responsible to change the service technician immediately.

16. The Competent Authority reserves the right to conduct performance review of the contracting firm at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported.

17. During the period of the contract, if any mishap occurs, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/property.

18. In the event of completion/lapse of tender, the service provider has to handover all ACs and general electrical equipments in running conditions to the next service provider.

19. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

Signature of the authorized signatory
of the Tenderer with seal of the Firm

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cy Condition :

- The bidding firm should be registered in Delhi/New Delhi and should have a well established office in the limits of NCT of Delhi.
- The firm should have an experience of at least 3 years of working in Government offices/PSUs and should enclose copy of experience.
- c) The firm should have an annual turnover of not less than 25 lakhs per annum in the last three years (2015-16, 2016-17 & 2017-18) certified by Chartered Accountant.
- d) Income Tax Return for the last three years (2015-16, 2016-17 & 2017-18) may be enclosed.
- e) The company should not be blacklisted by any authority.
- f) Bid should be valid for 60 days.
- g) The tender should be accompanied with a signed copy of the terms & conditions stipulated for award of the contract, conveying their acceptance on same.
- h) It must be noted that in order to be eligible to participate in the bid, a tenderer must quote all the rates for all the items in the Price Bid, failing which bids will be rejected. Part quotation will not be permitted.
- i) Tenderer may also furnish registration copy of GST No. and copy of Pan No.
- j) Tenderer may provide Banker of Agency with full address (Attach banker's certificate of account maintenance for last two years).

8. **Financial Bid :** The financial bid should be strictly as per the format given in Annexure-IV. The rates quoted should be in figures. Quotation with cutting/overwriting will straight away rejected.

9. Earnest Money Deposit (EMD) will be returned to unsuccessful bidders without interest after the tender is finalized. EMD will be returned to the successful bidder without interest on receipt of performance Guarantee/Security/Fixed Deposit receipt.

10. **Performance Security :** The successful bidder have to Deposit performance security in the form of Account Payee, Demand Draft, Fixed Deposit Receipt from Commercial bank, Banker's Guarantee from a Commercial bank amounting of 10% of the total contract in favour of DDO, Ministry of Culture, Shastri Bhawan, New Delhi-110001. Performance Security Deposit shall be valid for sixty days beyond the date of completion of all contractual obligations. The Security Deposit shall be forfeited if during the contract the services of the contractor are found unsatisfactory.

11. The contract will be for a period of one year which can be extended further for one year, subject to satisfactory performance of the contractor.

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Annexure-III

PROFORMA FOR TECHNICAL BID

(Award of Comprehensive AMC for repairs & maintenance of ACs and repairs of general electrical equipments in the Ministry of Culture)

Qualifying Bid Documents

(Copies of all documents are required to be uploaded in the Technical Bid on the CPP Portal)

Tender No. . 6-1/2018-GA

Sl. No.	Details	
1	Name of Company/Firm	
2	Address with Tele No., Mobile No. & email	
3	Contact person's name, phone number and mobile number	
4	Certificate from Ministries/Departments/PSUs of the details of past experience of 3 years in similar field issued by officers of the level of Section Officer and above.	
5.	Annual turnover certificate certified by Chartered Accountant for an amount of Rs. 25 lakhs (Rupees twenty lakhs only) or more	
6.	Copies of PAN Card, ITR of last three years, GST registration certificates;	
7.	Details of firm/company in case of Partnership Firm.	
8.	The earnest money deposit of Rs. 20,000/- from centralized bank through a Demand Draft/Pay Order	
9.	Banker of Agency with full address (Attach banker's certificate of account maintenance for last two years)	
10.	The tendering firms/bidders shall have to give a notarized affidavit on a paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Government Ministries Departments have not been banned.	
11.	Details of EMD of Rs. 20,000/- paid vide	

Declaration

I hereby certified that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation in the above statement at any stage, the company will be blacklisted and will not have any dealing with the Ministry in future.

(Name & Signature of authorised signatory with stamp)

PROFORMA FOR FINANCIAL BID

(Award of Comprehensive AMC for repairs & maintenance of ACs and repairs of general electrical equipments in the Ministry of Culture)

Financial Bid Documents

PERIOD OF CONTRACT: The contract will be initially for one year.

Sl. No.	Description of work/job work	Rates per unit (excluding taxes) (in Rs.)
1.	Window ACs 1.5 & 2.0 ton: Full Comprehensive Annual Maintenance service contract including cleaning, oiling, washing, greasing, fitting of switch/wire/plug, replacement of compressors and replacement of all spare parts and when required viz. Relay circuit, running capacitor, condenser, starting capacitor, all kind of motors rewinding and replacement, fans, wiring of motor, wiring of transformers, gas filling/charging including cost of gas, thermostat, Valve, knob set, OFF' and ON' switches, set of 3 pads, conciliator, fan/fan blade/blower, cutting and welding, Flushing, Vacuum & pressure the system and brazing pipe, if any etc.	
2.	Split ACs 1.5 & 2.0 ton: Full Comprehensive Annual Maintenance service contract including cleaning, oiling, washing, greasing, fitting of switch/wire/plug, replacement of compressors and replacement of all spare parts s and when required viz. Relay circuit, running capacitor, starting capacitor, condenser, all kind of motors rewinding and replacement, fans, wiring of motor, wiring of transformers, gas filling/charging including cost of gas, thermostat, Valve, knob set, OFF' and ON' switches, set of 3 pads, conciliator, fan motor/fan blade/blower, maintenance/repairing of its voltage stabilizer, cutting and welding, Flushing, Vacuum & pressure the system and brazing pipe, if any etc.	
3.	Window type AC: charges for fresh installation involving of all new fitting/fixtures & including erection of suitable wooden stand & covering the gap with new plywood, wherever necessary	
	Charges for shifting and subsequent installation requiring minor additions/alteration in the original fitting & fixtures (Window AC)	
	Charges for shifting and subsequent installation requiring minor additions/alteration in the original fitting & fixtures (Split AC)	
4.	Repair of Stabilizer	
5.	Remote of AC	
	(a) Window AC	
	(i) Repair	
	(ii) Replacement (Original Company make) (only in case of lost)	
	(b) Split AC	
	(i) Repair	
	(ii) Replacement (Original Company make) (only in case of lost)	

A	FAN/HOT CASE	
1.	Maintenance of all types of fans of all make	
	a) Pedestal fan (servicing, repair of armature, motor etc.)	
	b) Table fans (servicing, repair of armature, motor etc.)	
	c) Wall mounted fans (servicing, repair of armature, motor etc)	
2.	Maintenance of hot case	
3.	Maintenance of heat blower/oil radiator	
B.	CALL BELLS/REMOTER BELLS	
4.	Minor repair of call bell	
5.	Rate for new call bell/buzzer (cordless) with installation (Cona/Anchor/Havells)	
6.	Rate for new ding dong bell (cordless) with installation (Cona/Anchor/Havells)	
7.	Rate for new round push button	
C.	WIRES/CABLES/ELECTRICAL FITTING (Cona/Anchor/Havells)	
8.	3 core wire (23/76) copper wire (rate per meter)	
9.	3 core wire (40/76) (rate per meter)	
10.	3 core wire 23/76 (rate per meter)	
11.	3 core wire 70/76 (rate per meter)	
12.	2 core wire 23/76 (rate per meter)	
13.	PVC 3/20 (rate per meter)	
14.	PVC 3/22 (rate per meter)	
15.	PVC 7/20 (rate per meter)	
16.	<u>MCB Socket (5 ampere) Anchor, Havells, Cona make</u> Rate for 5 Ampere MCB Socket of Anchor make Rate for 5 Ampere MCB Socket of Havells make Rate for 5 Ampere MCB Socket of Cona make <u>Rate for 15 ampere MCB switch</u> Rate for 15 Ampere MCB Socket of Anchor make Rate for 15 Ampere MCB Socket of Cona make Rate for 15 Ampere MCB Socket of Havels make	
17.	<u>MCB Switch (5 ampere & 15 ampere) Anchor, Havels, Cona make</u> Rate for 5 Ampere MCB Switch of Anchor make Rate for 5 Ampere MCB Switch of Cona make Rate for 5 Ampere MCB Switch of Havels make <u>Rate for 15 Ampere MCB switch</u> Rate for 15 Ampere MCB Switch of Anchor make Rate for 15 Ampere MCB Switch of Cona make Rate for 15 Ampere MCB Switch of Havels make	
18.	<u>Multi socket 5 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	

19.	<u>Multi socket 15 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
20.	<u>Wall socket 5 ampere (piano type)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
21.	<u>Wall socket 5 ampere (multi socket)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
22.	<u>Wall socket 15 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
D	SWITCHES	
23.	<u>Main Switch 30 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
24.	<u>Switch 5 ampere (piano type)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
25.	<u>Switch 15 ampere (piano type)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
26.	<u>Wall switch 5 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
27.	<u>Wall switch 15 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
E	PLUGS	
28.	Special plug for MCB	
29.	<u>3 in plug 5 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
30.	<u>3 in plug 15 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
31.	<u>New multi plug 3 pins (light)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	
F.	RATE OF TUBE LIGHTS/ BULBS	
32.	Rate for replacement of tube light frame	

33.	LED Bulb 0.5 Watt (Philips, Crompton etc)	
34.	Colour bulb each (for engagement light)	
35.	Supply & fixing of engagement light (red and green light bulbs)	
36.	Philips bulb (230V-25W Candle CFL)	
G.	RATE OF BOARDS	
37.	Acrylic/Fibre board (7X4)	
38.	Acrylic/Fibre board (8X6)	
39.	Acrylic/Fibre board (8X10)	
40.	Acrylic/Fibre board (8X12)	
41.	Sheet bakelite (per inch)	
42.	Indicator on board each	
43.	Fuse on each board	
44.	Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Anchor make Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Havels make Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Cona make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Anchor make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Havels make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Cona make	
45.	Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Anchor make Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Havels make Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Cona make	
46.	Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Anchor make Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Havels make Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Cona make	
H.	MISCELLANEOUS	
47.	Batten per square feet	
48.	Fixing of batten per square feet	
49.	Supply of fixo-pen per sq. feet	
50.	Fixing of fixo-pen per sq. feet	
51.	MCB box each (Anchor/Havels/Cona)	
52.	Mini circuit breaker of Anchor, Havells/Cona	
53.	PVC pipe per square feet	
I.	FANS OF ALL TYPES (EXCLUDING CEILING FANS)	
54.	Installation charges of wall fan with new fitting and fixtures	

(Name & Signature of authorized signatory with stamp)

DECLARATION

1. I, _____ son/daughter of Shri _____ Proprietor/Partner/Director/Authorized signatory of _____ am competent to sign this declaration and execute this Tender document.
2. I have carefully read and understood all the terms and conditions of the Tender and are fully acceptable to me.
3. I hereby certify that our company has not been black listed by any Government Ministry/Department/PSU.
4. The information/documents furnished along with the above document are true and authentic to the best of my knowledge and belief. I/We am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of Tender at any stage besides liable to prosecution under appropriate law.

Date : Signature of owner/Managing Partner Director

Full Name :

Place :

Company Seal

N.B : The above declaration, duly signed in token of their acceptance, should be enclosed with the Quotation.