

**कार्यालय महालेखाकार (लेखा.एवं हक़.) पंजाब एंड यूटी,
चंडीगढ़**

प्लॉट सं 20, सेक्टर 17-इ , चंडीगढ़

GD/105(3)/एएमसी/2024-25/

दिनांक:-

सेवामें

सीमित निविदा सूचना

Water Cooler की व्यापक वार्षिक रखरखाव अनुबंध (एएमसी) हेतु ।

कार्यालय महालेखाकार (लेखा.एवं हक़.) पंजाब एंड यूटी, चंडीगढ़ में विभिन्न अनुभागों / शाखाओं में स्थापित Water cooler के व्यापक रखरखाव अनुबंध हेतु एक वर्ष की अवधि के लिए पार्टियों / फर्मों से बोलियां आमंत्रित किए जाते हैं। आपसे अनुरोध है कि प्रत्येक आइटम के लिए निर्दिष्ट प्रदर्शन के वार्षिक अनुबंध / रखरखाव के लिए अपनी दरें दिनांक 03/03/2025 समय 11.00 AM तक कार्यालय में अधोहस्ताक्षरी के समक्ष जमा करें।

क्रमांक	विवरण	संख्या	अवधि
1.	Water cooler	14	01.04.2025 - 31.03.2026

ऊपर प्रदर्शित मदों की संख्या अनुबंध की समयवधि के दौरान घटाई या बढ़ाई जा सकती है | निर्धारित समय के बाद प्राप्त हुए बोली को स्वीकार नहीं किया जायेगा | मरम्मत/ रख रखाव में इस्तेमाल किये जाने वाले सामग्री उच्च स्तर की होनी चाहिये, जिसका विवरण नियम व शर्तों में दिया गया है | बोली दस्तावेज की अग्रिम राशि रु. 5000/- सहित वेतन एवं लेखाधिकारी, (लेखा.एवं हक़.) पंजाब एंड यूटी, चंडीगढ़ के पक्ष में किसी भी राष्ट्रीयकृत बैंक द्वारा चंडीगढ़ में डिमांड ड्राफ्ट या चेक के रूप में जमा किया जाना चाहिये अन्यथा बोली रद्द कर दी जाएगी। बोलीदाता बैंक डिमांड ड्राफ्ट /चेक के पीछे अपना पूरा नाम तथा पूरा पता अवश्य लिखे। Annexure A, B और पैन कार्ड /सेवाकर सं. /जीएसटी सं. बोली डाटा दस्तावेज के साथ संलग्न किया जाना आवश्यक है |

प्राप्त बोलियों को उसी दिन 11:10 AM पर खोला जायेगा। बोलियां वरिष्ठ उप महालेखाकार (प्रशासन), कार्यालय महालेखाकार (लेखा.एव हक्र.) पंजाब एंड यूटी, चंडीगढ़, 2nd तल पर प्लाट सं. 20, सेक्टर 17 E, चंडीगढ़ को संबोधित की जानी चाहिए। बोली वाले लिफाफे के शीर्ष पर "WATER COOLER की व्यापक वार्षिक रख रखाव अनुबंध (AMC) हेतु बोली" शब्दों के साथ लिखा जाना चाहिये। निविदा दस्तावेज निशुल्क है, जिन्हें अधिकारिक website <https://cag.gov.in/ae/punjab/en> से भी download किया जा सकता है।

निविदा सभी मामलों में पूर्ण होना चाहिए तथा सभी पृष्ठों पर निविदा कर्ता के प्राधिकृत हस्ताक्षरकर्ता द्वारा हस्तारक्षरित होना चाहिए और कंपनी की मुहर को निविदा दस्तावेज के प्रत्येक निविदा स्थिति की पुष्टि करने वाले व्यक्ति के हस्ताक्षर के तहत रखा जाये। निविदा के अनुलग्नकों में सभी कॉलम विधिवत, ठीक से और पूरी तरह से भरे हों। दरों और इकाइयों को पुनः परिवर्तित नहीं किया जायेगा दरें हमेशा आंकड़ों और शब्दों दोनों में भरे हों।

निविदा दस्तावेज के लिए आवेदन करते समय इच्छुक निविदाकर्ता अनुभव प्रमाण पत्र, पूर्ण कार्य प्रदान किये गए कार्य, वैध कार्य अनुबंधकर/पैन/जीएसटी की प्रतिलिपि प्रस्तुत करें।

विभाग के पास सभी या किसी भी निविदा को अस्वीकार करने और 2 या अधिक दलों के बीच काम का आवंटन करने का अधिकार है और यह भी कि विभाग निम्नतम या किसी भी निविदा को स्वीकार करने के लिए बाध्य नहीं होगा। इस सम्बन्ध में कार्यालय महालेखाकार (लेखा.एव हक्र.) पंजाब एंड यूटी, चंडीगढ़ का निर्णय अंतिम और सभी बोलीदाताओं पर बाध्यकारी होगा।

बोलियाँ जमा करने से पहले निविदाकारों को कार्यालय का दौरा करने की सलाह दी जाती है।

पूछताछ के लिए, कृपया संपर्क करें

श्री जगदीश कुमार, लेखाकार
मो- 9416744241

व. लेखाधिकारी
(सामान्य विभाग GD)

**OFFICE OF THE ACCOUNTANT GENERAL (A&E) PUNJAB & UT, PLOT NO. 20,
SECTOR 17- E, CHANDIGARH-160017**

No. CRT-1/105(3)/AMC/2024-25/

Dated:

To,

LIMITED TENDER ENQUIRY

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF
WATER COOLER 2025-26.**

Sealed quotations are invited from parties / firms for Comprehensive Annual Maintenance Contract of Water coolers installed at various Floor in the Office of the **ACCOUNTANT GENERAL (A&E) Punjab & UT, Chandigarh** for a period of **ONE Year for 2025-26**. You are requested to submit your competitive rates **to undersigned** for the annual contract/maintenance of the following items for the period specified against each item in specified Performa (Annexure-B) latest by 03-03-2025 up to **11:00 AM**.

Sr. No.	Name of the Items	Quantity	Period of Contract
1.	Water coolers	14	01.04.2025 to 31.03.2026

Quantity of aforesaid items may increase or decrease during AMC Period

Belated offer will not be considered. The quality of material to be used in repairing/maintenance will be governed by the terms and conditions enclosed along with annexure A, B. Earnest money @ **Rs. 5,000/-** for rates quoted on items in Annexure B must be submitted in the form of Demand Draft from a Scheduled Bank in favor of Pay and Accounts Officer, Office of the Accountant General (A&E), Punjab & UT, Chandigarh. Copy of **PAN Card/ Service Tax no./ GST no.** may also be enclosed with the quotation.

The quotations will be opened at 11:10 AM on the same day. The quotations should be addressed to Sr. Deputy Accountant General (Admn), O/o the Accountant General (A&E), Punjab & UT, 2ndFloor, Plot No. 20, Sector 17, Chandigarh. The envelope containing the quotation should be super scribed with the words **“QUOTATION FOR AMC OF WATER COOLERS”** on the top. Tender documents are free of cost, which can also be downloaded from the official website i.e. <https://cag.gov.in/ae/punjab/en>

The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderers on all the pages and the company stamp shall be placed under the signature of person on each and every page of tender document confirming all the tender conditions. All the columns in the annexures of the tender shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. The rates shall always be both in figures and words.

While applying for the tender document, the intending tenderers shall furnish proof of experience certificates, works completed/awarded, and copy of valid work contract tax/PAN/GST applicable.

The department shall have the right to reject all or any tender and allot the work between 2 or more parties and also will not be bound to accept the lowest or any tender. The decision of O/o the Accountant General (A& E) Punjab & UT, Chandigarh shall be final and binding on all bidders.

Tenderers are advised to visit the office before quoting the rates.

For any further enquiries, kindly contact:

Sh. Jagdish Kumar, Accountant

Mob- **9416744241**

व. लेखाधिकारी
(सामान्य विभाग GD)

Date:

Tender No. - 01

FORM OF APPLICATION

(On Tenderers letter Head)

To,

The Sr. Deputy Accountant General (Admin)
Office of the Accountant General (A& E) Punjab, Plot
No 20, Sector: 17E, Chandigarh-160017

Sir,

Sub: --Tender for Comprehensive Annual Maintenance Contract (AMC) of water coolers installed at the office of Accountant General (A&E) Punjab & U.T, Chandigarh.

1. I/we have read and understood the instructions and other terms and conditions furnished in respect of the captioned tender. I/we hereby submit my/our application for the captioned tender. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
3. I/we clearly understand and agree that if any of the information furnished by me/us here under is found to be wrong or untrue or false or incorrect or incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the "Executing Agency" for the above AMC work on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with your office is liable to be terminated forthwith at the discretion of authority, at any stage, without notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of O/o Accountant General (A&E) Punjab & UT, Chandigarh in selection of the AMC Provider is final and binding to me / us.
5. Total pages contained of Bid document = ____nos. Of Pages

Thanking you.

Yours faithfully,

Signature with Stamps of the Tenderer
Name:
Designation:
Place:

**COMPREHENSIVE CONTRACT FOR REPAIRING/MAINTENANCE OF WATER COOLERS
DURING THE YEAR 2025-26.**

Sr. no.	Items	Particular	Quantity (Total)	Annual Rate (Comprehensive AMC)	Rates including GST (Comprehensive AMC)	Remark if any
1.	WATER COOLERS	VOLTAS	14			

Total rates including GST in words: - _____

- Bidder shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates. No extra claim what so ever in this regard shall be entertained.
- O/o Accountant General (A&E) Punjab & UT, Chandigarh **reserve** the right to increase or decrease number of WATER COOLERS for providing AMC, at any stage, as mentioned in the Performa for commercial bid. Rates proportionately link will be increased / decreased accordingly.
- Comprehensive AMC of aforesaid items includes repair/replacement of each and every part of unit/item excluding Electrical voltage increase/decrease, external burning by fire.

We have studied the specifications and the maintenance/repair conditions, supplied with the document by the office and I/We have quoted above rates subject to the following conditions (if any)

SIGNATURE & SEAL

GENERAL TERMS AND CONDITIONS

- 1- Bidders are advised to visit the site/office before quoting the rates to acquaint themselves about the 14 nos. of Water Cooler installed in the office building with prior intimation to Sr.AO (GD).
- 2- The material to be used in repairing /maintenance shall be of high quality (genuine spare parts). The authenticity report (OEM/Reputed make) must be submitted for each event of repair/maintenance to certify that the items being used in replacement of faulty one or for repair purpose is of high quality.
3. Service provider must have registered office or branch in tri-city (Chandigarh, Panchkula, Mohali) since last 01 year (01/01/2025) Documentary proof should be provided.

4. The successful bidder is required to deposit a Performance Bank Guarantee of five (5) percent of the tender value of a Nationalized Bank. The performance bank guarantee should remain valid for a period of sixty days beyond the date of completion of all contractual obligations by the firm. In case the contract is extended beyond the initial period, the performance bank guarantee will be accordingly renewed by the successful firm/agency.

5. SCOPE OF WORK

1. The term 'Comprehensive Annual Maintenance Contract of Water Cooler (AMC) shall include cost on account of all repair and maintenance of all the Water Cooler replacement of spare parts / mechanical /consumable parts thereof during the currency of the contract at the exclusive risk, responsibility and cost of the Contractor. In brief, the department shall not bear any cost for anything whatsoever after the Water Cooler units have been handed over to the Contractor for maintenance.
2. The Water Cooler that are not serviceable by the agency / beyond economical repair due to obsolescence of technology or non- availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of O/o Accountant General (A&E) Punjab & UT, Chandigarh regarding non-availability and obsolescence of technology will be final. Withdrawal of such Water Cooler shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble free condition during the period of contract.
3. A record of preventive maintenance carried out would be maintained by successful bidder and duly certified by the authorized officer. The contractor will maintain history sheet of equipment's under maintenance contract with detailed specification.
4. All the faults will be attended at site of this office. In case of a major fault, if the machine (Water Cooler) is required to be taken to the company workshop, the company shall provide a replacement unit till the time if required by this office. The same Water Cooler sent for repairs should be positioned back.
5. Following work is included in the Annual Maintenance Contract of Water Cooler: Besides periodic servicing of the Water Cooler, contract shall include attending the breakdown calls, providing and fixing of any components of the machine (free of cost).
 1. Cleaning and sanitizing of water tanks and filters.
 2. Checking and replacing parts like filters and gaskets.

3. Lubrication of moving parts to prevent wear and tear, If any.
 4. Calibration of temperature settings to ensure optimal cooling.
 5. Tightening of all screws, fasteners.
 6. Checking all the electrical parts and wiring and repair of such parts.
 7. Oiling of all the moving parts.
 8. Checking the play (gap) of condenser motor and if required, refurbishing/replacing defective worn out parts.
 9. Checking cooling effect and if it is found that gas is less the same has to be topped up.
6. Repairing, etc. is to be done immediately if on inspection any defect is found.

6. The penalty amount per complaint will be as follow:

1. Fault not rectified within 24 hour @ Rs 1000/- per day per item shall be levied.
2. Faults not rectified within 48 hours @ Rs 2000/- per day) shall be levied. If OEM or above specification component is not used as maintenance spare, the cost of the equipment will be paid by the vendor if the equipment becomes unserviceable.
3. In the event of non-repair of equipment by the vendor, the equipment will be got repaired from the open market. The actual cost of the same shall be recovered from the contractor apart from above penalties. In addition, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority.
4. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor at his own cost.
5. Any damage resulting to the system on account of the negligence or malfunctioning shall be made good by the contractor. Nothing extra will be paid for such work.
6. The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the concerned sectional in-charge of the department and any expenditure incurred therein for alternative arrangements by sectional in-charge shall be recovered from the contractor.
7. The penalty amount shall be deducted from contractor's bill.
8. The material required for replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be taken by the contractor as buy back after the approval of competent authority.
9. All break-down calls shall be attended to immediately and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons shall be attended to on the next day without fail.
10. Transportation of faulty Units from the office buildings to the service provider's workshop, from one building to another and from the service provider's workshop to the office buildings, will be at the cost of the service provider.

7. PAYMENT TERMS AND CONDITIONS:

1. The payment of comprehensive contract will be released as per details below: -

50% payment of contract after completion of six months satisfactory service.

25% payment of contract after completion of nine months satisfactory service.

25% payment of contract after completion of the contract of the respective items.

2. No escalation of prices shall be permitted on any ground during the period of contract.

3. Tax will be deducted at source /GST will be deducted as admissible from time to time.

4. Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed as a result of the above. No escalation of prices shall be permitted on any ground during the period of contract.

5. Copy of **PAN Card/ Service Tax no. / GST no.** may also be enclosed with the comprehensive rates quoted.

6. Any item under AMC may be withdrawn from the contract at any time during the contract period and proportionate payment may be made for that item.

7. The maintenance work shall normally be done during working hours of the office. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays; Prior arrangement through proper communication should be worked out in all cases by the servicing agencies.

8. Record of previous AMC or service provided for last 03 years i.e. 2022-23, 2023-24, 2024-25.

8. TOOL AND PLANTS:

(i) The required tools and plants for carrying out the work shall have to be arranged by the Contractor at his cost and no tools will be arranged by this office.

(ii) The contractor has to arrange necessary insurance coverage to the workmen deployed by him and shall arrange necessary safety measures before starting the work.

9. Validity of Contract:

The AMC if awarded will be initially for a period **of one year** from the date of award subject to continuous satisfactory performance. However, on failure on this aspect by the contractor/successful bidder, the Office of the Accountant General (A&E) Punjab & UT, Chandigarh will have the right to terminate the contract forthwith and initiating administrative actions for black listing solely at the discretion of the competent authority. The contract shall automatically expire after the contract period, unless extended further by the mutual consent of contracting agency and this office for another period of one or more years on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed between the parties.

10. TAKING OVER Water Cooler FOR AMC CONTRACT

- I. The Water Cooler, shall be taken over for AMC contract on “as and where installed” basis.
- II. The contractor shall ensure that all Water Cooler in proper working conditions at the time of taking over.
- III. After completion of the contract, contractor has to hand over the system in perfect running condition (complete in all respects as per inventory) to the department.

11. Sub-letting of Work

The contractor shall not sublet/transfer or assign the contractor any other part thereof without the written permission of the competent authority of the Office of the Accountant General (A&E) Punjab & UT, Chandigarh. In the event of the contractor contravening this condition, *competent authority shall be entitled to initiate the action for forfeiture of security money/ holding bills/ blacklisting of the firm and legal action Or the competent Authority shall be entitled to place the contract elsewhere on the contractors account at his risk and the contractor shall be liable for any loss or damage, which the office of the Accountant General (A&E) Punjab, Chandigarh may suffer in consequence or arising out of such replacing of the contract.*

12. Right of Acceptance:

The Office of the Accountant General (A&E) Punjab & UT, Chandigarh reserve all rights to reject any bids including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority of the Office of the Accountant General (A&E) Punjab & UT, Chandigarh in this regard shall be final and binding.

- (i) Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work will prejudice the bidder's bids.
- (ii) The Competent Authority of the Office of the Accountant General (A&E) Punjab & UT, Chandigarh reserves the right to award any or part or full contract to any successful agency/agencies at its discretion and this will be binding on the bidders.
- (iii) In case of failure to comply with the provisions of the terms and conditions mentioned by the agency that has been awarded the contract, the competent authority of The Office of the Accountant General (A&E) Punjab & UT, Chandigarh reserves the right to award the contract to the next higher bidder or outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.

13. Certificate/document/credential should be attached with bid documents: - (Self attested copy with stamp of company/firm/organisation)

(i) At least **Three-year** experience in AMC of Water Cooler or similar nature work in any govt. organisation/semi govt. /PSU etc in last three years. (Sales bills must be attached)

(ii) GST no. Certificate.

(iii) PAN no. Certificate and payment/clearance details of service tax, Income Tax and any other applicable Tax for last three year issued by the concerned authorities.

(iv) Company registration certificate (ISO registration firm/company/organisation)

(v) Declaration certifying that the company/firm/organisation is not blacklisted by any Govt. Organisation/Semi govt. /PSU and also not involved in any dispute with CBI/Vigilance department

(vi) a certificate to effect to agree with all the terms & Conditions of the contract & GeM bid

14. The bidder/bidders will be bound by the details furnished by him/her/them to this office while submitting the tender. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her/them liable for legal action besides termination of contract.

15. In case of disputes, if any, arising under the said process shall be subject to the exclusive jurisdiction of courts at Chandigarh. Any disputes arising after the signing of the agreement shall be resolved in the manner as mentioned in such agreement.

16. This office shall not be responsible for any financial loss or any injury to any of the staff deployed by successful bidder in the course of their performing the functions/duties, or for payment towards any compensation.

All terms & conditions are accepted

SIGNATURE & SEAL