

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT I) TAMIL NADU,  
361, ANNA SALAI, TEYNAMPET, CHENNAI – 600018**

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**NOTICE INVITING TENDER**

E-Tender Notice (through Gem Portal) for Comprehensive Annual Maintenance Contract (AMC) of Air Conditioners installed in the **OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT- I)**, CHENNAI-600 018.

E-tender (through GeM Portal) from reputed/authorized sole proprietors/firms/companies engaged in the business of Maintenance of Split Air Conditioners installed in Lekha Pariksha Bhavan building, Third floor- C wing at O/o the AG(A&E) Building, TNHB quarters at Indira Nagar and SAF Games Village Koyambedu for the period from 01.04.2025 to 31.03.2026. Requirement, eligibility criteria, Terms and Conditions of the contract have been clarified in the additional terms and conditions. Tender document (including additional terms and conditions) is available online in GeM Portal as well as on the website of **OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I)** i.e. <https://cag.gov.in/ag1/tamil-nadu/en> However, for any clarification, bidders may contact on [om.tmn1.au@cag.gov.in](mailto:om.tmn1.au@cag.gov.in) . Bidders are advised to read tender document (uploaded on website and on GeM portal) and check their eligibility before participating in the bid.

**TENDER SCHEDULE**

Name of the Work	2025-26 - E-Tender for Comprehensive Annual Maintenance (AMC) of Air conditioners installed in the Office of the Principal Accountant General (Audit-I), Tamil Nadu, Chennai 18  Total No. of Air conditioners – 143
Estimated Cost for the contract	Refer GEM Bid Document
Last Date & submission of E-Tender	As per Bid specification uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid specification uploaded on GeM portal.
Earnest Money Deposit (EMD) in required form to be sent by Post / Delivered in hand on or before the last date of submission of E Tender (Technical)	5 % of the contract value
Performance Security Deposit / Security Deposit (PSD/SD) to be deposited by successful bidder	

## **INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS**

1. e-tenders are being invited from reputed/authorized firms/companies for Annual Maintenance of Air Conditioners of this office through GeM. All the instructions of GeM bidding and additional terms and conditions are applicable. Tender must be submitted through GeM only. The bid received in physical mode shall not be considered at all. Detailed information regarding the items, tender forms, EMD details, specifications, terms and conditions can be downloaded from the following websites: <https://cag.gov.in/ag1/tamil-nadu/>. or [gem.gov.in](http://gem.gov.in)
2. The interested bidders shall submit their tender(s) both Technical bid and financial bid through online in [www.gem.gov.in](http://www.gem.gov.in). The bidders shall upload all the documents as per eligibility criteria for bidders and must be submitted through GeM only. If submitted in any other form the same shall be summarily rejected.
3. Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.
4. **The Bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of bid.**
5. The details of type of Air-conditioner, year of installation, make/Brand and capacity of Air-conditioners are detailed in the enclosed **Annexure I**.
6. Any attempt to negotiate directly or indirectly on the part of the bidder with this office authorities/staff for acceptance of tender or influence the acceptance of the tender by any means will result in his/her tender excluded from consideration.
7. Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender and tender without enclosing required documents will be summarily rejected. Mere submission of any tender shall not constitute any agreement of contract.
8. This office reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract at its sole discretion. The bidder shall have no clause of action or claim, against this office for rejection of this offer.
9. The bidder, at the bidder's own cost, responsibility and risk examine the air conditioners and the site of required services and its surroundings and obtain all necessary information for preparing the bid and entering into a contract for the services.
10. Clarification regarding any ambiguity in eligibility criteria may be sought through e-mail at [om.tmn1.au@cag.gov.in](mailto:om.tmn1.au@cag.gov.in)
11. It requires that this office as well as the bidder must observe the highest standard of ethics during the procurement and execution of this contract. In pursuance of this policy, this office will reject a proposal for award, if it determines that the bidder eligible for the award of the contract has engaged in corrupt or fraudulent practices in competing for the contract in question. It will also declare the vendor/bidder ineligible for the award of a contract at any time either indefinitely or for a stated period of time, if it determines that the vendor/bidder has engaged in corrupt or fraudulent practices in competing for or executing a contract.
12. Bidders are requested that, before quoting their rates or applying for tender, the tender conditions may please be read out thoroughly (line by line), otherwise this office will not be held responsible for any error/oversight. Tenderer should quote the rates on FIXED price basis for the whole period (from 01.04.2025 to 31.03.2026).

## **EMD:**

1. Bidders have to submit EMD @ 5% on the contract value drawn in favour of PAO/IAD, Chennai (DD, Banker's cheque, Bank Guarantee) along with technical bid.
2. EMD is to be submitted by all the bidders except Micro, Small and Medium Enterprises or bidders registered with Central Purchase Organization (CPO) or start-ups as recognized by the Department of Industrial Policy and Promotion (DIPP) as prescribed in GFR 170(i) of GFR, 2017. Apart from the above, no other bidder is exempted from payment of EMD. However, the bidders seeking exemption from EMD shall have to submit the requisite document in support of the claim for exemption
3. **Bids received without EMD / EMD exemption declaration with supporting documents will not be considered and summarily rejected**

## **PERFORMANCE SECURITY:**

1. The successful bidder should provide Bank Guarantee from a reputed bank for **3% (Three)** of value of the contract as specified in the bid document.
2. In case of deficiency of service/loss due to negligence, this guarantee will be invoked in addition to any other action that may be initiated including termination of contract.
3. The guarantee will be valid during the contract period and sixty days beyond the date of completion of contract period. (01.04.2025 to 31.05.2026).

## **GENERAL CONDITIONS for AMC Provider**

1. The service provider shall provide direct service and shall not employ Sub-Contractors.
2. Original Equipment Certificate: Undertaking that the product to be replaced during contract period shall be of original of Company & Model make and its new equipment and not reused / refurbished products.
3. In case of disputes, if any, arising under the said process shall be subject to the exclusive jurisdiction of courts at Chennai. Any disputes arising after the signing of the agreement shall be resolved in the manner mentioned in such agreement.
4. The contract shall automatically expire after the contract period, unless extended further by the mutual consent of contracting agency and this office on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed.
5. The contracting service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this office.
6. The bidder/bidders will be bound by the details furnished by him/her/them to this office while submitting the tender or at a subsequent stage. 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.
7. This office reserves the right to terminate the contract at any time after giving a one month's notice to the selected bidder with or without assigning any reason and shall be under no obligation whatsoever to continue the contract.

8. 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.
9. The service provider shall also be liable for depositing all taxes, levies, etc. on account of service rendered to this office to the concerned Govt. tax authorities from time to time as per extant rules and regulations in the matter failing which its payments are liable to be withheld and contract terminated, as may be deemed appropriate.

### **RATES, TAXES AND PRICES:**

Bidders should quote unit price with GST and applicable taxes as per Govt. norms. Rates should be inclusive of all taxes. If tax component not included in bid it will be presumed that the rates are inclusive of all taxes. Incomplete bids will summarily be rejected. Price quoted shall be final and any variation in rates, prices or terms during the validity of the contract will not be permitted.

The prices quoted and accepted will be binding on the bidder and valid for the contract period 01.04.2025 or from the date of signing the contract to 31.03.2026 and any increase in price will not be entertained during the contract period. The rates shall be quoted in figures as well as in words. Special care should be taken to write the rate and amounts in figures as well as in words in such a way that interpolation is not possible.

### **AIR CONDITIONERS**

At present, there are **143 Nos. of Air Conditioners** (details with breakup of AC in Annexure I) of this office that are to be covered under this contract located at various places in Chennai. (Lekha Pariksha Bhavan, AG (A&E) Building, TNHB quarters at Indira Nagar and SAF Games Village Koyembedu). **This office holds the right to increase or decrease the number of Air Conditioners at any time during the contract period and the bidder must accept and alter accordingly in providing services at same contract rate.** If additional units are added during the contract period and those units must be covered at same unit rate in pro rate basis. If any units are removed during contract period, the proportionate amount as per the unit rate will be deducted in the value of contract.

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### **ELIGIBILITY CONDITIONS**

1. The bidders must have their Registered/Corporate office located in Chennai. Address Proof of registered office is to be submitted with the tender documents. **The bidders without registered office in Chennai will be rejected.** The address proof must be a valid Govt proof or other service utility bills like telephone bills, EB bill etc. Rental agreement will not be considered as address proof (bids with rental agreement alone as address proof will be rejected.)
2. Minimum three years' experience in Comprehensive annual maintenance of Air Conditioning system is required to participate in the bid. The tenderer shall fill in the required details in **Annexure-III**.
3. Certificate in support of experience for having undertaken AC AMC along with a list of organizations
4. The tenderer shall have a valid PAN, Registration Certificate, GST number. The copy of the PAN, Registration Certificate, GST number should be enclosed with the tender documents.

5. The tenderer must accept all the terms and conditions mentioned in this tender document and submit the acceptance declaration enclosed in Annexure IV of the tender, failing which the tender will not be evaluated

**SCOPE OF WORK:**

This comprehensive Contract includes replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, AC indoor air filter Bag, Fan Capacitors, Fan Motors, Selector switches, Power Contactors. Control Contactors, External Time Switch Units provided for specific time running of A.C's, Stabilizers, Rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, circuit board, Remote Control units etc. at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners. Only original spare parts/quality approved by this office will be permitted to be used for the maintenance during the AMC Period.

**Payment Terms:**

The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN & GST number, raised by the agency. (Quarter shall mean three months). Payment shall be made upon submission of following documents:

**Quarterly Invoice, Copy of the "Service Register" countersigned by respective sections. Copy of the "Complaint Register" countersigned by respective sections stating the closure of complaints.**

The statutory deductions as per prevailing Government of India orders will be deducted on the invoice value before payment. 2% TDS on IT and 2% TDS on GST.

Payment will be made only for the units serviced during the previous quarter. The no. of units serviced during the each bill period (previous quarter) to be submitted along with invoice. The service done will be checked by this office and upon satisfaction of the work done bills will be passed for payment.

**Penalty Clause: Response time**

Period	Penalty
Above 24 Hours & below 48 hours	Warning but no penalty
Above 48 Hours & below 96 hours	A penalty of 1% of the contract amount per unit
Above 96 hours	A penalty of 2% of the contract amount per unit

**Maintenance Schedule:**

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- A. Preventive Maintenance Services (PMS) Monthly: The monthly services include: Cleaning of air filters, indoor unit grills & filters through air blower. Cleaning of the indoor unit body by wiping out the dust etc., with wet cloth.

**B) Preventive Maintenance Services (PMS) Quarterly:** Every machine shall be fully serviced at least once every quarter. A record of such services duly acknowledged by the section staff where the AC is located is to be maintained. Quarterly PMS will include the following services.

- Replacement of filter if found damaged/unusable.
- Checking selector switch, thermostat, relays, and remote control & checking motor bushings.
- Checking ground connections. Cleaning of blower and condenser fan.
- Cleaning the evaporator & condenser coils. Checking and tightening of nuts & bolts.
- Oiling the motors.
- Checking of back up electrical power outlet/MCB. Checking of the drive motors & fans
- Overhauling of the AC, with chemical washing process. Checking cooling efficiency.
- Checking Firmness of the supporting arrangement for the compressor, blower

Motor, air conditioners casing and fixing of the air conditioners, etc. Replacement of any component of air conditioners (out door and in door units (including compressor), inlet and outlet pipelines (including copper pipes), electrical components, etc., found defective after the above checks and tests. Charging of Refrigerant Gas during the *period* of Contract, if need arises.

**C. Annual Maintenance Services:**

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:

- Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high-pressure jet of water.
- Greasing of blower motors and all moving parts.
- The above activities must be carried out within 15 (fifteen) days from the date of award of the contract.

**Other Terms and Conditions:**

1. All the air-conditioners as listed in **Annexure- I** should be covered under this maintenance contract.
2. Under the Annual Maintenance Service Contract, the contractor shall maintain all air-conditioner units as indicated in **Annexure- I** in good working condition throughout the period of contract.
3. The required tools and machinery 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.
4. **The contractor has to arrange necessary insurance coverage to the workmen deployed by him and shall arrange necessary safety measures before starting the work.**
5. The contractor shall make his own gas refilling, brazing, and welding arrangements in the place of workshop at his own risk.
6. Sufficient stock of spare parts for all kinds of machines shall be kept in his stores. The contractor shall ensure that no machine is idle due to non-availability of spare parts.
7. Sufficient stock of refrigerant gas shall be kept at site. In case, due to some reason, if any particular AC is likely to be under breakdown for more than one day, the contractor

shall replace the machine by a service unit at his own cost. For this purpose, the contractor shall have two service air conditioners in good working condition (one machine of 1.5 ton & the other of 2 ton capacity) to carryout quick replacement.

8. **The contractor must deploy minimum of one or two experienced AC service technician / AC mechanic with sufficient labour force at site to attend the day-to-day break downs and regular service.**
9. Technicians should have complete knowledge about Air-conditioner service and have sufficient experience in the field of air conditioning maintenance. Each Technician should be in a position to independently attend and rectify all kind of servicing/breakdowns/faults in the air conditioners. The technicians have to attend periodical services and all breakdown complaints pertaining to the air-conditioners.
10. The contractor shall check all the machines once in every month for their efficient operation.
11. The contractor shall maintain all the machines in good working condition throughout the contract period and they will be handed over to this office in working condition on the eve of the expiry of the contract period.
12. The maintenance of the machine shall be according to the preventive maintenance schedule.
13. **Service/Breakdown Register** is to be maintained by technicians at our Office without fail. The air conditioners serviced/maintained/repared has to be recorded in a register and endorsement from End User Section has to be obtained in the register. Further, service reports are to be made after carrying out periodical servicing and endorsement (Sign and Seal) needs to be obtained from End User Section.
14. **Complaint Register** must also be maintained and all complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt, as and when complaints are received from end user sections.
15. Contractor shall be called to attend to complaints during anytime and on holidays in some very special cases, without any extra charges.
16. Normal code of ethics and discipline has to be followed by the contractor's labour while working at site.
17. Normal working hours followed by this office (9:00 Hrs to 18:00 Hrs) have to be adhered to by the contractor's labour except under special circumstances where prior permission of this office has to be obtained to work/service after office hours or holidays.
18. The contractor and his staff shall be allowed to enter the premises only on production of valid gate passes issued by this office.
19. The bidder should be an Authorized service provider or Original Equipment Manufacturers for at least one of the reputed Brands of air conditioners namely Carrier, Voltas, Blue Star, Hitachi. However they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also.
20. The tenderer shall fill in the required details as per **Annexure- II** and enclose the supporting documents. Tenders with incomplete/ ambiguous details/ documents shall be rejected.
21. Defective spares compressors / condensers are to be replaced with new compressors /condensers. Repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor/condenser. The compressor/condenser being replaced should match with the original star rating of the air conditioner.
22. All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair/service/ maintain the air conditioners under the AMC in as where is condition when handed

over to them under AMC. The power supply is stable and is well regulated. This office will not admit any claim from the contractor towards the fault/damage caused due to quality of power supply and it will not absolve the responsibility of the contractor in rectifying the fault

23. Details of important meetings/programs/functions of this office that may be held in Conference/meeting Halls will be informed to the technicians and they should assist in maintaining smooth running of the air-conditioners on that day without failure even when they are held on Holidays. Non-attendance of the technicians on such a day will attract penalty at the discretion of Departments.
24. The Contractor has to reimburse/make good Losses incurred due to mishandling/misplacement/theft or any malpractice by technicians during the period of AMC, and also the losses suffered by the Department due to fault of the technicians of the contractor. In case of non-reimbursement / such losses by the contractor, the same will be recovered from the bills.
25. The mobile number of the technicians deployed at this office must be provided to OM section and whenever the numbers are changed the same must be intimated.
26. All security and safety regulations and guidelines as per the applicable law are to be followed.

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**Sr. Deputy Accountant General/Administration.**  
Office of the Principal Accountant General (Audit-1),  
Tamil Nadu, Chennai- 600 018.

Encl:

List of Air Conditioners to be covered under AMC (Annexure - I)

Details of Organization (Annexure - II)

Details of existing contracts (experience) (Annexure - III)

Declaration (Annexure – IV)

## ANNEXURE –I

### Capacity 1.5 Ton Wall mount -Split Air Conditioner

Brand Name	Year of installation	Type of Air Conditioner	Quantity
Blue Star	2013	Split wall Mount AC	02
	2018	Split wall Mount AC	12
Carrier Midea	2016	Split wall Mount AC	01
Hitachi	2010	Split wall Mount AC	01
	2015	Split wall Mount AC	04
	2016	Split wall Mount AC	01
Voltas	2013	Split wall Mount AC	02
	2016	Split wall Mount AC	15
	2018	Split wall Mount AC	05
	2019	Split wall Mount AC	01
<b>TOTAL</b>			<b>44 Nos.</b>

### Capacity 3.0 ton Tower Air Conditioner

Brand Name	Year of installation	capacity	Quantity
Voltas	2022	03 Ton capacity	02
	2013	03 Ton capacity	01
<b>TOTAL</b>			<b>03 Nos.</b>

### Capacity 02 Ton Wall mount -Split Air Conditioner

Brand Name	Year of installation	Type of Air Conditioner	Quantity
Blue Star	2013	Split wall Mount AC	01
	2018	Split wall Mount AC	27
	2022	Split wall Mount AC	05
Carrier Midea	2018	Split wall Mount AC	05
	2019	Split wall Mount AC	02
Llyod	2021	Split wall Mount AC	03
Hitachi	2013	Split wall Mount AC	05
	2014	Split wall Mount AC	02
	2016	Split wall Mount AC	07
Voltas	2016	Split wall Mount AC	01
	2017	Split wall Mount AC	01
	2018	Split wall Mount AC	04
	2021	Split wall Mount AC	02
	2022	Split wall Mount AC	12
	<b>2023</b>	<b>Split Wall Mount AC</b>	<b>15</b>
	<b>2024</b>	<b>Split wall Mount AC</b>	<b>04</b>
<b>TOTAL</b>			<b>96 Nos.</b>

### Overall Breakup Details Capacity wise

Model/Make	Type of Air Conditioner	2.0 Ton	1.5 Ton	3.0 Ton (tower)
Blue Star	Split wall Mount AC	33	14	-
Carrier Midea	Split wall Mount AC	07	01	-
Llyod	Split wall Mount AC	03	-	-
Hitachi	Split wall Mount AC	14	06	-
Voltas	Split wall Mount AC	39	23	-
Voltas	Tower AC	-	-	03
<b>TOTAL</b>		<b>143</b>	<b>44</b>	<b>03</b>

**ANNEXURE — II**

1. Name of the Organization :
2. Address of the Organization :  
(with Tel No., Fax & E-mail)
3. Status of ownership :  
(Sole Proprietary/Partnership/Company-  
Attach proof of Local office in Chennai)
4. Name of the Owner/Partner/Director :  
(With Mobile No.)
5. Contact Person(s) (with mobile number) :
6. Date of establishment of the firm :
7. PAN No. (Copy of PAN to be enclosed) :
8. Goods and Service Tax Registration No. :  
(Copy of GST to be Enclosed)

**DECLARATION**

I/we hereby certify that the information furnished above is full and correct to the best of my / our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, the company/firm will be black listed and will not have any dealing with the Department in future.

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**Signature of Proprietor/Partner/Director**

**Name of Proprietor/Partner/Director**

**Seal of Organization**

**Date:**

**Place:**

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**Annexure – III**

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**Details of existing contracts (experience)**

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<u>Sl No.</u>	<u>Name &amp; Address of Organization with contact details</u>	<u>Value of contract</u>	<u>Duration</u>	
			<u>From</u>	<u>To</u>

**Signature of Proprietor/Partner/Director**

**Name of Proprietor/Partner/Director**

**Seal of Organization**

**Date:**

**Place:**

## ANNEXURE - IV

### DECLARATION FOR ACCEPTING ALL TERMS AND CONDITIONS

1. I/We hereby accept that we are submitting the EMD for 5% of contract value of contract as per terms and conditions to participate in the tender or I/We hereby are eligible from exemption of EMD as we are a MSME registered organization and I/We are submitting the necessary documents for claiming exemption.
2. I/We hereby accept that this is a comprehensive annual maintenance contract and the contract covers complete service, replacement of all spares/parts associated with Air conditioners Indoor, Outdoor, cables, compressors, Stabilizers etc as mentioned in scope of work of this document. The spares/components will be replaced with branded OEM products during the contract period.
3. I/We have registered with all Government authorities for statutory requirements - GST, PAN, TAN and ESI, EPF for technicians employed
4. I/We have a registered corporate office or branch office in Tamil Nadu (necessary proof enclosed)
5. I/We will not withdraw or modify the bid during the period of validity of contract.
6. I/We will deploy a technician in your office on a daily basis for attending day to day faults, complaints and service. Further additional technicians will be provided for preventive maintenance, major complaints and services.
7. I/We have not been blacklisted by any Government or private office in past ten years.
8. I/We will submit performance security for 3% of contract value within one month from the date of awarding contract if we are selected for the contract.
9. I/We will abide with the all the terms and conditions as per GeM and as per additional terms and conditions of your office Principal Accountant General (Audit I), Tamil Nadu, Chennai.

I/We accept to all the conditions mentioned above and in additional terms and conditions (ATC of tender) failing which our contract shall be terminated by the Office of the Principal Accountant General (Audit-I), Tamil Nadu Chennai 18 and suspended for a period of six months from being eligible to submit Bids/Proposals for contracts with this Offices of Indian Audit and Accounts Department.

**Signature of Proprietor/Partner/Director**

**Name of Proprietor/Partner/Director**

**Seal of Organization**

**Date:**

**Place:**