

# Tender Document

## COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF AIR- CONDITIONERS, WATER COOLERS AND DESERT COOLER



**Tender ID- Admn-IV/AMC-Electrical/2020-21/455**

**Dated : 13.03.2021**

**Accountant General (A&E) Haryana**  
**Plot No. 4 & 5, Sector-33B, Chandigarh-160020**

**<https://cag.gov.in/ae/haryana/en>**

## **TENDER ENQUIRY**

### **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF AIR-CONDITIONERS, WATER COOLERS AND DESERT COOLER**

Sealed quotations are invited from parties / firms for Comprehensive Maintenance Contract of Air-conditioners, Water Coolers and Pedestal Fans installed at various Sections/branches in the Office of the **Accountant General (A&E) Haryana, Chandigarh** for a period of **ONE Year (2021-22)**. You are requested to submit your competitive rates to undersigned for following items for the period the annual contract/maintenance of the specified against each item in specified Performa (Annexure-B) latest by **26/03/2021** up to **12.00 PM**.

<b>Sr.No.</b>	<b>Name of the Items</b>	<b>Quantity</b>	<b>Period of Contract</b>
1.	Desert Cooler	06	1-04-2021 to 31-10-2021
2.	Air-Conditioners (Split)	14	1-04-2021 to 31-10-2021
3.	Air-Conditioners (Window)	67	1-04-2021 to 31-10-2021
4.	Water Cooler	10	1-04-2020 to 31-03-2022

Quantity of aforesaid items may increase or decrease during AMC Period

Offers received after due date 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. The successful bidder will be required to submit the performance Guarantee of Rs 20,000/- before issue of award letter. Copy of **PAN Card/ Service Tax no./ GST no.** may also be enclosed with the quotation.

The quotations will be opened on 26.03.2021 at 12.30 P.M. The quotations should be addressed to Deputy Accountant General (Admn), O/o The Accountant General (A&E), Haryana, Lekha Bhawan, Plot No. 4 & 5, Sector 33-B, Chandigarh. The envelope containing the quotation should be super scribed with the words **“QUOTATION FOR CAMC OF AIR-CONDITIONERS, WATER COOLERS AND DESERT COOLERS for 2021-22”** 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/haryana/en>

<b>Date of Publication</b>	:	<b>13.03.2021</b>
<b>Last date for submission of Bid</b>	:	<b>26/03/2021 at 12.00 A.M.</b>
<b>Opening of bids</b>	:	<b>26/03/2021 at 12.30 P.M.</b>

The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderer 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 annexure of the tender shall be duly, properly and

exhaustively filled in. The rates and units shall not be overwritten. The total 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/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 Accountant General shall be final and binding on all bidders.

**For any clarification, tenderers are advised to visit the Sr. Accounts Officer, Welfare-I section, Office of the Principal Accountant General (A&E) Haryana, Plot No. 4 & 5, Sector 33B, Chandigarh on any working day before the last date of submission of bid.**

Sd/-  
**Deputy Accountant General (Admin)**

## **TERMS AND CONDITIONS**

- 1- Bidders are advised to visit the site/office before quoting the rates to acquaint themselves about the Air-conditioners, Water Coolers and Desert cooler installed in the office building with prior intimation to Welfare Officer.
- 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- All the faults shall be attended at site of this office within. In case of a major fault and the machine is required to be taken to the company workshop, the company shall provide a replacement unit (for temporary basis) till such time. The items/equipment sent for repairs should be positioned back. The transportation charges is to be born by the firm.

### **4 SCOPE OF WORK**

- I AMC of total 81 AC's units having refrigerant Gas (details may be obtained by visiting the site) shall include supply of all material spares, gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, digital scanner, piping, insulation and spares of outdoor/indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.
- II The term 'Annual Maintenance Contract of Water Cooler & desert cooler' (AMC) shall include cost on account of all repair and maintenance of all the Water Cooler & Desert 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.
- III The air conditioners 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) Haryana, Chandigarh regarding non-availability and obsolescence of technology will be final. Withdrawal of such air conditioners 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.

- IV. 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.
- V. All the faults will be attended at site of this office. In case of a major fault, if the machine (AC/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 AC/water cooler/Desert cooler sent for repairs should be positioned back.
- VI. Following work is included in the Annual Maintenance Contract of air-conditioners: Besides periodic servicing of the ACs, contract shall include attending the breakdown calls, providing and fixing of any components of the machine (free of cost) viz. starting capacitor, running capacitor, thermostat, over load relay, selector switch, indicator, nuts, bolts, screws, motor capacitor, rewinding/repair of motor, repair/replacement of blower motor, brazing of coils if leaking, part wiring Or complete wiring of AC (internally), supplying and charging of refrigerant gas, repairing of stabilizer, repairing of the insulation/pipes of ACs, etc. to ensure that ACs function in proper way.
- VII. Repairing, etc. is to be done immediately if on inspection any defect is found.
- VIII. The contractor will carry out servicing of Water Coolers, once a month at all stations and will ensure smooth running of all Water Coolers Systems. The cost of spares, tools, tackles, consumables, transportation to sites is included in the service rates and shall not be paid separately

**5- The penalty amount per complaint will be as follow:**

- I. Faults not rectified within 48 hours @ Rs 200/- per day) 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.
- II. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
- III. Any damage resulting to the system on account of the negligence or mall operation shall be made good by the contractor. Nothing extra will be paid for such work.
- IV. 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.
- V. The penalty amount shall be deducted from contractor's bill.
- VI. The material requires 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.

VII. 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.

VIII. 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.

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

**7- PAYMENT TERMS AND CONDITIONS:**

7.1 For payment purpose, the bill has to be submitted month-wise, requisition wise along with the work completion report/user certificate.

7.2 All payments will be made in Indian currency by means of Electronic clearance (ECS) or Cheque.

7.3 Tax deducted at source (T.D.S.) shall be deducted as per the provision of Income Tax Department, amended from time to time and certificate to this effect shall be provided to the agency by this office.

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

9- 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.

10- 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.

**11- 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.

## **12- 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) Haryana, 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 year on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed between the parties.

12.1 the period of Annual maintenance contract for the maintenance/repair of the Air conditioner and Desert cooler will be valid upto 31.10.2021 from the date of award of contract. During the period of non existence of AMC i.e. from 01.11.2021 to 31.03.2022, the service of the firm will be utilized on need basis and payment will be made on pro rata basis.

12.2 The period of Annual maintenance contract will be for one year from the date of award of the contract.

## **13- TAKING OVER AIR-CONDITIONERS, WATER COOLERS AND DESERT COOLER FOR AMC CONTRACT**

I. The Air-conditioners, Water Coolers and Desert coolers shall be taken over for AMC contract on “as and where installed” basis.

II. The contractor shall ensure that all Air-conditioners, Water Coolers and Desert cooler are 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.

## **14- 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) Haryana, Chandigarh. In the event of the contractor contravening this condition, competent authority shall be entitled to place the contract elsewhere on the contractor's account at his risk and the contractor shall be liable for any loss or damage, which the office of the Accountant General (A&E) Haryana, Chandigarh

may sustain in consequence or arising out of such replacing of the contract.

#### **15- Right of Acceptance:**

The Office of the Accountant General (A&E) Haryana, Chandigarh reserves 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) Haryana, 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) Haryana, Chandigarh reserves the right to award any or part or full contract to any successful agency (ies) 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) Haryana, 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.

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

- A. At least one year experience in AMC of Air-conditioners and Water Coolers system or similar nature work in any govt. organisation/semi govt./PSU etc in last three year. (Sales bills must be attached)
- B. GST no.
- C. 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.
- D. 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.

17- The bidder/bidders will be bound by the details furnished by him/her/them to this office while submitting the tender or at 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.

18- The validity period of the bid will be four months (120 days) from the date of opening of



tender documents, which may be extended by the bidders for such period as may be requested by this office.

- 19- 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.
- 20- 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.

Sd/-

**Deputy Accountant General (Admn)**

**All terms & conditions are accepted.**

**SIGNATURE & SEAL**

Date:

**FORM OF APPLICATION**

To, (On Tenderers letter Head)

Deputy Accountant General (Admin)  
Office of the Pr. Accountant General (A&E) Haryana,  
Plot No 4&5, Sector: 33-B, Chandigarh-160020

Sir,

Sub: -- **Tender for Annual Maintenance Contract (AMC) of Air-conditioners, Water Coolers and Desert cooler installed at the office of Accountant General (A&E) Harvana, 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 hereunder 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)Haryana, Chandigarh in selection of the AMC Provider is final and binding to me /us.

Thanking you.

Yours faithfully,

Signature with Stamps of the Tenderer

Name:

Designation:

Place:

Application – Financial Bid

Name of Firms:		Window type	Split type	Water Cooler	Desert cooler
S.No.	Items				
1.	Maintenance Charges (rate per AC/ Drinking Water Cooler including Oiling, cleaning, greasing, servicing, repair of motor/compressor, electrical parts, air filters and gas charging)				
2.	Replacement of Components with new ones (Where applicable)				
(a)	<b>Compressor</b>				
	(i) 1.5 Ton AC				
	(ii) 2 Ton				
	Buy back of old compressor				
(b)	Running Capacitor				
⊗	Fan Motor				
	(i) Rewinding				
	(ii) Replacement				
	Buy back of old motor				
(d)	Grill				---
⊗	Chassis				---
(f)	Remote of Split AC				----
	(i) Repair				----
	(ii) Replacement				---
(g)	Refrigeration pipe – Rate (per mtr.)				
(h)	Replay				
(i)	Thermostat				
(j)	Drain pipe (per mtr.)				
(k)	Compressor Oil				
(l)	Flushing, Vacuum & pressure the system & brazing pipe outdoor unit and indoor unit				
(m)	Insulation of AC pipe				
(n)	Fan				
(o)	Blower				
(p)	AC Plug/Iron Clad				
(q)	Air Filter				
⊗	Condenser of outdoor unit of Split AC				
3.	Valve				
4.	3 core Wire (per mtr.)				
5.	Gas Charging				
6.	Installation Charges				----
7.	De-installation Charges				-----

SIGNATURE &amp; SEAL