

**UNIVERSITY OF ALLAHABAD**

No.UE/09(EL)2017-18

Dated: 01/06/2017

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**Subject: NOTICE INVITING S TENDER FOR AMC OF AIR CONDITIONER  
UNITS AND VOLTAGE STABILIZERS**

**Dear Sir,**

The University of Allahabad invites sealed quotations for award of comprehensive Annual Maintenance Contract of Window/ Split/ Ductable type Air Conditioners and their voltage stabilizers, installed in various offices/ places of the University. The AMC is for the period of one year from the date of order/agreement.

**I. TENDER PROCESS:**

(1) Tender/ quotation is invited in two parts i.e. **(i) Technical bid** and **(ii) Financial Bid**. The tender form, for the technical bid, in proforma, prescribed in **Annexure-1** and the tender form for the financial bid in proforma prescribed in **Annexure-II**, complete in all respects shall be kept in **two separate sealed envelopes, enclosed in a single envelop**, superscribed with **Tender for AMC of A.C. units** addressed to **University Engineer, Allahabad University, Allahabad** should be dropped in tender box kept in the **office of the Vice Chancellor** latest by 2.0 P.M. on 10.06.2017 . Late submission of tenders shall not be accepted. The sealed envelopes should be superscribed with "**Technical bid - AMC for A.C. Units**" and "**Financial Bid - AMC for A.C. Units**" respectively. Technical bids will be opened on same day at 2.30 P.M. in the presence of the tenderer/their authorized representatives, who may like to remain present at the time of opening of tender. The valid technical bids shall be scrutinized by the Engineering section to shortlist the eligible bidders. The financial bids of the only shortlisted bidders will be opened at 2.0 P.M. **on 15.06.2017** . Incomplete bid documents shall be out rightly rejected without any communication.

(2) **Earnest Money Deposit (EMD):** Earnest Money deposit of Rs. 42500/- (forty two thousand Five hundred only) in the form of Demand Draft/ Bankers cheque of Scheduled Bank drawn in favour of "**Finance Officer, Allahabad University, Allahabad**" payable at Allahabad must be enclosed with technical bid. Technical bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders after completion of the bid process. However, the EMD shall be forfeited in case the successful bidder withdraws subsequently or the

details furnished in ANNEXURES - I & II are found to be incorrect or false during the tender selection process. **No interest shall be paid on the Earnest Money Deposit (EMD) of the successful bidder and same will be returned on furnishing the Performance Guarantee.**

(3) **Performance Guarantee:** The successful bidder has to submit 10% of the total value of the contract as performance guarantee deposit in the form of **Demand Draft/ Banker's cheque/ Bank Guarantee/ Fixed Deposit Receipt of a Schedule Bank drawn in favour of "Finance Officer, Allahabad University, Allahabad" payable at Allahabad** before taking up the contract. The Performance Guarantee shall be refunded to the selected bidder, after one month, on successful completion of contract period. No interest shall be paid on the Performance Security placed with the Department by the successful bidder. The Performance Guarantee will be forfeited in the event of withdrawal of contract by the contractor before the expiry of the contract period or in the event of termination of the contract attributable to the unsatisfactory performance of the contract or for violation of any of the terms and conditions of the contract.

(4) The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the technical bid. The tenderer would fill up the information in the **Annexure-I & II** enclosed at the end of this document in clear and legible terms. Wherever required the prices quoted shall be written in figures and words as well. ANNEXURES shall also have to be signed and stamped by the bidder or its authorized signatory.

(5) The tender forms shall be rejected if it is not complete in any above respect.

## **II. TERMS AND CONDITIONS**

1. The Annual Maintenance Contract is for the period of **one year from the date of order/agreement**
2. The service provider shall be based **in or around Allahabad.**
3. The service provider shall **provide direct service** and shall not employ Sub - Contractors.
4. Bidder should have a minimum of three years of experience in the service/ maintenance of Air Conditioners (Window, Split and Ductable) to various organizations. The bidder has to submit experience certificate issued by the clients.
5. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
6. The evidence for filing of returns for last three financial years ending 31<sup>st</sup> March 2016 should be enclosed along with the technical bid.
7. The bidder must have gross contractual receipts of average annual Rs. 5 lakhs and above during the last three Financial years. A statement showing list of

clients along with evidence for contractual receipts should be enclosed along with the technical bid.

8. There shall be **two type of Maintenance Service** to be carried out by the Service Provider viz. Preventive Maintenance Service (PMS) and Break-down Service (BDS).

**Preventive Maintenance Service (PMS):**

Every machine shall be serviced at least once in a year and then on call basis if required. A record of such service, duly acknowledged by the person in charge of the location of the air-conditioner, shall be maintained.

The Preventive Maintenance work includes the following:-

- Checking motor bushings
- Ground connections
- Checking connections at the main plug
- Cleaning of blower and condenser fan
- Cleaning of air filter
- Cleaning the evaporator and condenser coils
- Cleaning the equipment
- Checking and tightening of nuts & bolts
- Oiling the motor
- Checking cooling efficiency
- Checking of Voltage stabilizers

However, the air filter of the Air-Conditioning Units shall be cleaned every month.

**Note-** PMS make cover the period from 16Feb. to 15November of the year as at Allahabad normally ACs are not put to use during 16Nov. to 15 February, except in some specific Laboratories.

**Break down Service (B.D.S.):**

Break-down calls shall be attended to immediately/ swiftly and a record of such service, duly acknowledged by the person in charge of the location of air conditioner, shall be maintained.

**Note-** Period of BDS shall be round the year.

**Air Conditioner:**

(I) **Following break down service (BDS) will include in the cost of Service Provider:**

Replacement of all genuine spares along with plastic/PVC items, all the mechanical & electrical items (except power wiring), copper rewinding/ replacement of blower/ condensers fans, refilling of gas charging etc.

(II) **Following Break Down Service (BDS) will exclude in the cost of service provider: -**

- a) Replacement of Compressors with gas charging etc. in replaced compressors of Window/Split/ ductable A.C. Units.

### **Voltage Stabilizers:**

#### **Following BDS will include in the cost of Service Provider:**

- Replacement/copper rewinding of Transformers and replacement of all genuine spares including electrical and Plastic/ PVC items.
9. This Annual Maintenance Contract shall be **Comprehensive contract** for different types of air - conditioners and for different types of maintenance.
  10. The approximate quantity details of Air-conditioning units are given in Page 6 of this document. The air - conditioners under the supplier's Warranty shall stand included under Annual Maintenance Contract on completion of the Warranty period.
  11. There shall be stationed at our premises a **minimum of one team** on full-time basis, consisting of 1 qualified technician and 1 helper, at any given point of time. The number of team shall be suitably increased by the service provider, if necessary, in order to provide a satisfactory service.
  12. There shall be an exclusive person posted at our premises on a **full-time basis** to receive the complaints, over phone and in person.
  13. All the technicians and helpers posted on duty **shall sign the attendance** prescribed for the purpose. Any absence/ default in this regard would involve proportionate deduction of AMC charges payable to the service provider. Repeated absence/ default in this regard shall lead to termination of contract.
  14. 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.
  15. Units taken out of the office premises for service at your workshop shall be returned at the earliest **and in any case, within a week's time**. Non attendance of complaints of this nature beyond a week would entail deduction **of penalty of Rs. 100/- per day/Unit** till the complaint is attended to.
  16. Transportation of Air - Conditioner Units from the office buildings to your workshop, one building to another and your workshop to the office buildings will be at the cost of the service provider.
  17. 50% of AMC bill after service shall be submitted to the undersigned along with the Service Report Acknowledgements (both for Preventive Maintenance Service and for Break-down Maintenance Service) and balance 50% in the last date of November month provided that all machines are in good running conditions. Payment shall be made after verification of the Records and the same **shall be restricted to actual number of air - conditioners serviced in that period**.
  18. Payment for service of an air-conditioner in the period shall be made only once either under Preventive Maintenance or under Breakdown Maintenance.

19. The contractor shall continue the service on same terms until a new contractor is in place. Their payment shall be made from the balance sanctioned amount for the existing AMC if any or as per orders of authorities concerned.
20. The contract is extendable for a further period of one year on mutually agreed rates and terms and conditions, at the discretion of the Department.
21. The service provider shall provide the sufficient numbers of stand by Air Conditioners and stabilizers as are required for satisfactory service.
22. The selected service provider shall execute Maintenance Contract in the Form prescribed by this Office. Once selected, the service provider shall, at the end of the service period/ termination of contract hand over the Air conditioner units in working condition to the successor service provider.
23. The payment for the last duration shall be made to the selected Service provider only after completion of handing over of all Air - conditioner Units in working condition to the successor- service provider and after receipt of taken over note from the successor- service provider.
24. Inspection, to ascertain the condition of the Air - Conditioners may be made on any working day between 11.00 AM and 2.00 PM from 01.06.2017 to 09.06.2017 **The Assistant Engineer (El.), Allahabad University** may be contacted at his chambers, 33/11 KV substation for any clarifications.
25. Even if no call is made by any of our offices covered under AMC, the firm is required to undertake preventive maintenance by checking all the Air Conditioners at least once every month and servicing every 4 months (total 03 servicing) and confirm that the systems are in the best of the working conditions.
26. This constitutes a comprehensive maintenance contract and includes all parts of the machines including compressor, gas, mechanical parts etc. and also the stabilizers connected to the Air Conditioners.
27. The quantities of window and Split air Conditioner units to be given for A.M.C. may vary.
28. The selected A.M.C. Service provider will also be liable for daily operation of ductable air conditioning units during office hours.
29. The University reserves right to reject or accept any or all the tenders or may change the tender conditions at any stage, even during contract period, without assigning any reason thereof or to split up the work between two or more contractors.
30. In the event of any dispute, the decision of the Vice-Chancellor, Allahabad University, shall be final and binding upon both the parties.
31. The replaced compressors & gas charging will be guaranteed for a minimum Period of one year.

**WARRANTY OF QUALITY AND QUANTITY:**

1. The awardees' shall give warranty that all the Air Conditioners etc. are serviced properly, repair/ replacement of parts wherever required have been executed as per the specifications laid down in contract agreement and the workmanship is up to the standard followed in industry.
2. Upon receipt of notice from Department, for defective material, the firm shall within 7 days of receipt of the notice, replace the defective material, free of cost at the destination. the firm shall take over the defective material at the time of their replacement. No claim whatsoever shall lie on the Department for the replaced goods thereafter. If the firm fails to replace the defective goods within a reasonable period, the Department may proceed to take such remedial actions as may be necessary, at the company's risk and expense.
3. One year warranty certificate for replaced compressor is to be submitted.

**VII. FORCE MAJEURE**

1. Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its Contractual obligations, if the affected party within 15 days of its occurrence informs in a written form to the other party.
2. Force Majeure shall means fires, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lock-outs beyond the control of either party.

University Engineer

Enclosure:

1. Technical Bid Document (**ANNEXURE-I**)
2. Financial Bid Document (**ANNEXURE-II**)

**LIST OF DIFFERENT TYPES OF AIR - CONDITIONERS FOR A.M.C.**

- (i) **Window Air – Conditioners with voltage stabilizer-**  
Vice-Chancellors residence, All Head of  
Departments Chambers, All Deans of Faculties  
Chambers, Guest House, Library,  
Centre Evaluation Centre, Administrative and  
Admission Cell, Pravesh Bhawan, FRDC,  
Proctor office and other common areas of  
Deptts etc.  
Approximate Quantity - **265Nos.**
- (ii) **Split Air – Conditioners with voltage stabilizer**  
Vice-Chancellors residence, All Head of  
Departments Chambers, All Deans of  
Faculties Chamber, Guest House, Library,  
Centre Evaluation Centre, Administrative  
and Examination Cell , Pravesh Bhawan, FRDC,  
Proctor office and other common areas of Deptts etc.  
Approximate Quantity - **353Nos.**
- (iii) **Ductable air - Conditioners**  
Nano Application Centre and e-learning centre  
17.0 Tonne **04Nos.**  
11.0 Tonne **02Nos.**

**The bidders may ascertain the actual no. of Air Conditioners**

**TECHNICAL BID DOCUMENT**

1. Name of the Party :
2. Address (with Tel. No., Fax no.) :
3. Name & Address of the Proprietor/  
Partners/Directors (with Mobile No. & E-  
mail) :
4. Contact Person(s) (with Mobile No. & E-  
mail) :
5. No. of years of experience in Service/  
Maintenance of Air- Conditioner Units :
6. Permanent Account Number (PAN) :
7. Certified photocopy of IT return during  
the last three financial year ending  
March 2016. :
8. List of clients along with evidence for  
average gross contractual receipts of  
Rs. 5 lakhs and above during the last  
three financial year ending March 2016. :
9. Details of Earnest Money Deposit (EMD) :

**DECLARATION**

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

(Signature of Authorized Signatory with Date)



**FINANCIAL BID DOCUMENT**

1. Name of the Party :
2. Address (with Tel. No., Fax no.) :
3. Name & Address of the Proprietor/  
Partners/Directors (with Mobile No. & E-  
mail) :
4. Contact Person(s) (with Mobile No. & E-  
mail) :
5. Annual Maintenance Contract (AMC) :  
charges (Rates in Rupees per unit/ per  
annum) (inclusive of all taxes)
  - Window Air-Conditioners 1.5 Tonnes  
with voltage stabilizer. :221Nos.
  - Window Air-Conditioners 2.0 Tonnes  
with voltage stabilizer. :44Nos.
  - Split Air-Conditioners 1.5 Tonnes with  
voltage stabilizer. :204Nos.
  - Split air-Conditioners 2.0 Tonnes with  
voltage stabilizer. :149Nos.
  - Ductable Air-Conditioners 17.0 Tonnes :04Nos.
  - Ductable Air-Conditioners 11.0 Tones :02Nos.
  - Replacement of Compressor with gas  
charging etc. in 2.0 Tonnes A.C. units. :30Nos.
  - Replacement of Compressor with gas  
charging etc. in 1.5 Tonnes A.C. units. :30Nos.
  - Replacement of Compressor with gas  
charging etc. in 17.0 Tonnes ductable  
units. :01Nos.
  - Replacement of Compressor with gas  
charging etc.in 11.0 Tonnes ductable  
units. :01Nos.

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