सत्यमेव जयते

2011

भारत सरकार/Government of India
गृह मंत्रालय/Ministry of Home Affairs
भारत के महारजिस्ट्रार का कार्यालय
Office of the Registrar General, India
२-अ, मानसिंह रोड, नई दिल्ली – 110011
2-A, Man Singh Road, New Delhi-110011

File No. D-13012/03/2014-GS **Dated: 21.03.2014**

Tender Call Notice for Comprehensive Annual Maintenance Contract for /upkeep /Servicing /repair of Air-conditioners.

Sealed Quotations are invited for Comprehensive Annual Maintenance Contract (CAMC) of Air-conditioners and rates for purchase of voltage stabilizer etc. in four Building of office of Registrar General India ie Man Singh Road, PushpaBhawan, SewaBhawan& R.K. Puram New Delhi.

2. Instructions to the tenderers

Sealed Quotations are to be submitted in two bid systems (i) Technical Bid & (ii) Financial Bid.The 'Technical Bid' should contain full information as required in Annexure-I and put in an envelope titled "Technical Bid".The 'Financial Bid' in another envelope that should contain full information as required in Annexure-II and titled "Financial Bid". Both Bids should be put in a third envelope which should be prominently superscribed **as "Comprehensive Annual Maintenance Contract / Upkeep / Servicing / Repair of Air-conditioners and purchase of voltage stabilizer etc. in the Office of Registrar General, India, New Delhi".** All the interested firms may send their sealed quotations in favour of Dy. Director, Office of Registrar General, India, 2/A Man Singh Road, New Delhi-11 and put in Tender Box placed of ORGI office, 2/A Man Singh Road, New Delhi on or Before 01.04.2014 till 3.00 PM. The Technical Bid will be opened on the same date at 3.30 PM in presence of authorized representative of the Firm or owner and Financial Bid of technically qualified Firms will be opened on 04.04.2014 at 3 p.m.

3. Period of Contract

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

4. Scope of work

(i) The 'maintenance contract' shall be Comprehensive in nature and shall, therefore, essentially include oiling, cleaning, greasing, servicing and repairs/fixing/replacement of any or all parts of the equipment/gadgets concerned during the currency of the contract at the exclusive risk, responsibility and the cost of the contractor. The rate shall also include cost of all parts /repairs/replacements such as Filter, Cooling coil, Condensing Coil, Electrical accessories. This shall

also include carrying out pressure leak testing including vaccumising the system at maximum temperature of 120 F to 150 F / liquid line strainer and overload protective device, Gas charging, Repair of remote PCB, Cutting and welding, repair & replacement of "ON" & "OFF" switches and knobs), oscillating regulators, switch regulators, oscillating grary, bearing of fans & rewinding of compressors/motor fans of Air-conditioners replacement with new condensers, capacitors, thermostats, bushes, etc, and replacement, fixing of electrical accessories like MCB plugs (for ACs), cable, wire, plug and any other essential related spare parts/Items that are necessary for the efficient and smooth running of the gadgets in Question. Bidders are accordingly, instructed to quote the all-inclusive rates per Machine (per unit) for the maintenance of the gadgets, apparatus during the whole of the period of contract.

(ii) The rates to be approved on the basis of quotations shall be valid for the whole of the period of contract and no upward revision will be allowed during the period of contract under any circumstances. In a nutshell, It shall be the responsibility of the of the successful tenderer to carry out the requisite servicing and all sorts of repairs and also to provide proper replacements for the damaged/worn-out parts, etc. that are very much essential for the proper maintenance / upkeep of the gadgets concerned throughout the period of contract **The Ministry shall bear no cost for anything what so ever after these equipment/Gadgets, etc. are handed over to the successful tenderer and subsequently Taken over by him from the outgoing contractor.**

(iii) As for the major items of repair, which do not generally form part of the maintenance, the ORGI reserves the right to entrust the respective job work to the contractor or to any other outside agency on the basis of estimates obtained in this regard. In the event of the compressors, etc. being declared/found by the contractor irreparable or unserviceable, ORGI shall have the right to get these spare parts inspected by any qualified firm/person and after satisfying itself that these spares are irreparable/unserviceable the ORGI shall take a decision with regard to getting the job of replacement of these spare parts with new ones either through the approved contractor or the company concerned against an estimate that may be required to be submitted by the firm in this regard.

(iv) No extra payment, what so ever, on account of mishandling by the contractor of equipment or damage by the contractor or otherwise will be made to the contractor expect the all-inclusive rates and the permitted under this contract. It shall be the responsibility of the successful tenderer to make all the AC concerned work/run satisfactorily throughout the period of contract.

(v) The work will have to be carried out in the different premises of the ORGI at New Delhi of which are located in Man Singh Road, PushpaBhavan, West Block-1, and SewaBhavan New Delhi. In any case no Air-conditioner or any other items/part there of shall be allowed to be taken out of the premises of the ORGI without formal permission. **The items taken out of the premises of ORGI to the workshop of the firm will have to be brought back within three days, failing which the cost of the Machine and/or parts thereof will be recovered from the firm without any notice.** The charges for transporting these gadgets from the premises of this ORGI to workshop and back and for the labourers engaged for this work shall have to be borne by the successful tenderer himself.

(vi) The firm to be awarded the work will be required to depute adequate number of well-experienced service engineers/mechanics/helpers, who will also remain available in the different premises ORGI, in order that all urgent calls besides day-to-day checking of the machines during the currency of contract are promptly attended to. It shall be obligatory on the part of the contractor to depute **at least one qualified Service engineers and two Mechanics**to ORGI on all working days throughout the period of contract from 9.00 A.M. to 6.30 P.M. To meet Exigencies, the ORGI shall be within its competence to requisition the services of the mechanics/electricians deputed by the contractor, shall utilize the services beyond the working hours, including Saturdays/Sundays/Holidays. Neither any payment nor any additional remuneration shall, however, be made for this purpose.

(vii) The Nos. of gadgets may increase or decrease at the discretion of the competent Authority and payment will increase or decrease accordingly. In case any new office at a new location is added, this contract will deemed to be applicable in that new office also.

(viii) It may noted that during the currency of the contract, all the units of the gadgets concerned are required to be maintained in perfect working condition with the requisite fitting parts, accessories, etc. and by carrying out repairs, wherever necessary, within the all-inclusive maintenance rates tendered. It shall be the responsibility of the contractor to make all the gadgets work satisfactorily.

(ix) It shall also be the responsibility of the approved contractor to periodically inspect/check all the gadgets/apparatus that are under the 'maintenance period' so as to ensure their smooth and satisfactory functioning. The contractor shall also obtain a certificate from the 'user Sections/officers at Least once in a quarter to the effect that the said apparatus are working satisfactory during the quarter in question. If any of the gadgets/equipment covered under this 'maintenance contract' remains out of order for want of repairs etc. for more than four days in a row, a reasonable proportionate deduction will be made from the charges due to contractor firm. The decision of the ORGI as regards the 'reasonableness of deduction' shall be final and binding on the contractor.

(x) Any sum of money due and payable to the contractor, including the security Deposit, under this contract shall be appropriated by ORGI and set off against any claim to ORGI for the payment of a sum of money arising out the contract.

(xi) Bidders are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending in their quotation, as no change or violation of the aforesaid terms and conditions are permissible once the quotation is accepted by ORGI. The successful tenderer will be required to sign a copy of the tender in token of having accepted the terms and conditions.

(xii) ORGI reserves the right to accept or reject any or all quotations without assigning any reasons.

(xiii) Payment will be made quarterly after deposit of satisfactory service certificates.

(xiv) The work inter-alia will include the following:

(a) ACs will be cleaned and wet serviced four times during the year. The first servicing would be done on 16th April, Second on 16th June, Third on 15th September and fourth on 15th December.

Penalty of Rs. 1000/- per AC will be imposed for non-servicing and cleaning of ACs by the due dates.

5. EligibiltyConditions :-

(i) PAN NO.

(ii) Service Tax No.

(iii) VAT NO.

(iv) Experience of 3 years in Govt./PSU Sector in the relevant Field.

(v) Annual turnover of the firm with proof (Rs. 10 Lakh each year for 3 years).

(vi) Income Tax return for last 3 years.

(vii) Service Tax, Challan Copy.

(viii) VAT return &Challan copy.

(ix) The firm has to submit three work orders along with completion report of one Lakhs & above during last three years for AMC of Ac's in any govt. origination.

(x) The above information must be furnished in Techno-Commercial Bid as at

Annexure-I.

(xi) PF, ESI & Registration Certificate.

(xii) It must be noted that in order to be eligible to participate in the bid a tenderer must quote Rates for all the items mentioned in the Price Bid, failing which bids will be rejected. Part quotation will not be permitted.

(xiii) The tender documents should be serially paged /numbered.

6. Evaluation of Bids:-

Note : Quotations should be in two Bid system (i) Technical Bid & (ii) Financial Bid. The "Technical Bid" will be made and put in the first envelope containing the title "Technical Bid". It should contain full information as required in Annexure-I. The "Financial Bid" will be made and put in a second envelope containing the title 'Financial Bid'. It could include full information as required in Annexure-II. Both bids should be put in a third envelope which should be prominently super-scribed as Maintenance/upkeep/Servicing/Repair of Air-conditioners in ORGI. In the event of this procedure not being followed, the Bid will be summarily rejected.

(i) The Technical Bid will be evaluated first.

(i) The Financial Bid will be evaluated only if the tenderer's Technical Bid is found satisfactory in all respects by the tender committee. The tenderer will have no rights

what so ever to insist that his Financial Bid be evaluated in the event of the tender committee rejecting his Technical Bid as unsatisfactory.

7. Earnest Money Deposit

The quotations should be accompanied by Earnest Money Deposit of Rs. 40,000/- (Rupees forty Thousand only) in the form of Account Payee Demand Draft in an acceptable form drawn in favour of Pay & Accounts Officer (Census) Ministry of Home Affairs New Delhi. Without which the quotations will not be considered. The earnest money will be returned to all the unsuccessful tenderers after finalization of the Contract.

8. Performance Guarantee (Security Deposit)

The Successful bidder shall give **performance security in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a commercial bank, Bank Guarantee from a commercial Bank amounting to 10% of the total contract value** in favour of the Pay & Account Officer (Census) Ministry of Home Affairs New Delhi. Performance Security should remain valid for a period of one year beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The Securities Deposit will be refunded only after the expiry of the contract. This deposit is liable to be forfeited, if during the period of contract the services of the contract are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the ORGI that the contractor firm may invite upon themselves due to any of the reasons specified above.

(Dr. Ravi Shankar)
Deputy Director

ANNEXURE-1

TECHNICAL BID

Sl. No.	Description	Documents attached	Page No.
1.	Name of the firm.		
2.	Business address of the firm.		
3.	Telephone No.		
4.	Mobile No.		
5.	Annual turnover of Rs. 10,000,00 (Ten lakhs) of the firm with proof last 3 years. (2010-11, 2011-12, 2012-13)		
6.	PAN No. TIN No. VAT No. (Enclosed three years return &challan copy)		
7.	Registration certificate of establishment issued by the concerned Ministry, Delhi.		
8.	15 digit service Tax Code Number with last 3 years challan& returns copies.		
9.	Work orders along with completion work certificate from Ministries//PSUs of the past 3 years in similar field.(AMC of Ac's)		
10.	List of current clients to whom the firm is rendering its service with certificate from them(Please enclose)		
11.	Copy of income tax of last 3 years.		
12.	The earnest money of Rs. 40,000/- (Rupees forty thousand only) through a Demand draft/Pay order.		
13.	PF,ESI& Registration Certificate.		

(Sign.& seal of contractor)

ANNEXURE-II

FINANCIAL BID

PERIOD OF CONTRACT.THE CONTRACT WILL BE INTIALLY FOR ONE YEAR, EXTENDABLE ON A YEAR TO YEAR BASIS SUBJECT TO A MAXIMUM OF TWO EXTENSIONS.

Sl. No.	Description of work/job work	Number of units (Approximately)	Rates per * unit (in Rs.)
1.	Maintenance of Air Conditioners of window.(of all makes models)1.5/2 tons	41	
2.	Maintenance of Air Conditioners of split(of all makes models)1.5/2 tons	226	
3.	Maintenance of Air Conditioners of cassette(of all makes models)1.5/2 tons	23	
4.	Maintenance of Air Conditioners of Duct(of all makes models)5.8 tons	02	

(*) The rates approved per unit of the gadget, concerned are for the whole of the period of the contract. **Rates should be all inclusive and comprehensive in nature**.

Number of gadget may increase of decrease.

B. MISCELLANEOUS ITEMS (**)		
1.	Providing new compressor with gas charging for all makes/models of Window type ACs (original company brand)	
2.	Providing new compressor with gas charging for all makes/models of Split type (Original company brand)	
3.	Providing new compressor with gas charging for all makes/models of Cassette type.	
4.	Providing new compressor with gas charging for all makes/models of Duct type.	
5.	Installation of Split AC	
6.	Installation of Window AC	
7.	Only gas charging for Split AC	
8.	Only gas charging for Window AC	
9.	Voltage stabilizer 4KVA (3 step)(Logicstat/Bluebird)	
10.	Voltage stabilizer 5KVA (3 step)(Logicstat/Bluebird)	
11.	Remote(Handset) of Split ACs(Original company make)	
12	Remote(Handset) of Window ACs(Original company make)	
13.	Remote(Handset) of Cassette ACs(Original company make)	
14.	Copper pipe (Standard quality) Both pipe inclusive i.e. ½" & 1/4" copper pipe + with complete insulation and PVC cover(Rate per meter for all these combined)	
15.	Iron stand for fixing the outdoor unit (one set)	
16	3 core wire (70/76) for ACs (per mtr)(ISI make only)	
17.	Drain pipe 15 MM (per mtr) – if only drainpipe length is more than item No. – 14 length	
18.	PCB System.	
19	Repair of AC Remote.	

(**)The rate approved indicate the per unit rate of the gadgets concerned.

Sign.& seal of contractor)