

No.4-2/2010 General
Government of India
Ministry of Women and Child Development

Shastri Bhavan, New Delhi
Dated :- 12.03.10

Sealed tenders are invited from reputed, experienced and financially sound Firms/Agencies for Comprehensive Annual Maintenance Contract of different makes of air conditioners installed in various rooms at Shastri Bhawan, Jeeven Deep Building, Hotel Jan path , Krishi Bhawan and residence office of MOS(WCD) premises of the Ministry of WCD. The number of ACs are around 107 (51 Window ACs and 56 split ACs). The exact quantity of ACs may be reduced or increased.

2. The sealed quotations addressed to the Under Secretary(General), Ministry of Women and Child Development, Govt. of India, Room No. 310, A Wing, Shastri Bhavan, New Delhi should reach latest by 3.00 PM on 25th March, 2010.

3. The quotations shall be opened at 3.30PM on the same day(i.e. 25.03.2010) in Room No. 310, 'A' Wing, Shastri Bhavan, New Delhi in the presence of such tenderers or their authorized representatives, who may wish to be present.

(A.P. Shrivastava)
Under Secretary to the Govt. of India
Tel: 23382743

To
As per list

Copy to: NIC Cell of the Ministry of Women and Child Development with the request that the Tender Notice may please be put on the website of the Ministry of Women and Child Development, immediately.

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The Contract will be initially for a period of 7 months from 01.04.10 to 31.10.10 ,which may be extended for a further period on receipt of a request from the contracting firm and after review of their performance.
2. The quotations should be necessarily accompanied with Earnest Money Deposit (EMD) of Rs. 25000/- (Rupees Twenty Five Thousand only), refundable (without interest) in the form of Demand Draft/Pay Order from a commercial Bank drawn in favour of Pay & accounts Officer, Ministry of Women and Child Development, New Delhi, failing which tender shall be rejected summarily.
3. The selected firm will have to deposit a Performance Security equivalent to 10% of contract value either in the form of Bank Guarantee or FDR from a commercial bank hypothecated to Ministry of Women and Child Development.
4. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet, duly signed by the authorized signatory, may be attached. No overwriting or cutting or use of white fluid is permitted in the Bid Form. In such cases, the tender shall be summarily rejected.
5. The Competent authority of Ministry of Women and Child Development reserves the right to annual all bids without assigning any reason.

TERMS AND CONDITIONS

1. The Comprehensive Maintenance Contract for different types of Air Conditioners installed in different office rooms at Shastri Bhavan, Jeeven Deep Building, Krishi Bhawan, Hotel Janpath and Residence office of MOS(I/C)(WCD), will be inclusive of washing, oiling cleaning, greasing, gas charging, electrical and mechanical spare parts and repair/replacement of compressor, fan and motor, etc.
2. Whenever any part is to be replaced, the make and type of the part should be got approved in advance. However, only standard and branded product of good quality should be used. The Compressor should not be repaired beyond second repairing and has to be replaced with a new Compressor of branded quality kirloskar. The firm must return the old parts replaced to General Section, under acquaintance.
3. In case any AC is required to be taken out to workshop for repair, the transportation charges including loading/unloading and dismantling/reinstallation will be borne by the selected Firm. The firm will also provide standby arrangement without any extra cost till the repaired AC is brought back and re-installed.
4. The selected firm will be required to depute one full time Service Engineer on regular basis on all working days for preventive maintenance and also to attend to complaints immediately. The firm will provide mobile phone to the Service Engineer at its won cost.
5. The Service Engineer would report for duty at Shastri Bhawan on working days to the Section officer (General). He will observe office timings applicable in the Ministry of Women and Child Development and mark his attendance everyday.
6. In emergent cases, the Service Engineer may be required to work beyond office hours and also on holidays, for which, no additional payment will be made.
7. The Service Engineer(s) should be ITI Diploma holder, well behaved and well mannered.
8. The complaints lodged with the Service Engineer through General Section will be required to be attended by him on the same day. Any complaint that cannot be attended to by him will be required to be attended by the next day positively.
9. If at any point of time, the services of the Service Engineer being provided by the firm are noticed to be unsatisfactory or not of the expected level in any manner, the firm will be responsible to change the Service Engineer immediately.
10. The selected firm should be capable of attending to all the complaints. If the firm fails to attend to a complaint within stipulated time, a penalty on daily

basis for any delay, equivalent to pro-rata contract charges payable per day or charges that may be required to be paid to an outside agency to have the complaint attended to, whichever is higher, will be deducted from the firm's quarterly bill towards contract charges. In case of delay, any item that is got repaired from outside agency, will be at the cost and responsibility of the selected firm.

11. No AC will be taken out by the Engineer of the firm to the workshop without written prior approval of the Competent Authority.
12. Payment will be made on quarterly basis (at the end of every quarter) after satisfying that the services provided have been of the desired level and that the preventive maintenance checks were regularly performed.
13. The tendering firm will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State insurance etc. in respect of the person(s) deployed by it in this Ministry.
14. The Terms and conditions that any tenderer wishes to specify should be clearly stated.
15. Tenders incomplete in any form are liable to be rejected out right.
16. The competent authority will have full authority to reject any /all offer(s) without assigning any reason thereof. Any enquiry after submission of the quotations will not be entertained.
17. The Competent Authority reserves the right to conduct performance review of the contracting firm at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported. It further reserves the right to suo-moto terminate the contract by giving one month's notice at any point of time.
18. It will be the responsibility of the firm to hand over all the Air Conditioners to the Ministry of Women & Child Development in working condition at the completion of the contract.
19. The firms should have an experience of at least 5 years in maintenance of various type of ACs in minimum 5 Government Departments with yearly turnover of Rs. 25 lakh or above. A list of clients should be enclosed along with the proper documentary proof. The bidder must submit certificates from Government Departments or Public Sector Undertakings to the effect that the Firm has given satisfactory service/performance alongwith the bids, without which, bid is liable to be rejected.
20. The firm should submit at least four experience certificates of maintaining at least 100 ACs in a single Ministry.
21. The Comprehensive Repairs/Maintenance Charges for ACs shall be firm and inclusive of cost of spare parts, replacement of compressor, fan motors, gas charging, labour charges etc. and including all taxes and other charges, if any. The term "Comprehensive Servicing and Maintenance" will include oiling, chemical washing, cleaning, greasing (general servicing), gas filling, replacement of filter/relay/ thermostat/drain pipe, replacement/repair of any or all spare parts including gas charging, metal clad plug, replacement of compressor, repair/replacement and rewinding of motors, fixing of

wires/plugs, insulation, running/starting capacitors of ACs during the period of contract.

22. While submitting the quotation for this work, the firms will be deemed to have read, understood and accepted all the terms and conditions stated in the enquiry of this work.
23. During currency of contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any persons/property.
24. The contract will be awarded on "as is where is basis". However, the firms may inspect the machines and satisfy themselves, if they desire to do so, on any working day from 15th to 22th March between 11.00 AM to 4.00 PM with prior permission of SO(Genl.), Ministry of WCD. It may be noted that no charges for such inspection shall be payable to the firms by this office.
25. On the expiry of the contract, the firm shall be responsible for handing over all the Air-conditioners in working condition along with all the accessories to the Ministry and the cost of shortcoming/damages, if any shall be borne by the outgoing contractor.

(A.P.Shrivastava)
Under Secretary to the Govt. of India
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PROFORMA

1. Rate for Comprehensive maintenance/repair of Window AC per unit(1.5 ton) for seven months.
2. Rate for Comprehensive maintenance/repair of Window AC per unit(2.0 ton) for seven months

3. Rate for Comprehensive maintenance/repair of Split AC per unit(1.5 ton) for seven months
4. Rate for Comprehensive maintenance/repair of Split AC per unit(2.0 ton) for seven months
5. Gas Supply of Copper Pipe per .feet.
6. Stabilizer 4KV(Blue Bird (Per Piece)
7. Stabilizer 5KV (Blue Bird (Per Piece)
8. New Remote for Split AC
9. New Remote for Window AC

10. Service Tax No.
11. TIN No.

12. Detail of Bank Draft.

(Signature of authorized person of the firm)