

No. A-01/2016-17/005/Misc. Expenses

**National Mission for Clean Ganga
Ministry of Water Resources, River Development & Ganga Rejuvenation
Government of India**

1st Floor, Major Dhyan Chand National Stadium,
India Gate, New Delhi-110002.

Dated: February 26th, 2018

Subject: Tender for Annual Maintenance Contract for Air Conditioning Units

1. Tenders are invited from agencies/service providers, for Annual Maintenance Contract (AMC) of Centralized Air Conditioners on yearly basis in **sealed envelopes**.
2. The bid shall consist of two parts i.e. Technical Bid and Financial Bid. Both the bids are to be placed in two separate sealed envelopes (clearly super-scribing 'Technical Bid' and 'Financial Bid') which in turn are to be placed in one sealed cover. The bids of all the bidders whose commercial bid is not in a separate sealed cover or the rates quoted by them are not as per the prescribed format as per FORM A, B & C attached, shall be rejected forthwith. The Financial Bids of only those bidders shall be opened whose Technical Bids are found to be eligible.
3. The sealed proposals may be submitted in the prescribed format to the under signed by 1500 hrs on 19.3.2018. The technical bids will be opened on 19.3.2018 at 1530 hrs in Conference Room of National Mission for Clean Ganga, 1st Floor, Major Dhyan Chand National Stadium, India Gate, New Delhi-110002 in the presence of the bidders or their authorized representatives, if any, who wish to participate in the bid opening.
 - a) At any time prior to the deadline of bids, the NMCG may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document. Any amendment in the bidding document, at any time prior to the deadline for of bids, shall be uploaded as "corrigendum" on the NMCG website (<http://nmcg.nic.in>) and Central Public Procurement Portal website (<http://eprocure.gov.in/eprocure/app>). Such amendments/ modifications shall be binding on all prospective bidders.
4. Earnest Money Deposit (EMD) equal to Rs.40,000/- (Rupees Forty Thousand only) in the form of Demand Draft in favor of the National Mission for Clean Ganga, New Delhi must be accompanied with the bid application
5. The prescribed tender documents with the Terms and Conditions are enclosed.
6. The Director General, NMCG, reserves the right to accept or reject any or all bids without assigning any reason.

Yours sincerely,

(Pranav Kumar Singh)

Assistant Facilities Coordinator
Telephone: +91 11-23072900/901

Part-A

MINIMUM PRE-QUALIFICATION CRITERIA

(Documentary proof for each item is to be furnished with Technical Bid)

THE BIDDER SHOULD FULFIL ALL THE FOLLOWING CONDITIONS TO BE ELIGIBLE FOR PARTICIPATION IN THE TENDER

1. 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, L.G, Hitachi, Samsung, Daikin or reputed brand A/c. However they should have requisite expertise in servicing and maintenance of other Brands of Air Conditioners also. A copy of Certificate/ Authorization letter issued by the company to the bidder for being Authorized service provider is to be submitted.
2. The bidder must have its office /branch located in Delhi NCR. Address Proof for the office / branch is to be submitted i.e. telephone bill or electric bill in the name of agency pertaining to the address is to be submitted.
3. The bidder should have minimum three years of experience in similar AMC work for Govt. Ministries or Departments/PSU/Autonomous Bodies/private sector.
4. The bidder should have satisfactorily completed at least one AMC of similar type for total air conditioner tonnage of not less than 70 tons during the last 3 years. If this work is not in Delhi NCR then one additional job i.e., AMC involving at least 35 tonne should be in Delhi NCR.

(‘Similar AMC work’ shall mean Annual Maintenance Contract of one year for Air conditioners consisting replacement of spares, periodical servicing, break down servicing etc. At least one year of the AMC has to be completed to consider completion of 1 AMC)

Work Order/Completion Certificate issued by the authorized officer of the client will have to be furnished along with the tender document. The Completion Certificate along with the copy of the client’s work order must clearly indicate:-

- a) Date of commencement of AMC
 - b) Date of completion of AMC
 - c) Nature of AMC
 - d) Whether the AMC has been completed satisfactorily or not.
 - e) Value of Air conditioner Tonnage involved in AMC
5. The average annual turnover of the Bidder during last three financial years (F.Y. 2014-15, F.Y. 2015-16, and F.Y. 2016-17) should be more than Rs.10,00,000/- (Rupees Ten Lakhs). Copies of audited balance sheet and profit & loss account statement for the last three financial years should be submitted along with technical bid.
 6. The bidder shall have a valid GST number. The copy of the GST number should be enclosed.
 7. All the forms provided in the tender documents must be completed in full and all pages of tender documents must be signed and sealed before their submission.

PART B

INSTRUCTIONS TO THE BIDDERS

1. Sealed Applications are invited on behalf of the National Mission for Clean Ganga, for awarding Annual Maintenance Contract of Air Conditioners.
2. The rates quoted should be valid for 90 days from the date of the opening of the quotation.
3. **Scope of work:** The successful bidder shall be in a position to provide Annual Maintenance Contract for Air conditioners consisting replacement of all spares, periodical servicing, break down servicing etc.
4. The NMCG is at liberty to make additions/deletions/modifications/amendments in the tender document and the applicants are bound by the same. Reasonable extension of time will, however be given to them to submit their Technical/Price Bids in case such additions/deletions/modifications/amendments are material in nature.
5. The bid must accompany Earnest Money Deposit of Rs.40,000/- (Rupees Forty Thousand only) in the form of Demand Draft in favour of "National Mission for Clean Ganga" payable at New Delhi. Bids received without EMD will be rejected. The Bid Security of unsuccessful Bidders shall be returned as promptly as possible after conclusion of the tender process. Bid Security of successful bidder shall be returned on receipt of Performance Security by NMCG and after signing the agreement. No interest is payable on the EMD.
EMD of the bidder(s) will be forfeited if:
 - a) The bidder is not willing to abide by the terms and conditions after submission of the bid.
 - b) The bidder withdraws the bid before receipt of final acceptance.
 - c) The successful bidder fails to furnish Performance Security within the stipulated time as per the terms and conditions.
6. By submitting the application and agreeing to the terms and conditions specified in the tender, the applicant shall be deemed to have full knowledge of the proposed scope of work/project and no extra charges consequent to and arising out of any misunderstanding/misinterpretation or otherwise shall be allowed by the National Mission for Clean Ganga. Submission of an application by an applicant implies that he has read this notice and all other documents relating to this tender and has made himself fully aware of the scope and specifications of the work/project to be undertaken and also the terms and conditions and other factors having a bearing on the execution of the work/project.
7. The applicants will not be entitled to any claim of compensation, financial or otherwise, for difficulties, if any, faced or losses incurred by them on account of submission of the application or on successful shortlisting/ final selection.
8. Applications which do not satisfy any of the conditions prescribed in the tender or if any condition, including the offer of conditional rebate/discount put forth by the applicant, shall be summarily rejected.

9. The acceptance of an application will rest with the NMCG to itself the discretion/authority to reject any or all the applications received without assigning any reason whatsoever. An application, in which any of the prescribed condition is not fulfilled or is incomplete in any respect, is liable to be summarily rejected. The National Mission for Clean Ganga reserves the right to accept or reject the applications in full or in part and applicants shall have no claim in the matter.
10. The tender offers shall remain valid for acceptance for a period of 90 days from the date of opening of Price Bid. The Successful Bidder has to start the AMC Work of air conditioning units on as is where basis from the date intimated in letter of award.
11. The price quoted in price bid should be inclusive of all types of taxes. No extra charges will be paid over and above the contract amount on account of any taxes (existing or future addition) or on any other account.
12. Evaluation:
 - a) The Technical Bid of the bidder would be evaluated as per the eligibility criteria set out in the tender document. Bids will be evaluated based on the information submitted by bidder. However, NMCG reserves the right to seek clarification/documents from the bidders, if the NMCG considers it necessary for proper assessment of the bid.
 - b) The Financial Bids of the technically qualified bidders i.e. bidders who meet the eligibility criteria, will be opened in the presence of such bidders' representatives who choose to attend.
 - c) The contract shall be awarded to the lowest bidder on the basis of the total of the rates quoted.
13. The successful bidder will have to execute an agreement with this office within twenty days (20) of issue of work order.
14. Performance Security @ 10% of the total contractual value will have to be deposited with NMCG within one week of receipt of "Letter of Offer." This will be in the form of Bank Guarantee (BG) from any of the scheduled Bank pledged in the name of the "National Mission for Clean Ganga" payable at New Delhi. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended, the validity of Performance Security shall also be extended by the contractor accordingly. In the event of breach/violation or contravention of any terms and conditions by the contractor, the said Performance Security shall be forfeited. In addition, the contract can also be terminated and firm may be blacklisted.
15. The firm should quote rates exclusive of all taxes /duties.
16. Incomplete or conditional bids would be liable for rejection.
17. NMCG reserves the right to increase/decrease the scope of work of AMC.
18. NMCG reserves the right to reject any/ or all the quotation(s) received without assigning any reason thereof.

PART C:

Terms and conditions on the Annual Maintenance Contract

1. The details of location where the Air Conditioners under proposed AMC are covered is given below:

Sl.No	Name Of the Office	Complete Address Of the Office	Approximate No. of Air Conditioners and their total tonnage
1	National Mission for Clean Ganga	1 st Floor, Major Dhyan Chand National Stadium, India Gate, New Delhi- 110002	15 Unit 142.5 Tons

2. If any additional number of air-conditioners is added during period of AMC in the offices covered in Tender, after completing of warranty periods of additionally installed air conditioners, the additionally installed air conditioners are to be maintained by the Contractor till the expiry period of AMC of the Contractor according to the same terms and conditions of the Contract. If any units are removed from AMC the same will have to be covered under these AMC. The AMC contractor has to maintain these units at the same unit rates offered by them for the similar units in the Contract proportionate amount as per the unit rate of the Tender will be deducted.
3. The Annual Maintenance Contract will be of comprehensive in nature and for a period of one year. National Mission for Clean Ganga, at its discretion may extend the term further for a period of two years.
4. This comprehensive Contract includes replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, 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, Remote Control units, etc at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-conditioners. The complete list of materials to be replaced covered under this AMC is provided in Part D of this Tender.
5. Only original spare parts/quality approved by the NMCG will be permitted to be used for the maintenance during the AMC Period.
6. Periodical preventive servicing has to be carried out once in three months for all the Air conditioners covered under AMC. During the quarterly servicing, the contractor should water service the AC unit including water washing of filter, drain tray and pipe cleaning, Evaporator brush cleaning, oiling/greasing of all Fans, checking of current consumption, checking of output performance, testing of Gas pressure if necessary, water washing of Condenser Coil, etc
7. Complaints regarding the non-functioning of air-conditioners are to be attended within within one day from time of reporting the complaint. The AMC Contractor is entitled to take NMCG the old faulty/damaged parts of the Air-conditioner, which are replaced by new parts.

8. Defective spares compressors / condensers are to be replaced with new compressors / condensers and 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 at the discretion of the National Mission for Clean Ganga. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.
9. 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 is where is condition when handed over to them under AMC.
10. Following registers are to be maintained by technicians at Head Office without fail:
 - Complaint Register: 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 departments.
 - Spare Tool and Tackle Register: All the spares and tools and tackles are to recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time.
11. Payment of AMC will be made half-yearly in arrears after receipt and verification of bills within fifteen (15) days. Payment will be made only after certification for the satisfactory work done by the service provider. Necessary deductions on account of income tax and other deductions as per the provisions of the Contract and as required under the law shall applicable. Documents such as log-book for services rendered, calls attended, other services performed during the quarter shall be submitted along with bills.

PART D:

LIST OF PARTS COVERED UNDER THIS CONTRACT

SI No	Item
1	Compressors
2	Starting Capacitors
3	Running Capacitors
4	Relays, Thermostats
5	Fan Capacitors
6	Fan Motors
7	Selector switches
8	Contactors (Power / Control)
9	Gas charging
10	Stabilizers
11	Rewinding of motors
12	Ball bearings of motors
13	Fan blades
14	Electronic Control Circuitries
15	Remote Control Units
16	Micro Swing Motors
17	Built – in Timer kit
18	Air-Filters
19	External Electronic / Analog time switches provided for timed running of A.C's
20	Outdoor unit mounting frames
21	Condenser Coils/Copper Tubes of indoor/outdoor units
21	Parts of indoor / Outdoor unit enclosures
22	Batteries in the remote control
23	Cabling from indoor to outdoor
24	Existing copper piping from indoor to outdoor

FORM OF APPLICATION

(On Bidder letter Head)

Date:.....

To,
Assistant Facilities Coordinator,
National Mission for Clean Ganga,
1st Floor, Major Dhyan Chand National Stadium,
India Gate,
New Delhi- 110002

Dear Sir,

Tender for Annual Maintenance Contract (AMC) of Centralized Air conditioners

1. I/we have on read and understood the instructions and other terms and conditions furnished in the NMCG's Website in respect of the captioned tender. I/we hereby submit my/our application for the captioned tender of your office. 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 Project 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 the NMCG is liable to be terminated forthwith at the discretion of NMCG, at any stage, without notice and without any compensation whatsoever for such termination.
4. I / We understand and agree that the decision of NMCG in selection of the AMC Provider is final and binding to me / us.

Thanking You,

Yours faithfully,

Signature of the Bidder.

Name:

Designation

Place:

DETAILS TO BE FILLED BY THE BIDDER

S.No.	Particulars	Details
1.	Name of the Bidder	
2.	Address and contact details of the Bidder	
3.	Incorporation status of the Bidder (Company or Firm) (Relevant Certificate to be submitted in Technical Bid)	
4.	Year of Establishment	
5.	Nature of Business (Manufacturing/ Service/ Dealership/ Stockiest/ Repair & Maintenance/ Fabrication/ Others)	
6.	Type of products sold & serviced	
7.	Annual Turnover during last three financial years FY 2014-15, 2015-16 & 2016-17 and Average	
8.	Valid GST registration No. (Copy of certificate to be submitted)	
9.	Permanent Account No. (PAN) (Copy of PAN Card to be submitted)	
10.	Details of Office Premises Location Area of the premises used for office work Area of the premises used for storing the spare parts of A.C Present stock position (specify total value of spare parts in stock)	
11.	Furnish name, designation and address with telephone of 2 responsible persons who will be in a position to testify about the quality and performance of your works as well as the past performance of your works	
12.	Whether you are authorized Dealer for Sales of any of the Air Conditioner Company. (If yes, please specify the name of Air Conditioning Company)	
13.	Whether you are authorized Service Agent of the following brands. Carrier, Voltas, Blue Star, L.G, Lloyd, Toshiba, Daikin. Specify the brand.	
14.	Please specify your fields of activities (Such as sales/ service /Maintenance etc)	

15. **DETAILS OF MAJOR WORKS IN HAND**

Details of works in the descending order of the Value of Work. (Enclose copies of supporting documents)

S. No.	Name and Address of Customer	Nature and Description of Work	Value of Work	Date of issue of Work order

16. Details of works under litigation / Arbitration during last three years, if any

17. Details of major equipment / machineries / Tools available for maintenance work:

S. No.	Name of the Equipment/ Tool	Usage

Signature of the Bidder.

Name:

Designation

Place:

DECLARATION BY THE BIDDER

I confirm that

- 1) No employee or direct relation of any employee of National Mission for Clean Ganga is any way related as Partner /Shareholder/Director/Advisor/Consultant/Employee etc. of the Company/Organisation.
- 2) The information furnished is correct to the best of my knowledge and belief.

.....

(Signature of Proprietor/Partner/Chief Executive)

Name

(In Capital Letter)

Place:

(Seal of the signatory)

Date:

INSTRUCTIONS TO BIDDERS:

- 1. All details in forms to be furnished.
- 2. Use additional sheets for want of space
- 3. Attach copies of latest documents in support of details provided

Financial Bid

Tender for 1 Year Comprehensive Annual Maintenance Contract of Air- conditioning units installed at National Mission for Clean Ganga,

Description	Total AC units	Total Tonnage	Rate per Ton (Rs.)	Total Amount (for one year)
Comprehensive Annual Maintenance contract of air- conditioning units as per terms and conditions given in tender form	15 units	142.5 Ton		
Applicable Taxes				
Total Cost including all applicable taxes and other charges				
(Rupees)				

Name: _____

Designation: _____

Company with seal: _____

Address: _____