

F.No.BT/A.18/002/2016
Government of India
Ministry of Science & Technology
Department of Biotechnology
(Admin Section)
Block No.2 and 3 Lodhi Road,
CGO Complex, New Delhi - 110003

TENDER DOCUMENT

for

**TENDER NOTICE FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT OF
AIR CONDITIONERS AND WATER COOLERS IN THE
DEPARTMENT OF BIOTECHNOLOGY**

No. BT/A.18.002/2016
Govt. of India.
Ministry of Science & Technology
Department of Biotechnology

7th Floor, Block 2, CGO Complex,
Lodi Road, New Delhi.

Dated the 22nd May, 2016

NOTICE INVITING TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF AIR CONDITIONERS AND WATER COOLERS OF THE
DEPARTMENT OF BIOTECHNOLOGY

Department of Biotechnology (DBT), Block 2 and 3, CGO Complex, New Delhi invites sealed quotations from reputed firms engaged in undertaking the Annual Maintenance Contract of Air Conditioners and Water Coolers. The firms forwarding their quotations must comply with the terms and conditions mentioned at **Annexure ‘A’** to this letter. All the Air Conditioners for which the quotations are invited for AMC for the year 2015-16 are installed at our Office at Delhi, mentioned at **Annexure ‘B’**. The sealed quotations for comprehensive Annual Maintenance Contract for the different types windows, Split ACs, cassette ACs, ductable ACs and water coolers are invited in the proforma for filling the rates and other details enclosed with this letter at **Annexure ‘C’**. Technical bid for AMC for ACs are invited in the proforma enclosed with this letter at **Annexure ‘D’**.

The quotations complete in all respects in sealed cover superscribed as **“Quotations for Comprehensive AMC of Air Conditioners”** must be submitted to the Under Secretary (Admin.), Department of Biotechnology, Room No. 704, 7th Floor, Block 2, CGO Complex, Lodi Road, New Delhi on or before 11.00 am on or before 13.6.2016. The bid has to be accompanied by an EMD (Refundable) of Rs. 25,000/- (Rs. Twenty five Thousand only) in the favour of DDO, Department of Biotechnology, New Delhi. The Technical Bids will be opened first on 13.6.2016 at 11.30 AM by a committee of officers specially constituted for the purpose and in the presence of representative of firms. The financial bid of only those bidders will be opened whose technical bids would clear the technical evaluation. Financial bid will be opened at the same venue. A list of clients in Government/Public Sectors with contact name and person should also be enclosed with the quotations. The Department of Biotechnology reserves all rights to accept or reject any or all quotations without assigning any reason.

(J.K.Dora)
Under Secretary to the Govt. of India.

Govt. of India.
Ministry of Science & Technology
Department of Biotechnology

Terms and Conditions for the Comprehensive AMC of Air Conditioners and Water Coolers for the year 2016-17.

1. CAMC will be for a period of twelve months commencing from the date of the Agreement comes into force. This can be cancelled unilaterally by the Department of Biotechnology whenever the service is not found to be satisfactory or up to the mark. This Department also reserve the right to shift and reinstall any of the machines to any room and it will continue to be covered under CAMC by the CAMC provider.
2. The rates accepted will remain firm and fixed during the currency of the contract and DBT will not entertain any claim for the upward revision/increase of these rates or for payment of any additional charges on any ground whatsoever.
3. The ACs and Water Coolers will be kept in working condition at all times during the currency of the contract.
4. In the case of repair/replacement of parts in the ACs and Water coolers, only genuine spare parts, conforming to the relevant Indian Standards, will be used. In the case of replacement of compressors, the warranty card, indicating Compressor No., make date of purchase, etc. will be deposited with US (Admn).
5. The firm will keep sufficient stock of essential spare parts at site for replacement of defective/worn out parts expeditiously.
6. If any AC/water cooler is required to be taken away for repair etc. at the workshop for more than three days, a stand-by AC/Water cooler will be installed in lieu thereof.
7. The firm will be make arrangements for covering the empty spaces to avoid dust etc. when the AC unit are removed for repair/servicing, etc.
8. Only qualified and experience engineers/technicians/mechanics helpers, whose character and antecedents have already been verified, will be deputed to attend the work. They will visit the Department daily on all working days before 10 AM and record their presence by signing in the register to be kept with SO (Admin). Atleast two person should present on daily basis and more needed arise.
9. The firm shall be solely responsible for any negligent acts of their personnel and shall indemnity DBT against any loss or damage to its property or injury to its employees due to such acts.
10. DBT shall not be a party to any dispute between the firm and the personnel deployed by them.
11. In the case of delay in attending to the complaints, penalty at the following rates will be levied :-

- | | |
|--|------------------------|
| (a) Delay of upto 24 hours | - Rs.100 per unit/day |
| (b) Delay in excess of 24 hours and
Upto 72 hours | - Rs.150 per unit/day |
| (c) Delay in excess of 72 hours | - Rs. 200 per unit/day |

The period will be reckoned from the time of lodging the complaint by telephone/fax/letter, etc.

- 11.. The release of payment will be made on quarterly basis (at the beginning of next quarter) on the basis of satisfactory performance.
12. The firm will be required to undertake preventive maintenance by checking all the Air Conditioners and water coolers at least once every month and confirm that the systems are in the best of the working conditions.
13. 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.
14. All service request/calls for repair work must be attended within 24 hours of the complaint being lodged with the AMC Provider. There should be adequate number of Telephone lines for lodging of service requests. If the AMC Provider firm failed to attend the calls within 24 hours, this Department reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the Case of exceptional and repeated delays, poor services, fault, break down, etc, this office reserves the right to deduct such costs as deemed to be necessary by way of damages and may also cancel the AMC unilaterally.
15. Details of Air Conditioners and water coolers to be covered under AMC along with the location of installation are given in Annexure “B”.
16. Merely submission of Quotation does not entitle the firm to forward its claim for awarding the AMC even if it has quoted the lowest rates. The AMC will be awarded to the eligible firm only after all the formalities as per the terms and conditions are complied with and valid documents are produced to the satisfaction of this office.
17. The firms must have a similar experience of successfully undertaking the AMC of Air Conditioners and water in at least 2(two) Government Organization/ Semi- Government Organization/ PSUs. List of such Clients and Quantum of AMC handled must invariably be enclosed with the technical bid.
18. The firms are required to forward the following details with the quotation:
 - a. Valid registration Number of the firm.
 - b. Income Tax Return for the last financial Year.
 - c. List of Government Organizations to whom maintenance services for ACs and Water Cooler were provided during the last two years with copies of orders.
19. All quotations in the prescribed format should be submitted before the time and date fixed for the receipt of quotations. Quotations received after the stipulated time and date are liable to be rejected.
20. The bidder must ensure that the conditions laid down for submission of offers detailed below are correctly and completely fulfilled. The quotations found to be deficient in any respect shall be summarily rejected. Similarly, conditional offers and offers with terms and conditions inconsistent with those contained in this document shall be rejected.
21. The first cover shall be super scribed “**Technical Bid**”. The second cover shall be super scribed “**Financial Bid**”. Both these envelopes, after being sealed properly, shall be put into a third envelope, which should be properly sealed before it is sent/ submitted. The third sealed cover shall also be superscribed “**Quotation for Comprehensive AMC of Air conditioners and water coolers**” and be addressed to the Under Secretary (Admin), Room No. 724, 7th Floor, Block 2, CGO Complex, New Delhi-110003 and be sent on or before 3 PM on
22. Technical bid will be opened on 13.06.2016 at 11.30 am, in the presence of representative of firms and Financial bid will be opened at the same venue.
23. A Security deposit / Bank Guarantee for 10% of contracted value will have to be deposited by the Contractor to whom the AMC is awarded before commencement of the contract as

performance security. This will be refunded on the completion of the Annual Maintenance Contract. The Security Deposit will be forfeited if any of the condition of the contract is contravened besides any other action that may be taken against the contactor.

24. On the expiry of the contract, the firm will handover the ACs/Water Coolers in perfect working condition after rectifying the defects etc., if any. In the case of the failure of the firm to comply with this condition, the defects will be got rectified by the Department and the expenses so incurred will be charged to the firm's account.

25. In case any dispute arises out of this contract, the same will be referred to Secretary, DBT, who will either himself/herself arbitrate in the matter or will appoint an arbitrator. The award so given will be final and binding on both the parties.

(J.K.Dora)

Under Secretary to the Govt. of India.

Govt. of India.
Ministry of Science & Technology
Department of Biotechnology

**Details of Air-Conditioners and Water Coolers to be placed under AMC (2012-13) in the
Department of Biotechnology**

S.No.	Types of AC/Water Coolers	Quantity
01.	1.5 ton capacity window ACs	70
02.	1.5 ton capacity split ACs	21
03.	2 ton capacity window ACs	17
04.	2 ton capacity split ACs`	10
05.	Cassette ACs	2
05.	8.5 ton ductable AC (Installed in BTIC)	3
06.	7.5 ton capacity window ACs	18
07.	.75 ton capacity window ACs	07
07.	Water Coolers	6

ANNEXURE 'C'

Govt. of India.
Ministry of Science & Technology
Department of Biotechnology

Quotation for comprehensive AMC for Air-Conditioners and Water Coolers installed in the Department of Biotechnology, New Delhi

S.No.	Types of AC/Water Coolers	Quantity	Per Unit rates (Annual Charges) quoted	Total cost (Rs.)
01.	1.5 ton capacity window ACs	70		
02.	1.5 ton capacity split ACs	21		
03.	2 ton capacity window ACs	17		
04.	2 ton capacity split ACs`	10		
05.	Casette ACs	2		
06	8.5 ton ductable AC (Installed in BTIC)	3		
07	7.5 ton capacity window ACs	18		
08	.75 ton capacity window ACs	07		
09	Water Coolers	6		

Signature.....

Name of Firm

Address in Full

Tel. No..... (O) Mob No. PAN No..... TAN No. /
 Service Tax No.

Please note : (1) Quotations must be made in the letter head of the firm with complete address, Tele No., Mob No., PAN No., TAN. No., Service Tax No. etc.
(2) The quantity may increase or decrease.

Technical Bid

The details in respect of the company are as given under:

Name of Firm & Address			
Name of the proprietor of the Agency			
Telephone No. of Agency and Proprietor			
S.No	Details	DD/Regn/VAT/TIN Nos.	Page No.
1.	The Tender should be accompanied by earnest money of Rs. 25,000/- Rupees Twenty Five thousand only) in the form of Demand Draft/FDR drawn in favour of D.D.O., D.B.T., New Delhi, without which the Tender will not be considered.		
2.	The Bidder must be registered with Deptt. of Value Added Tax, Govt. of Delhi for local Sales Tax/VAT, Copies of Documentary proof of same must be enclosed.		
3.	The bidder should have Trader Identification Number (TIN), Copies of Documentary proof of same must be enclosed.		
4.	Bidder must have Sales Tax Clearance Certificate (STCC) for the last financial year (2014-15); Copies of Documentary proof of same must be enclosed.		
5.	The Bidder must have PAN No., Copies of Documentary proof of same must be enclosed.		
6.	The Bidder must have Service Tax Registration Certificate; Copies of Documentary proof of same must be enclosed.		
7.	The Bidder should have minimum turnover of Rs. 25 .Lakhs during each of last three financial years. Necessary proof should be enclosed		

8.	The Bidder must have filed Income Tax Return of Last three financial years, Copies of Documentary proof of same must be enclosed.		
9.	The Bidder must submit an undertaking on its letter head they have not been blacklisted by any State/Government/ Central Government/ PSU Department in India.		
10.	The Bidder should have experience of working with Government organization during last three years. Copies of work order received from them should be enclosed as proof.		
11.	The Bidder must be empanelled with at least three other Govt. Departments in the similar kind of work, Copies of registration letters must be enclosed as proof.		
12.	The bidder should enclose a detailed profile of firm including detail of their product and services.		
14.	All pages of the tender document and all enclosures should be serially numbered and signed by the bidder.		

Details of Ministry/Department in which the Agency had worked earlier as mentioned in this Tender:-

Sl.No.	Name of the Ministry/Department	Year	Name/Contact No. of the officers of client Ministry/Department

This is certified that the above facts are true, complete and correct to the best of my knowledge and belief. This is also certified that this Agency is not black listed by any Government Department nor any criminal case is registered/pending against the Agency/Firm or its owner/partner anywhere in India. It is certified that I/We have read and understood the terms and conditions of the Tender Notice

(Signature of Proprietor)