

**GOVERNMENT OF ASSAM**  
**OFFICE OF THE PRINCIPAL CUM CHIEF SUPERINTENDENT**  
**Tezpur Medical College & Hospital, Tezpur, Bihaguri - 784010, Assam**  
*(Under Society for Medical Education, Tezpur)*

*Tel: 03712-241328, Website: [www.tmcassam.org](http://www.tmcassam.org), e-mail: [tmctezpur@gmail.com](mailto:tmctezpur@gmail.com)*

No. SMET/TMC/NIT/792/2017/2550

Date:-05/05/2018

**Notice Inviting Tender (NIT) for Comprehensive A.M.C. for Air Conditioners in TMC&H, Tezpur**

Sealed tenders are invited for the Comprehensive Annual Maintenance Contract (CAMC) for approximately 120 (One hundred twenty) numbers of Air Conditioners (comprising of capacities between 1 Ton to 2 Ton) in Tezpur Medical College & Hospital (TMC&H), Tezpur.

Tender should be addressed to the Principal cum Chief Superintendent, TMC&H, Tezpur, Tumuki, Bihaguri, Tezpur, Sonitpur, Pin: 784010 and should reach this office strictly not later than **19.05.2018 till 1:00 P.M.**

Tenders will be opened on **19.05.2018** at **2:00 P. M.** Bidders or their representatives may remain present at the time of opening the tenders.

The bidder is expected to examine all instructions, terms and conditions in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

**SCOPE OF WORK**

The successful contractor shall provide maintenance service to keep the air conditioners covered under this contract in good and efficient working condition comprising of replacement of all spares, periodical servicing, break down servicing and Gas charging.

The contractor shall provide the following service on the rates quoted by him:

- (a) Diagnose the faults and rectify the defect detected within 24 hours.
- (b) Repair/replace the faulty parts etc. within 24 hours.
- (c) Carryout the periodical (once in three months) preventive maintenance.
- (d) No spares, consumable or any other items will be supplied by TMC&H. However, this excludes replacement of cage, grills and knobs etc. of the air conditioners.
- e) Routine inspection, checking and servicing of the air conditioners every month. The service report shall be submitted to the authorized official of TMC&H.
- f) The charging of refrigerant gas in air conditioners during the period of this CAMC shall be done by the contractor at his own cost.

## **INSTRUCTIONS TO BIDDERS**

1) Interested bidders shall be required to submit “Technical Bid” & “Financial Bid” separately in sealed envelopes by super scribing one envelope as “Technical Bid for CAMC of Air conditioners in TMC&H” and the other envelope as “Financial Bid for CAMC of Air conditioners in TMC&H”.

Both these proposals should be sealed in a Master Envelope superscribing “Proposal for CAMC of Air conditioners in TMC&H” and also indicating thereon:

- i) Reference No. of the NIT.
- ii) Due date for submission of the NIT.
- iii) Name of the firm with address, Phone & Fax, e-mail.

“Technical Bid”: Documents to be submitted in the “Technical Bid”:- It should contain all the relevant information and desired enclosures along with the demand draft towards Tender Fee & Earnest Money Deposit in original.

- (a) Demand Draft towards tender fee.
- (b) Demand Draft towards EMD.
- (c) The entire tender notice in token of acceptance by the contractor of all terms & conditions.
- (d) Trade License.
- (e) Income Tax Pan.
- (f) Registration Certificate of Goods and Services Tax clearly showing the class/classes of goods/services for which registration has been obtained along with copy of last return filled.
- (g) Certificate of Incorporation/Partnership Deed.
- (h) Proof of office address.
- (i) Valid Manufacturer Licence /Authorization Certificate.
- (j) Proofs of Experience.
- (k) List of organizations where the contractor is currently providing / has provided the CAMC/AMC of similar works along with their performance certificates.
- (l) Attach affidavit stating that the firm is / has not been black listed by Central / State Government / PSU.
- (m) Power of Attorney in favour of signatory of bid.
- (n) Income Tax Returns along with Balance Sheet and Profit & Loss A/c for last 3 years duly authenticated by a Chartered Accountant.
- (o) All other documents as may be required under terms & condition and instructions of the NIT.
- (p) Any other document that may be considered as necessary by the tenderer.

“Financial Bid”: The “Financial Bid” shall contain only the rates offered by the bidders. Format of offering rates against the service is given below:

Description of Service	Average Rate Per Unit in Figure (Without GST)	Average Rate Per Unit in Words (Without GST)
Comprehensive Annual Repair & Maintenance of Air conditioners ranging between 1 Ton to 2 Ton		

Note: - Tenders submitted without following two bid system procedures as mentioned above will be summarily rejected. Tenderer should not indicate the pricing information in its “Technical Bid”.

2) All the tender papers should be page numbered and the forwarding letter should include the list of documents submitted with the page number against the each document.

3) The tenderer should sign and affix his firm’s stamp at each page of the tender and all its annexure as the acceptance of the offer made by tenderer will be deemed as a contract and no separate formal contract will be drawn.

### **TERMS & CONDITIONS**

1) Pre-Qualification Criteria:

- i. Certificate in support of experience for having undertaken the kind of service to be put under CAMC.
- ii. Certificates in support of all statutory registrations.
- iii. License issued by appropriate authority.
- iv. Authorization Certificate / proof of similar kind of work carried out, issued by Original Equipment Manufacturer (OEM)/ in case of other than OEM.
- v. Documentary evidence / Certificate of being a vendor of maintenance of air conditioners.

Note: Provide documents in support of the above failing which the authenticity of the information may not be accepted.

2) Earnest Money Deposit (EMD): Company/firm applying would be required to submit Rs. 25,000/- (Rupees Twenty Five Thousand Only) as Interest free EMD in the form of Demand Draft in favor of ‘Member Secretary, SMET’ payable at Tezpur. The tender, if not, accompanied by Earnest money will be liable to be summarily rejected. The EMD shall be treated as Security Deposit in case of successful bidder. The EMD of the unsuccessful bidders would be returned within 7 days after finalization of tender.

3) Tender Fee of Rs. 2,000/- (Rupees two thousand hundred only) (Non-refundable) in the form of demand draft only, payable to “Member Secretary, SMET, Tezpur” and payable at Tezpur shall be required to be submitted by the bidders without which the tender will be regarded as non-responsive.

4) The term “Maintenance” shall include 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. and replacement of all faulty parts of the air conditioners during the currency of the contract. In brief, the AMC is comprehensive and TMC&H shall not bear any cost of anything whatsoever after the Air conditioners units having been handed over to the contractor for maintenance.

5) In case of any breakdown it should be attended within 24 hours from the time of complaint and there is no limit of breakdown calls to be attended during the maintenance period. The contractor has to attend the problem even during holidays / late hours / Sundays for which no additional payment will be paid.

6) Breakdown problem is to be rectified within a maximum period of three days else a penalty of Rs.200/- per day shall be levied and there after the air conditioners shall be repaired from outside at the risk and expense of the contractor firm.

7) Payment Terms: Quarterly payment on pro-rata basis would be made. CAMC Charges will be paid at end of every quarter of the CAMC period subject to satisfactory performance and also subject to the availability of the fund. The actual number of air conditioners for which service has been rendered will be considered for making payment for the quarter. The quarterly bill must be enclosed with service reports endorsed by End User Department for all air conditioners which have been covered under CAMC during the quarter. Bills without service reports will be deemed as incomplete submission and payments will be made only on submission of all service reports. However, no interest is liable to be paid by the TMC&H in case of delays, if any, in payment.

8) For any clarification regarding technical details of air conditioners covered under this contract, the contractor/firm may visit the site during office hours on any working days before the last date of tender submission.

9) The contractor shall be responsible for smooth and satisfactory working of all the air conditioners to be put under CAMC. Proportionate deductions in addition to the penalty shall be made from the bills of the contractor for the period for which air conditioners remain out of order.

10) All the machines covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor should use only genuine spare parts with same specifications.

11) The contract will initially be awarded for a period of one year from the date of award and may be extended for one more year on the basis of satisfactory performance of the firm in the first year. The rates quoted will remain in force for the full period of contract including the extended period.

12) The Principal cum Chief Superintendent, TMC&H, Tezpur may terminate the contract at any time by giving one month prior notice if the services of are not found to be satisfactory. The contractor will not be entitled to claim any compensation against such termination.

13) Clarification of bid documents by TMC&H: To assist in the examination, evaluation and comparison of bids, TMC&H may, at its discretion ask the bidder for the clarification of its bid. The request for clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained after opening of the tender.

- 14) The contractor shall maintain a reasonable stock of frequently used parts at the worksite for carrying out repair and maintenance works of air conditioners under CAMC so as to reduce the breakdown period to minimum possible time.
- 15) The contractor shall abide with all local/municipal/state/central laws and regulations.
- 16) The service persons should be skilled and well experienced in the repair and maintenance works of the air conditioners covered under CAMC.
- 17) Contractor shall in no case can transfer/appoint sub-contractor or care taker to render the services under the Contract. However, services of specialized agencies for specific work can be obtained. If the firm discontinues the services at any time during the period of contract the EMD deposited by the firm shall be forfeited. The charges spent to put the units under running conditions will be recovered from the firm against the payments due to them.
- 18) In case there occur any major break down in an air conditioner, same will be allowed to carry to workshop for providing of service. The service will be done free of charge at the contractor's service station.
- 19) After completion of maintenance period, all the air conditioners under maintenance shall be handed over back to TMC&H in the same condition in which they were taken over, normal wear and tear accepted. The cost of shortcomings, if any, shall be borne by the outgoing contractor.
- 20) The rates quoted should be NET (exclusive of taxes) and no discount or free services / offers quoted will be considered.
- 21) The contractor shall be responsible for any loss or damage caused to any of the air conditioner owing to negligence on his part.
- 22) Validity of Tender: The tender offers shall remain valid for acceptance for a period of 180 days from the date of opening of Price Bid.
- 23) The Principal cum Chief Superintendent, TMC&H, Tezpur reserves the right to accept or reject any or all tenders without assigning any reasons.
- 24) The conditions of the bidders shall not be binding on TMC&H.
- 25) Legal Jurisdiction: All disputes shall be subject to Guwahati Jurisdiction only.