

**Tender**  
**for**  
**Comprehensive Annual Maintenance Contract**  
**of**  
**Split/Cassette Type Air Conditioners installed in**  
**SPA, Bhopal**



**School of Planning and Architecture**  
*(An Institution of National Importance, Ministry of Education, Govt. of India)*  
Neelbad Road, Bhauri, Bhopal – 462 030 (M.P.)



# School of Planning and Architecture

(An Institution of National Importance, Ministry of Education, Govt. of India)

Neelbad Road, Bhauri, Bhopal – 462 030 (M.P.)

Ph: 0755-2526800 Ext. 429 Website: spabhopal.ac.in

No.: SPAB/RGO/Advt/2022-23/484

Date: 28.12.2022

## TENDER NOTICE

### **Sub: Comprehensive Annual Maintenance Contract of Split/Cassette Type Air Conditioners installed in SPA, Bhopal.**

Sealed tenders on behalf of the Director, School of Planning and Architecture (SPA), Bhopal are invited under **Two Bid System** i.e., Technical Bid and Financial Bid from reputed, experienced and financially sound company/ partnership firm/ agency for providing Comprehensive Annual Maintenance Contract of Air Conditioners installed at SPA, Bhopal for an initially period of 01(One year) to be extended one more year based on satisfactory performance from user end as per details given below:-

1. Schedule
2. Terms and Conditions for the Comprehensive AMC of Air Conditioners.
3. Details of Air-Conditioners to be placed under AMC in the Institute.  
**(Annexure-A)**
4. Technical Bid (Qualifying Requirement Data) **(Annexure-B)**
5. Quotation for comprehensive AMC for Air Conditioners installed in SPA, Bhopal **(Annexure-C)**

The Tender document including Terms & conditions can be downloaded from the Institute website ([tender/spabhopal.ac.in](http://tender/spabhopal.ac.in)).

All pages should be signed and returned.

#### **Schedule:**

<ul style="list-style-type: none"><li>• <b>Name of the Work:</b></li></ul>	Tender for Comprehensive Annual Maintenance Contract of Split /Cassette Type Air Conditioners installed in SPA, Bhopal  <i>(Tender initially one year extendable up to two more year on satisfactory report)</i>
<ul style="list-style-type: none"><li>• <b>Cost of Tender Document</b></li></ul>	<b>Demand draft of ₹ 2,000/- (Rupees two thousand) (non-refundable) RTGS/NEFT</b> <b>Account No. : 2073201002565</b> <b>Account Name : SPA BHOPAL Internal Receipts</b> <b>IFSC code: CNRB0004725</b> <b>Bank Name: Canara Bank</b> <b>Branch Name: Bhauri Bhopal</b>

<ul style="list-style-type: none"> <li><b>EMD: [The amount (non-interest bearing shall be refunded after deducting the dues, on completion/ termination of the contract for successful bidder] (EMD will be refunded to unsuccessful bidders)</b></li> </ul> <p><i>[EMD not applicable for Micro and Small Enterprises (MSEs) as defined in MSE, Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department. (Please attached the relevant proof of documents) Department.(Please attached the relevant proof of documents)</i></p>	<p><b>RTGS/NEFT of INR ₹ 10,000/- (Rupees ten thousand)</b>  Account Name: SPA BHOPAL Internal Receipts  Account No.: 2073201002565  IFSC Code: CNRB0004725  Bank Name: Canara Bank  Branch Name: Bhauri Bhopal</p>
<ul style="list-style-type: none"> <li><b>Last date &amp; time for Receipt of Bid :</b></li> </ul>	<p><b>16/01/2023 up to 03:00 pm</b></p>
<ul style="list-style-type: none"> <li><b>Date &amp; time of Opening of Technical Bid:</b></li> </ul>	<p><b>16/01/2023; 04:30 pm at B.Arch., 5<sup>th</sup> year Studio, 1<sup>st</sup> Floor, Academic Block</b>  (Interested Firm/Representative may participate)</p>
<ul style="list-style-type: none"> <li><b>Date &amp; time of Opening of Financial Bid:</b></li> </ul>	<p><b>16/01/2023; 04:30 pm at B.Arch., 5<sup>th</sup> year Studio, 1<sup>st</sup> Floor, Academic Block</b>  (Interested Firm/Representative may participate)</p>
<ul style="list-style-type: none"> <li><b>To whom the tender documents can be submitted:</b></li> </ul>	<p>The Registrar, SPA, Bhopal, Neelbad Road, Bhauri, Bhopal-462030 (MP) by speed post/by-hand OR should be put in a Tender Box kept in at Maintenance Cell, Main Gate, SPA Campus, Bhauri, Bhopal</p>

The Technical bid in the prescribed forms duly completed and signed should be submitted in a sealed cover super scribing “**Technical Bid for Comprehensive AMC of Air Conditioners**” Similarly the Financial Bid in prescribed forms duly completed and signed shall be submitted in a separate sealed cover super scribing “**Financial Bid for Comprehensive AMC of Air Conditioners**”. Both the covers should put in a single large cover alongwith EMD & cost of Application Form superscripting “**TENDER FOR Comprehensive AMC of Air Conditioners**” should be put in a Tender Box kept in at Maintenance Cell SPA Gate, Bhauri Campus or send by Speed Post/courier to the Section Officer, Stores & Purchase Section, SPA Bhopal, Neelbad Road, Bhauri, Bhopal462030 (M.P.) so as to reach us on or before the due date and time. **(i.e. 16.01.2023)**

The financial bid of only those bidders will be opened/considered whose technical bids would clear the technical evaluation. A list of clients in Government/Public Sectors with contact name and person should also be enclosed with the quotation. SPA, Bhopal reserves all rights to accept or reject any or all quotations without assigning.

**(Registrar)**  
**SPA, Bhopal**

## **Terms and Conditions for the Comprehensive AMC of Air Conditioners:-**

1. Servicing of all Air Conditioners shall be carried out once in a quarter including replacement of damaged spare parts as required and submit the Service Report for each trip duly signed by the Supervisor (Maintenance) and Administrative In-charge.
2. Every Air Conditioner shall be tagged indicating the date of servicing, spare parts replaced, if any, etc and signed by the technician who have attended servicing work.
3. Spare parts include Compressors, Gas, Condensers (Copper), Fan and Fan motors, Capacitors, PC Board, Insulation of copper pipe, Chemical cleaning etc. as required. (Comprehensive means: included by replacing of all spare parts like Gas Filling, Providing Manpower, Tools & Testing equipment, Labours charges, Indoor & Outdoor unit, Relay, Motors, Compressors, Blowers, Electrical Connection, Chemical Washing & Cleaning of Filters, Grills, Remote Controls, Copper Pipelines etc. any other component as required)
4. There should not be any exception for replacement of any spare parts.
5. The bidder are requested to visit the Institute, inspect all the installed ACs (141 No.s) and thereafter submit the proposal.
6. All spare parts must be replaced if damaged/not functioning. However, in case of sudden breakdown of any Air Conditioner, complaints need to be attended immediately and ensure proper running of Air conditioners at all times
7. The contractor shall be required to co-operate with other agencies/specialists, if hired by the Institute for any other similar works.
8. The work shall be carried out in such a way that no inconvenience is caused to the employees of the Institute during working hours. The premises should be kept neat and clean daily after work.
9. The contractor shall provide all materials at their own cost (except such materials if any, as may be in accordance with the contract supplied by the employer) such as machinery, plant tools, appliances, implements, in fact everything necessary for proper execution of work.
10. All necessary marking on the fittings / switches / panels / cables DB etc. shall be done with paint/fluorescent stickers as required by the Engineer-in-Charge at the contractor's expenses.
11. The contractor shall strictly comply with all labour and such other statutory laws in relation to the services to be provided and personnel engaged by the contractor and shall be solely responsible for all acts of the said personnel so enrolled. Child labour should not be engaged by the contractor.
12. Maintenance of Registers- The contractor shall also maintain the records/registers as required by the local authorities/Government from time to time and should produce the same for inspection of the Institute whenever desired by them. The contractor is required to comply with all acts of Government relating to labour and the rules and

regulations made there under from time to time and submit all particulars and statements required to be furnished to the labour authorities.

13. The AMC will be for a period of one year and can be extended further two more year based on satisfactory performance of the CAMC Provider. CAMC may be terminated if the performance of the firm is not satisfactory.
14. This institute also reserves 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.
15. The rates accepted will remain firm and fixed during the currency of the contract and SPA, Bhopal will not entertain any claim for the upward revision/increase of these rates or for payment of any additional charges on any ground what so ever.
16. The ACs will be kept in working condition at all times during the currency of the contract.
17. In the case of repair/replacement of parts in the ACs, 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 In-charge, Maintenance Section.
18. The firm will keep sufficient stock of essential spare parts at site for replacement of defective/worn out parts expeditiously.
19. If any AC is required to be taken away for repair etc. at the workshop for more than three days, a stand-by AC will be installed in lieu thereof.
20. The firm will be make arrangements for covering the empty spaces avoid dust etc. when the AC unit are removed for repair/servicing, etc.
21. Only qualified and experience engineers/technicians/mechanics helpers, whose character and antecedents have already been verified, will be deputed to attend the work.
22. The firm shall be solely responsible for any negligent acts of their personnel and shall indemnity Institute against any loss or damage to its property or injury to its employees due to such acts.
23. Institute shall not be a party to any dispute between the firm and the personnel deployed by them.
24. In the case of delay in attending to the complaints, penalty at the following rates will be levied:-

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

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

25. **From the period February to July (from 1<sup>st</sup> Feb to 31<sup>st</sup> July) there should be one operational staff posted at the campus to attend the calls, timing will be 09:00 to 05:30 pm on working days. However, in case of exigency operational staff should attend the same beyond working days & hrs.**
26. The release of payment will be made on Quarterly basis (at the beginning of next quarter) on the basis of satisfactory performance.
27. The firm will be required to undertake preventive maintenance by checking all the Air Conditioners at least once every week (Peak Season) and confirm that the systems are in the best of the working conditions.
28. 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.
29. All service request/calls for repair work must be attended within 24 hours of the complaint being lodged with the CAMC Provider. There should be adequate number of Telephone lines for lodging of service requests. If the CAMC Provider firm failed to attend the calls within 24 hours, this Institute reserves the right to get the work done by other firms and deduct such expenses from the CAMC 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 CAMC unilaterally.
30. Details of Air Conditioners to be covered under CAMC are given in **Annexure "A"**.
31. 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 CAMC 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.
32. The firms must have a similar experience of successfully undertaking the CAMC of Air Conditioners in at least 03(three) Government Organization/Semi-Government Organization/ PSUs. List of such Clients and Quantum of CAMC handled must invariably be enclosed with the Technical Bid.
33. The firms are required to forward the following details with the quotation:-
  - a. Valid Registration Number of the Firm.
  - b. GSTIN Number
  - c. Income Tax Return for the last Financial Year.
  - d. List of Government Organizations to whom maintenance services for ACs were provided during the last two years with copies of orders.
34. 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.

35. 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.
36. **A Security deposit / Bank Guarantee for 10% of contracted value will have to be deposited by the Contractor to whom the CAMC is awarded before commencement of the contract as performance security. This will be refunded within 30 days after completion of the Annual Maintenance Contract subject to satisfactory report received from user end. 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 contractor.**
37. On the expiry of the contract, the firm will hand over the ACs 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 Institute and the expenses so incurred will be charged to the firm's account.
38. In case any dispute arises out of this contract, the same will be referred to Director, SPA, Bhopal, 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.
39. Operation of CAMC contract will be under supervision of Maintenance Cell.
40. Copy of entire tender document must be numbered page-wise and duly self attested and stamped on each pages as a token of acceptance of our terms and conditions.

**(Registrar)**  
**SPA, Bhopal**

**Details of Air-Conditioners to be placed under CAMC in the Institute.**

<b>S. No.</b>	<b>Details of the ACs</b>	<b>Quantity</b>
1.	Split AC, 1.5 Ton Make: LG	63 Nos.
2.	Split AC, 1.5 Ton Make: Voltas	05 Nos.
3.	Split AC, 1.5 Ton Make: Blue Star	07 Nos.
4.	Split AC, 1.5 Ton Make: Hitachi	02 Nos.
5.	Split AC, 1.5 Ton Make: Carrier	06 Nos.
6.	Cassette AC, 2 Ton Make: LG	29 Nos.
7.	Cassette AC, 2 Ton Make: Carrier	20 Nos.
8.	Cassette AC, 2 Ton Make: Voltas	09 Nos.
<b>Total:</b>		<b>141 Nos. (One hundred forty one)</b>



**Technical Bid****QUALIFYING REQUIREMENT DATA**

<b>S. No.</b>	<b>General particulars of the Agency</b>	<b>Details to be filled up by the Bidder</b>
1.	(a) Name of the Agency	
	(b) Registered address with Telephone/Mobile Number & E-mail ID:	
	(c) Authorized Person's : i) Name & Designation: ii). Tel. No. Landline: iii). E-mail ID: iv). Mobile:	
2.	Details of bid document amount (tender fee) UTR No.	
3.	Details of Earnest Money Deposit (EMD) UTR No.:	
4.	The firm/ agency should be registered with Service Tax Department:	
5.	The firm/ agency should have PAN No.:	
6.	Income Tax Return (Last Financial Year) (Attach copy):	
7.	Copy of Work Order & Satisfactory Performance Report from at least two clients where the Agency has been working/ worked during last three years attached:	
8.	The bidder should have at least three (3) years' experience in work of similar nature with Govt. Offices/ IITs/ NITs/ PSU's etc., and must have executed the similar contract as mentioned in the eligibility criteria:	

**Note:** Agencies/ Bidders not submitting full information/ documents at the first instance shall be rejected.

Signature with stamp: \_\_\_\_\_

Date: \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Financial Bid****Quotation for comprehensive CAMC for Air-Conditioners installed in SPA, Bhopal**

<b>S. No.</b>	<b>Types of AC &amp; Make</b>	<b>Quantity</b>	<b>Rate per unit (Annual Charges) quoted (₹)</b>	<b>Total cost (Inclusive all taxes) (₹)</b>
1.	Split AC, 1.5 Ton Make: LG	63 Nos.		
2.	Split AC, 1.5 Ton Make: Voltas	05 Nos.		
3.	Split AC, 1.5 Ton Make: Blue Star	07 Nos.		
4.	Split AC, 1.5 Ton Make: Hitachi	02 Nos.		
5.	Split AC, 1.5 Ton Make: Carrier	06 Nos.		
6.	Cassette AC, 2 Ton Make: LG	29 Nos.		
7.	Cassette AC, 2 Ton Make: Carrier	20 Nos.		
8.	Cassette AC, 2 Ton Make: Voltas	09 Nos.		
<b>Total</b>		<b>141</b>		

Note: The bidders are requested to visit the Institute, inspect the all ACs and thereafter submit the quotation.

**UNDERTAKING***(For Inspection)*

My Firm representative/ Technician (Name)..... has visited SPA Bhopal and inspected the all ACs, thereafter, I am submitting the rate proposal for the CAMC of the 141 No.s of ACs.

**(It is mandatory to attached this declaration with the rate proposal asked for, failure of it, proposal will not considered)**

Signature:.....  
 Name of Firm: .....  
 Address in Full: .....  
 Tel. No:..... (O) Mob. No.:.....  
 E-mail:.....

Please Note:-

Quotations must be made in the letter head of the firm with complete address, Telephone No., Mobile No. & E-mail address.

\*\*\*\*\*