

File No: 1-11/1/2021-AIIA 3690

Date: 28.01.2022

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TENDER DOCUMENT FORCOMPREHENSIVE ANNUALMAINTENANCE CONTRACT (CAMC) OF VOLTASANDHITACHI (06 NOS) AIRCONDITIONERS FOR 05 YEARSON AS IS WHERE IS BASIS AT ALL INDIA INSTITUTE OF AYURVEDA, NEW DELHI SERVER ROOM

### SUMMARY OF TENDER

	SUMMARY OF TENDER	made a state
Name of Work	Comprehensive Annual Maintenance Contract (CAMC) with short comings (repairs required) of total 39.668 KW, 06 Units of VOLTAS and HITACHI brand air conditioners installed in the server room of All India Institute of Ayurveda (AHA) Mathura Road, Gautam Puri Sarita Vihar, Delhi - 110076	100 V/2
Notice Inviting Tender	28.01.2022	
Date of issue of tender documents.	From 29.01.2022 to 11.02.2022 till 1500 Hrs, can be downloaded from the website of AHA.	100 mm 1 100 mm 1
Date of submission of Tender	The sealed Tender so as to reach this office on or before 11.02.2022 latest by 1500 hrs	
Date of opening of Tender		eniony.
Pre-Bid Meeting	On 07.02.2022 1500 hrs in presence of party who may be present.	thin to be
Estimate cost	Rs. 7 Lakh	
Envelope-1 Envelope-2	Pre-qualifications Documents with Tender Document Financial Bid Only	inger a



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## PART-I NOTICE INVITING TENDER (NIT)

The tender document can be downloaded from AIIA website www.aiia.gov.in

Qualifying Criteria & Process:

Tenders are invited from experienced and eligible OEM or Authorized dealers/suppliers/contractor's/service providers for Comprehensive Annual Maintenance Contract (CAMC) of total 39.668 KW, 06 Units of VOLTAS and HITACHI air conditioners with shortcomings (repairs required) installed in the server room of all India Institute of Ayurveda with eligibility criteria as below: -

The tenderers/bidders must submit proof of technical capability/competence issued by OEM (Voltas and Hitachi) for CAMC of total 39,668 KW, 06 Units of air conditioners in the shape of; copy of-regular service provider/authorized repairing center certificate/Dealership/ Channel partner/Authorization to participate in bid letter etc.

BUCKERPORT SHIPS

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- The bidders which are technically sound and having proper experience, infrastructure, manpower, equipment's required for CAMC of "VOLTAS" and "HITACHI" Brand. Copy of Work Completion Certificate/Work orders with proof of satisfactory completion of job/List of satisfied clients/Copy of contract awarded by any Govt. Organization/ any other documentary evidence in support of technical capabilities of bidder must be provided with quotation for evaluation by AllA.
- The tenderer/bidder shall fulfil the below mentioned qualifying criteria & shall submit the copies of relevant documents to support their eligibility in the Envelope-1 of the tender. The copies of these documents shall be signed and stamped by the bidder.
- iv. The Average annual financial turnover for last 3 years shall be at least 30% of the estimated cost put to tender, copies of balance sheets of last three financial years, duly certified by a Chartered Accountant shall be submitted in support of the requisite financial turnover.
- duly certified by a Chartered Accountant shall be sustained as the requisite financial turnover.

  The bidder shall have successfully completed works during the last five years as mentioned below:
  - a. Three Work Orders each costing not less than 40% of the estimated cost put to tender.

#### OR

Two Work Orders each costing not less than 50% of the estimated cost put to tender.
 OR

- c. One Work Order costing not less than 80% of the estimated cost.
  In case the bidder has executed the Work Order(s) under a private sector, the value of the work shall be reflected in the TDS of the corresponding year(s) and shall submit requisite Proof/TDS certificate for the same.
  - Copy of GST Registration.
  - II. Copy of PAN Card

#### TENDER

All India Institute of Ayurveda (AllA)Mathura Road, Gautam Puri Sarita Vihar, Delhi - 110076

The tenders are to be submitted in two separate sealed envelopes/covers marked as under:

ENVELOPE-1

This envelope shall be marked as: "Technical Bid for CAMC of Voltas AC Units" and contain the followings:

Copy of-regular service provider/authorized repairing Centre certificate/Dealership/ Channel partner/Authorization to participate in bid letter etc.

The bidders which are technically sound and having proper experience;

Infrastructure, manpower, equipment's required for CAMC of "VOLTAS" and "HITACHI" Brand.

Copy of Work Completion Certificate/Work orders with proof of satisfactory completion of job/List of satisfied clients/Copy of contract awarded by any Govt.

Organization any other documentary evidence in support of technical capabilities of bidder must be provided with quotation for evaluation by All India Institute of Ayurveda (AllA)Mathura Read, Gautam Puri Sarita Vibar, Delhi – 110076

Acceptance as per Annexure A of this tender document duly signed & stamped.

Any other Credentials/documents in support of meeting the criteria as prescribed in the NIT. Any other information as required to be submitted along with the tender.

will or any person authorized AllA reserves the right to accept/reject any or all the tenders in part or full or divided the work among two or more parties without assigning any reason whatsoever and in such case bidders/intending bidders, shall not have any claim on Office of All India Institute of Ayurveda (AllA) Mathura Road, Gautam Puri Sarita Vihar, Delhi — 110076

## ENVELOPE-2

This envelope shall be marked as: "Financial Bid for CAMC of Voltas and HITACHI AC Units" shall contain the followings:

Price Bid duly filled in, signed and stamped on each page by the Bidder/ authorized representative of the Bidder. No cutting or overwriting shall be allowed. In such cases the bid shall be treated as CANCELLED AND TENDERE SHALL BE TREATED AS DISQUALIFIED. All Performs forming part of tender documents shall be filled in, signed and stamped by the Bidder.

Any other information as required to be submitted along with the tender.

#### Special Conditions of Contract

The following special conditions shall be read in conjunction with this NIT.

Tender Document Fees - Nil EMD - Bidders need not to deposit EMD/ Bid Security for this tender. However, Bidders to sign a Bid securing declaration (as per Annexure-C attached) accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for Two Years and shall be declared in-eligible to submit Bids for any contract with All India Institute of Ayurveda New Delhi. The information of 2-year suspension will be displayed on the AllA Website for information of the public.

A Performance Security to the tune of 3 % of the value of the contract will be retained by AllA on award of the contract. It can be released on submission of A Bank Guarantee (BG)

FDR of equivalent amount, valid for a period of 60 days beyond the completion of all contractual obligations of the applicant. Performance Security shall be forfeited and credited to AllA account in the event of breach of contractual obligation by the applicant.

The bidder must be registered with GST. Copy of Registration is required.

- The bidder should not have been barred or black-listed by any of the central govt. departments / organizations / central PSUs in the past.
- 4. Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the bidding documents. Failure to furnish all information required by the bidding document or to submit a bid not substantially responsive to the bidding documents in every respect will be at bidder's risk and may result in the rejection of Bid.

The rates must be quoted clearly indicating all Govt. Levies, GST rates and amount applicable etc. Otherwise it will be assumed that rates are inclusive of all taxes and no amount shall be payable by AHA towards and Tax/Govt levies etc.

6. The Voltas and Hitachi brand Units need repairs as mentioned in this NIT. The bidders are expected to inspect the installed system prior to submission of bid documents and prior to the commencement of CAMC which shall include preventive maintenance, supply of material, spares, replacement repairs as per OEM's specifications including wiring, piping, thermal insulation and spares of outdoor

/ indoor unit's replacement, AHU etc., complete in all respects, for ensuring the desired levels of functioning of the entire system.

- The required repairs are to be completed within 30 days of award of job. The CAMC will commence from the date from which the complete system are fully functional in all respect.
- 8. In cases of poor workmanship and non-compliance of tender / agreement or if the services of the CAMC Provider are not found to be satisfactory, the contract shall be terminated by AllA by giving 10 days' notice even before the expiry of the contract period and the security deposit shall be forfeited without assigning any reason whatsoever.
- The contract will come into force as per Period & Terms of Letter of Intent for a period of
  one Year Only. The contract may be extended further as per decision of AllA and informed
  in advance before the expiry date otherwise it will be terminated automatically after a period
  of One Year

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# Format for Financial Bid COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF VOLTAS AND HITACHI AIRCONDITIONERS O OF 06 NOS FOR 05 YEARS ON AS IS WHERE IS BASIS

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## BILL OF QUANTITY

CAMC OF SPLIT AIR-CONDITIONING FOR 05 YEARS AT AIIA, NEW DELHI-76

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S NO.	Description of Split AC	Capacity	Qty	Unit	Rate	Amount	
1.	Hitachi	7.034 KW	2	Nos			
2.	Voltas	6.4 KW	4	Nos			-
		Total For One	Year		2027542	Service Country	おきの数
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Note: Rate of CAMC charges quoted by bidder will be as per existing condition of AC's and as per site inspection done by the bidder.

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spares of outdoor / indoor units replacement etc., brazing of coils if leaking, part wiring or complete wiring of AC (internally), supplying and charging of refrigerant gas, providing and replacement of compressor with new one or manufacturer repaired compressor (no cut weld/locally repaired compressor will be accepted as replacement), repairing of the insulation / pipes of AC's, replacement of air filter, electrical parts, servicing, overhauling, greasing, starting relay, wiring repairs, complete in all respects, for ensuring the desired levels of cooling.

2.2 Compliance Statement: The bidder must submit technical brochures & proper application notes adequately explaining & confirming the availability of the features in the model of equipment being quoted. A table indicating the compliance of the features of quoted equipment and features not matching-must be indicated clearly. Additional/better features may be clearly explained.

2.3 Warranty Declaration: Bidder must give comprehensive on-site warranty as required from the date of successful installation of the equipment against any manufacturing defects and also give the warranty declaration that "everything to be supplied by us here under shall be free from all defects & faults in material, workmarship and shall be of highest quality & material of the type ordered, shall be inful conformity with specifications and shall be complete enough to carry out the experiments/tests, as specified in the tender document."

2.4 During the job if any damage/shortcoming or additional job is noticed by the staff or contractor to make the installed system functional, it should be brought to the notice of AllA officer in the charge.

3.5. Any additional job/repair/replacement of part is performed in installed system to make it functional by the contractor or its staff members without knowledge of AlIA or prior approval of competent authority, it will not be considered for admission for payment by AlIA and the original amount quoted shall only be considered/admitted for payment.

3.6 A I/A and its officials shall not be responsible for any loss and damage occasioned by contractor in the course of any operation carried out for the purpose of complying with its obligations as mentioned in the document.

3.7 The Contractor shall also be deemed to have inspected and examined the Site, its surroundings, the above data and other available information with respect to the repairs required in the installed setup/system and execution of Works and to have satisfied himself before submitting the Tender, as to all the relevant matters including without limitation; the extent and nature of the work, plant, and materials necessary for the execution and completion of the works and the remedying of any defects; the applicable laws, procedures and labour practices, theContractor's requirements for access, facilities, personnel, power, transport and other services including the risk of injury or damage to property adjacent to the Site and to the occupiers of such property or any other risk.

## Other Terms & Conditions:

The applicable Taxes, GST etc. should be indicated separately while quoting. In case no taxes, etc. are indicated separately, it will be assumed that the rates are inclusive of all taxes. The quoted rates shall be inclusive of all relevant activities and no additional claim whatsoever will be admitted for payment for any additional activity unless until approved earlier by AHA.

CAMC of shall include preventive maintenance, supply of material, spares, replacement, repairs as per OEM's specifications including wiring, piping, racks, insulation and spares of outdoor / indoor unit's replacement etc., complete in all respects, for ensuring the desired levels of functioning of the entire system.

 Pre-tender inspection; The installed machines may be inspected before last date of submission of bid.

- Tender expenses and documents: All costs incurred by the bidder in the preparation of the tender shall be at the entire expense of the bidder.
- Validity: The bid should be valid for acceptance up to a period of 180 Days. The bidder should be ready to extend the validity, if required without any additional financial implications.
- All the faults will be attended at site of AllA. In case of a major fault, if any part is required to be taken to the company workshop, the company shall provide a replacement unit(Standby Unit) till the time the part sent for repairs is positioned back.
- Besides periodic servicing of the installed system, contract shall include attending the breakdown calls, providing and fixing of any components to ensure that complete air conditioning system functions in proper way.
- 8. The CAMC Provider or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by AllA to do so. The entire installation should be intact at any time of inspection as handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.
- The material requiring replacement shall be of same or equivalent quality / manufacturer and specifications. The dismantled part/material shall be the property of AHA.
- 1d. Liasioning for replacement of parts which are under warranty / guarantee will be done by the CAMC provider. Transportation of any part (not under warranty/guarantee) from the AllA office building to any other place forepairseitherfrom AllA directlyorfromtheCAMC/ServiceProvider's workshop,andbackwillbeatthe cost of the CAMC provider. No transportation charges will be paid by AllA.
- Trom the commencement to the completion of the works, contractor shall take full responsibility for the care of works thereof and of all temporary works and in case any damage, loss or injury happens to the works or any part there of or to any temporary works due to lack of precaution or negligence on the part of contractor, it shall be made good at its own cost.
- 12. AllA and its officials shall not be responsible for any loss and damage. However, without limiting its obligations and responsibilities as above, contractor shall insure directly in the joint names of AllA and Contractor against:
  - i. All loss or damage from whatever cause during the period of execution of work.
  - All loss and damage arising from a cause occurring prior to the commencement of the period of maintenance and repairs.
  - iii. For any loss or damage occasioned by contractor in the course of any operation carried out for the purpose of complying with its obligations of maintenance as follows:
  - w. The work and the temporary works to the full values of such works executed from time to
  - The materials, constructional plant, machinery etc. and other things brought on to the site by Contractor to the full value of such materials, constructional plant and other things.
  - vi. Sufficient insurance cover for the workers and personnel at site provided that such insurance shall be affected with any Nationalized Insurance company and contractor shall, whenever required produce to AllA client policy on the policies of insurance and the receipts for payments of the current premier thereof.
- 13. The penalty amount per complaint will be as follow:
  - If OEM or equivalent specification component is not used as maintenance spare, the cost
    of the equipment will be paid by the vendor if the equipment becomes unserviceable.
  - Fault not rectified beyond 24 hour and up to 72 hours @ Rs 200/- per day.
  - Major faults not rectified beyond 72 hours and up to 10 days @ Rs 500/- per day.
  - Any delay beyond 10 days in rectifying the major fault, the penalty will be enhanced to Rs 1000/- per day.

- Beyond 20 days if the equipment gets repaired in the open market by AllA itself, the actual cost of the same shall be recovered from the CAMC Provider.
- 14. Break-Down Service (BDS): All break-down calls shall be attended to immediately and on the same day. Breakdown calls that could not be attended to on the same day for exceptional reasons shall be attended to on the next day without fail irrespective of holidays (except on National Holidays).
- 15 Any damage to the building or the any part of the installed equipment which might result during the repairs/operation shall be repaired by the CAMC Provider free of cost.
- 16. Termination of Contract: In cases of poor workmanship and non-compliance of tender / agreement or if the service provided by the contractor is not found to be satisfactory, the contract shall be terminated by AllA by giving 10 days' notice even before the expiry of the contract period and the performance security deposit shall be forfeited without assigning any reason whatseever.
- 17. The 100% payment towards repairs amount will be released on satisfactory completion.

  The CAMC will commence once the system is fully functional and the payment towards

  CAMC will be released in two equal instalments: 50% after award of CAMC

  (Contract) & balance 50% after 6 months of successful execution of contract on submission of proper invoice from the supplier.
- In case any additional item/Job is required to be installed/performed to complete the job, prior approval (Work/Financial) from AlIA may be obtained by contractor.
- 19. 3% of the CAMC amount will be retained as Performance Security and will be released after 60 days of the completion of all contractual obligations.
- 26. The contract will come into force as per Period & Terms of Letter of Intent for a period of five Year Only. The contract may be further extended as per decision of AlIA and informed in advance before the expiry date otherwise it will be terminated automatically after a period of One Year as mentioned above.
- The requisites are to be performed at site of AllA and for any additional work, if required; the contractor shall obtain approval from AllA office separately.
- 20: Safety of the workers/staff performing the job shall be sole responsibility of the contractor and in case of any injury/bodily harm AllA will not entertain claim of any kind.
- 23. The repairs are to be completed at the earliest and not beyond 30 days from the date of award of the contract.
- 24. Settlement of Dispute and Jurisdiction:
  - Any dispute and or differences arising out of or relating to this Contract shall be resolved
    amicably between the AlIA and CAMC Service Provider within the period of 30 days from
    the date of occurrence of the dispute and if the same could not be resolved within the said
    period, then the dispute will be referred to sole arbitrator to be appointed by officer of AlIA,
    as per the Arbitration and Conciliation Act, 1996.
  - Both parties agree to subject all legal matters pertaining to this contract to Delhi Jurisdiction only.
- All rights towards above terms & conditions are reserved by AllA.

Declaration by the bidder: -

The above-mentioned terms & conditions are accepted by us.

Bidders Signature & Seal

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## Annexure - 'A' Acceptance Letter

S. No.	Description	Applicable Values/Description
l little in the second	Name of work	Comprehensive Annual Maintenance Contract (CAMC) with short comings (repairs required) of 39.668 KW Rating, 06 Units of VOLTAS and HITACHI brand air conditioners installed in the Server room of All India Institute of Ayurveda Gautampuri, sarita Vihar New delhi- 110076
2	Client/Owner	ALL INDIA INSTITUTE OF AYURVEDA NEW DELHI
3	Type of Tender	Rate Contract
Service - A	Time for completion of work	Towards required repairs at the earliest and not beyond 30 days from issue of LOL CAMC shall be applicable thereafter for a period of Five Years only.
5	Mobilizing Advance	Not Applicable
6	Interest rate on mobilizing advance	Not Applicable
7	Validity of Tender	90 (Ninety Days)
	Performance Guarantee/ Security Deposit/retention money	A Performance Security to the tune of 3% of the value of the contract will be retained by AlIA on award of the contract. It can be released on submission of A Bank Guarantee (BG) /FDR of equivalent amount, valid for a period of 60 days beyond the completion of all contractual obligations of the applicant. Performance Security shall be forfeited and credited to AlIA account in the event of breach of contractual obligation by the applicant
Marsin .	Time allowed for starting the work	The date of start of contract shall be reckoned as per the issue of letter of intent of acceptance of tender through Letter.
10	Defect liability period	02 (Two) months from the date of completion of work contract.

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06	ANNEXURE B
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	ANNEXURE C
April 1	
Bid Security Declaration by	the Bidder
my/our Bids during the period of validity, or if I/We am/s sign the contract, or to submit a performance security bef bids document, /We Shall have s two Years from and declared in-eligible to submit Bids for	ore the deadline defined in the request for no objection if I/We am/are suspended for or any contract with All India Institute of
Ayurveda New Delhi in terms of clause 1 of the Tender De	ocument.
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ANNEXURE -D

## Undertaking by the Bidder/Bidders

(a) I/We agree to abide by and fulfil all terms and conditions referred to above and as contained in tender documents elsewhere and in default thereof, to forfeit and pay to All India Institute of Ayurveda New Delhi (AHA), or its successors or its authorized nominees such sums of money as are stipulated in the notice inviting tenders and tender documents.

(b) I/We hereby agree to pay the earnestmoneyof amountasmentioned in the "Memorandumtot his Formof Tender" infavor of AllA, payableat place as mentioned in the "NIT"

Name (capital letters) :	Dated the	day of	Signature of	bidder	278-14
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