

**National Centre for Antarctic & Ocean Research**

(An Autonomous Society under the Ministry of Earth Sciences)

Headland Sada, Vasco-da-Gama, Goa-403804



**Tender No: NCAOR/EST/EE/06/17-18**

**Name of the work**

**Comprehensive Annual Maintenance Contract for Split  
Air Conditioning units and Water Coolers at NCAOR, Goa.**

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**National Centre for Antarctic & Ocean Research**

*(Ministry of Earth Sciences)*

**Headland Sada, Vasco-da-Gama, Goa-403804**

**NOTICE INVITING TENDER**

**Tender No: NCAOR/EST/EE/06/17-18**

The Director, NCAOR, Goa invites sealed tenders in one cover system, from the contractors of Government/PSU/Reputed Organizations who have executed maintenance contracts of ACs of at least one single AMC of Rs. 8 lakh or above OR two single AMC of Rs. 6 lakh or above OR three single AMC of Rs. 4 lakh or above during last five years ending December 2017.

<b>Description of work</b>	<b>EMD (Rs.)</b>
Comprehensive Annual Maintenance Contract for split Air Conditioning Units and Water Coolers at NCAOR, Goa.	25000/-

Tender form can be downloaded from NCAOR website [www.ncaor.gov.in](http://www.ncaor.gov.in). Tenders duly completed in all respect should be dropped in the tender box kept in the Estate Section on or before 10.4.2018 up to 11.00 hrs. Tenders will be opened on the same date at 11.30 hrs in presence of tenderers, if any.

Director, NCAOR

**TERMS AND CONDITIONS OF CONTRACT**

1. The Director, NCAOR, Goa invites sealed tenders in one cover system, from the contractors of Government/PSU/Reputed Organizations who have executed maintenance contracts of ACs of at least one single AMC of Rs. 8 lakh or above OR two single AMC of Rs. 6 lakh or above OR three single AMC of Rs. 4 lakh or above during last five years ending December 2017.
2. The contractor should have established office in Goa preferably in Vasco da Gama city. (Pl. enclose copy of Light Bill, Telephone Bill of the office)
3. The contractor who is either terminated or black listed from any institute or who has been denied / not granted extension of the contract by NCAOR or any other institute for poor/non satisfactory performance is not eligible for this tender.
4. Pl enclose with tender document, **Earnest Money Deposit (EMD)** amounting to **Rs. 25000/- (Rupees Twenty five Thousand Only)** in the form of a Demand Draft drawn in favour of **NCAOR**, payable at **Vasco-Da-Gama, Goa**. Tenders received without **EMD** money will be outrightly rejected.
5. Entire tender document (signed and Stamped on all pages) should be submitted in a sealed cover, superscribed with the name of the work, date and time of opening. Tenders will be received **upto 11.00 am on 10.04.2018** and will be opened at **11.30 am on the same day**. Tenders should be dropped in the tender box kept in the Estate section before the closing date and time indicated. If the tender opening day happens to be a holiday then tenders will be opened on the next working day on the same timings.
6. The Contract period is initially for ONE YEAR extendable on yearly basis for a further period of Two Years on the same Rates, Terms & Conditions of the agreement based on the satisfactory performance assessed by NCAOR.
7. It is mandatory to quote all items of the price bid. If all items are not quoted then tender is liable for rejection. All pages of the tenders should be signed and stamped by the tenderer.
8. Tender submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work. The extension of validity beyond 90 days from the date of opening shall be by mutual consent.
9. The tenderer shall quote rates both in figures and words. He shall also workout the amount for each item of work and writes in both figures and words. On checking if there are differences between the rates quoted by the tenderer in words and figures or in the amount worked out by him, the following procedure shall be followed:
  - When there is a difference between the rates in figures and in words, the rates, which correspond to the amounts worked out by the tenderer, shall be taken as correct.
  - When the amount of an item is not worked out by the tenderer or it does not correspond with the rate written either in figure or in words, the rate quoted by the tenderer in words shall be taken as correct.
  - When the rate quoted by the tenderer in figure and in words tallies but the amount is not worked out correctly the rate quoted by the Tenderer shall be taken as correct and not the amount.

10. Before submission of tender, interested tenderer may inspect the site to acquaint himself with the condition in regard to accessibility of site, nature and extent of work, working condition of site and locality including stacking of materials, installations of tools and plants (T&P) etc., conditions affecting accommodations and movement of labour etc. required for the satisfactory execution of work contract. No claim whatsoever on such account shall be entertained by the Employer under any circumstances.
11. Tenders with conditional prices will be rejected.
12. Except writing rates and amount, the tenderer should not write any conditions or make any changes, additions, alterations and modifications in the price schedule of tenders.
13. Security Deposit (SD): It is 10% amount of the total contract value. EMD of the successful bidder will be converted into SD. The balance SD amount will be deducted @ 10% from each bill amount of the contractor. SD will be released only after successful completion of the contract period. No interest shall be paid on the Security Deposit. In case of termination of contract, the security deposit shall be forfeited and amount necessary to make up this amount shall be recovered from the contractor under this contract, or any other contract with the Employer.
14. The Employer does not bind himself to accept the lowest or any tender and reserves himself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.
15. The successful bidder shall enter in to a formal contract agreement with NCAOR.
16. Tender is liable for disqualification & legal action, if bidder is found to have mislead or furnished false information in the forms / statements / certificates submitted in proof of qualification requirements or record of performance such as abandoning execution of the works, litigation history and or financial failures and or suppression of material facts and information .
17. **Checklist** : All bidders are advised to submit tender strictly as per the conditions stipulated in the tender document. Please enclose the following documents with the tender,
  1. Covering letter on letterhead of the bidder.
  2. EMD in the form of DD
  3. Annexure ó IV (EMD details)
  4. Annexure ó V (Particulars of the Tenderer)
  5. Annexure ó VI (Work Completion Proforma), along with self attested copies of work orders & work completion certificates.
  6. Annexure ó IX (Price Bid), with signature & stamp on all pages
  7. True copy of PAN/TAN, GST Registration etc.

All above documents should be submitted in a **Single Sealed Envelope** (Single Bid System) superscribing Name of the Tender, Tender Number, Date of opening & Time and address to The Director, NCAOR, Headland Sada, Vasco-da-Gama, Goa 403804. Tenders duly complete in all respect should be dropped in the tender box kept in the Estate Section of NCAOR on or before the due date & time.

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**STANDARD TERMS AND CONDITIONS OF THE CONTRACT**

**1. INTERPRETATION:**

- a. In construing these conditions the Specifications , the Schedule of Quantities, additional Conditions and Agreement, the following words shall have the meanings herein assigned to them except where the subject or context otherwise requires.
- b. This contract shall comprise of the Articles of Agreement, General Conditions of Contract, Additional Conditions, Scope of Work, the Schedule of Quantities , Specifications, drawings , letter of acceptance of tender and other documents mentioned in the contents sheet attached hereto and including those to which only reference is made herein.

**WORK OR WORKS:** shall mean all work or works defined in schedule of quantities. Specifications and such other work or works as the contractor may be entrusted with for carrying out under this contract.

**EMPLOYER:** shall mean the Director, NCAOR (National Centre for Antarctic & Ocean Research) or any Officer authorized by the Director for the purpose.

**ENGINEER:** shall mean the Engineer designated by the Employer to superintend and perform other duties as indicated in the contract.

**CONTRACTOR:** shall mean the individual or Firm or Company , whether incorporated or not, undertaking the work and shall include the legal personal representative or such individual or the persons composing such Firm or Company or the successors of such Firm or Company and the permitted assignees of such individual or Firm or Firms or Company.

**SITE:** shall mean the site of the contract works including any buildings and erections thereon and any other land adjoining thereto (inclusive) as aforesaid allotted by the Employer or the Engineer for the contractor's use.

**COMPENSATION:** shall mean all sums payable by way of compensation under any of the conditions shall be considered as reasonable compensation without reference to the actual loss or damage sustained and whether or not any damage sustained and whether or not any damage shall have sustained.

Words imputing persons include firms and corporations, words imputing the singular only also include the plural and vice versa where the context so required.

The headings are given to the clauses for convenience and they will not limit the meaning or scope of the clauses in any way.

**2. CONTRACTOR TO PROVIDE EVERYTHING NECESSARY**

- a. The contractor shall provide at his own cost all materials, (except such materials, if any as may in accordance with the contract, be supplied by the Employer). Plants , tools , appliances, implements, ladders, scaffolding, temporary works etc. requisite for the proper execution of the work whether original, altered or substituted and whether included in the specifications or other documents forming part of the contract or which may be necessary for the purpose of satisfying or complying to the requirements of Engineer, as to any manner as to which under these conditions he is entitled to be satisfied together with carriage therefore to and from the work. The contractor shall also supply without charge the requisite number of persons with means and materials necessary for the purpose of setting out works and counting, weighing and assisting in the measurement or examination at any time and from time to time of the work or materials. Failing his so doing, the same may be provided by the Engineer at the expense of the contractor and the expenses may be deducted from any money due to the contractor under the contract and /or from his Security Deposit.
- b. The Contractor should personally supervise each work till completion or may appoint a qualified Supervisor, pre-approved by the Engineer till the completion of work. No separate supervision charges will be paid.
- c. NCAOR shall provide requisite quantity of water, electricity for carrying out the work free of cost, subject to availability in the NCAOR campus.
- d. The Employer on no account shall be responsible for the expenses incurred by the contractor for anything hired, which the contractor needs to complete the ordered work.

**3. DUTIES & TAXES :**

Rates quoted by the contractor shall include all duties, octroi, toll tax, levies, royalties and all other taxes with respect to this contract. **Goods and Service Tax (GST)** as applicable is to be stated specifically in the prescribed columns of the price bid. In absence of any such stipulation, it will be presumed that rates quoted are inclusive of all taxes and no claim whatsoever in this regard will be entertained later.

**4. MODE OF PAYMENT**

The Contractor should submit his quarterly bill in duplicate with all details. NCAOR will release the payment to the party within 30 days after satisfactory completion of the entire work. No part payment / advance will be made.

In case of any addition or deletion in the original quantity, payment will be made for the actual quantity serviced during the billing period on pro-rata basis.

**5. TESTING OF MATERIALS**

The contractor shall provide assistance, instruments, materials, labour and any other arrangement normally required for testing, checking of materials and workmanship as stipulated in the specifications and by statutory authority at his own cost. The Employer has the right to appoint the testing authorities. The contractor shall pay for the cost of test samples, its packing, transportation including testing fees. Failing his so doing the same shall be provided by the Engineer at the expense of the contractor and the expenses may be deducted from any money due to the contractor under the contract and/or from the Security Deposit or proceeds thereof or of a sufficient portion thereof.

**6. CONTRACTOR'S ENGINEERS/FOREMAN & WORKMEN**

- a. The contractor shall give all necessary personal superintendence during the execution of the work and as long thereafter as the Engineer may consider necessary until the expiration of the Defects Liability Period. The contractor shall employ qualified and competent technicians and as approved by the Engineer. Any directions, explanations, instructions or notices given by the Engineer to such technicians or any other authorized agent shall be held to be given to the contractor.
- b. The contractor shall on the request of the Engineer immediately dismiss from the works any person employed thereon who may in the opinion of the Engineer be unsuitable or incompetent or who may in the opinion of the Employer misconduct himself.

**7. ACCESS**

- a. The Engineer and the Employer or its representative shall at all reasonable time have free access to the works and /or workshops, factories or other places the materials are being prepared or constructed for the contract and also to any place where the materials are lying or from which they are being obtained and the contractor shall give every facility to them for inspection. Except the representatives of statutory authorities and those mentioned above no other person shall be allowed on the works at any time without the permission of the Engineer.
- b. If any work is to be done at a place other than the site of works, contractor shall obtain written permission of the Engineer.

**8. VALUATION & PRICE FOR VARIATION**

The Engineer with the approval of the Employer shall have power to make any alterations/omissions/additions and /or substitutions from the original scope & schedule of work, drawings, designs and written instructions and such alterations, omissions, additions, substitutions shall not invalidate the contract and any altered , additional , or substituted work which the contractor may be directed to do, in the manner specified above as part of the work shall be carried out by the contractor on the same conditions in all respects on which he agreed to do the main work.

**9. FAULTY MATERIALS, WORKMANSHIP & DEFECTS AFTER COMPLETION**

- a. The Engineer shall have powers to require the removal from the site of all materials and work , which in his opinion are not in accordance with specifications and in case of default , the Engineer shall be at liberty to employ other persons to remove the same without being answerable or accountable for any loss or damage that may happen or arise to such materials to be substituted thereof and in case of default the Engineer may cause the same to be supplied and all costs which may attend such removal and/or substitution are to be borne by the contractor.

- b. If the work is not done in accordance with the contract, the Employer may get the defective work rectified from any other outside sources and the expenditure incurred will be recovered from the contractor.
- c. Provided always that nothing in this clause shall relieve the contractor from his liability to execute the works in all respects in accordance with the terms and conditions of this contract, or from his liability to make good all defects.

**10. WORKS TO BE OPEN FOR INSPECTION**

All work under or in course of execution or executed in pursuance of the contract shall at all times be open to the inspection and supervision of the Engineer and the contractor shall at all times during the usual working hours, and at all other times the Contractor or his representative should be present on the work site.

**11. INDEMNIFYING AGAINST DAMAGES TO PERSONS, PROPERTY & STATUTES**

The contractor shall take all precautions to avoid all accidents by exhibiting necessary caution boards day and night, speed limit boards, red flags, red lights and providing barriers. He shall be responsible for all damages and accidents caused due to negligence on his part. No hindrance shall be caused to traffic during the execution of work.

- a. The contractor shall be responsible for all injury to persons, animals or things and for all damage whether such injury or damage arises from carelessness or accident in any way connected therewith. The contractor indemnifies the Employer and holds him harmless in respect of all expenses arising from such injury or damages as aforesaid and also in respect of any award of compensation or damage consequent.
- b. The contractor shall reinstate all damage of every sort mentioned in this clause so as to deliver the whole of the contracted works complete and perfect in every respect and so as to make good and otherwise satisfy all claims for damage as aforesaid to the property of third Parties.
- c. The contractor also indemnifies the Employer against all claim which may be made upon the Employer for acts during the currency of this contract by any employee or representative of an employee of the contractor or any sub-contractors, employed by him for any injury to or loss of life of such employees or for compensation payable under any law for the time being in force to any workmen or to the representative of any deceased or incapacitated workmen.
- d. The Employer shall be at liberty and is hereby empowered to deduct the amount of any damages compensation costs charges and /or expenses arising or occurring from or in respect of any such claim and/or damages as aforesaid from any sum or sums due or to become due to the contractor or security deposit.
- e. The contractor shall indemnify the Employer against any action claim or proceedings relating to infringement or use of any patent or design or any alleged patent or design rights and shall pay any royalties which may be payable in respect of any article or part thereof included in the contract. In the event of any claims made under or action brought against the Employer in respect of any such matters as aforesaid the contractor shall be immediately notified thereof and the contractor shall be at liberty at his own expense to settle any dispute or to conduct any litigation that may arise there from provided that the contractor shall not be liable to indemnify the Employer if the infringement of the : patent or design of any alleged patent or design right is the direct result of an order passed by the said Employer or his authorized representative.

**12. IN CASE OF DEATH OF CONTRACTOR**

Without prejudice to any of the rights or remedies under this contract, if the contractor dies the Employer shall have the option of terminating the contract without any compensation to the contractor.

**13. COMPLIANCE TO LABOUR LAWS**

The contractor shall comply with all the provisions of the Minimum Wages Act,1948. Contract Labour (Regulation and Abolition)Act,1970 and rules and orders framed there under and other labour laws affecting contract labour and the rules and orders framed there under that in force from time to time. NCAOR will not take any responsibilities towards any injury or compensation etc.

**14. RENEWAL/TERMINATION OF THE CONTRACT**

- a. The contract period is Twelve months extendable on yearly basis for a further period of Two years with the same rate & same terms & conditions of the agreement based on the satisfactory performance assessed by NCAOR.

- b. If the Contractor is found to be not performing satisfactorily during the course of the contract period, or refuses to do any part of the work or becomes bankrupt then NCAOR shall terminate the contract at any stage with a short notice. In case of termination of the contract by Employer for any reason, entire security deposit will be forfeited.
- c. At any point of time during the contract period if any malafide intention of the contractor is observed or if any fake, misleading information is submitted by the contractor then the contract will be terminated immediately & security deposit will be forfeited.

**15. PENALTY CLAUSE :** The contractor shall strictly monitor that all ACs & water coolers under AMC are functional all the times. A non functional AC or water cooler has to be made functional maximum within two working days. Otherwise, 0.5% of the quarterly bill amount will be levied as fine for a delay of each day, subject to a maximum of 10% of the total quarterly bill amount. Even though, if incomplete work is not completed within 3 weeks, the contract will be terminated without any liability

**16. STATUTORY VARIATION:** In case of any increase or decrease in the taxes and duties subsequent to the Contractor's offer during the contract period then the Contractor can claim the difference by submitting documentary evidence, in case of increase. And if any decrease in the taxes or duties takes place then benefit will have to be passed on to the Employer.

**17. POST TENDER CORRESPONDENCE / ENQUIRIES:** Any correspondence or enquiry subsequent to opening of the bids is not desirable, if the same is indulged into, it will be considered for disqualifying the tender. The Tenderer will be required to abstain from pursuing / canvassing the matter, directly or indirectly with any Officers of NCAOR, as otherwise the same would also amount to disqualification of the tender. However, bidder can ask their queries in writing regarding bidding conditions, bidding process prior to the bid opening and/ or rejection of its bid, reason for rejecting a tender after opening of bids.

**18. CLARIFICATIONS FROM BIDDERS:** To assist the process of examination, evaluation and comparison of bids, the Employer may ask all the bidders or any bidder individually for clarification, if any, of their bids, including breakdown of unit rates and price. The request for clarification and the response should be in writing, but no change in the price or substance of the bid will be sought, offered or permitted, except as required to confirm the correction of arithmetical errors discovered by the Employer in the course of scrutiny.

**19. SETTLEMENT OF DISPUTES/ARBITRATION:** The decision of the Director, NCAOR shall be final and binding for any dispute whatsoever. All questions, disputes or differences whatsoever which may at any time arise between the parties to this agreement touching the agreement or subject matter thereof, arising out of or in relation there to and whether as to construction or otherwise shall be referred to the decision of the Sole Arbitrator, appointed by the Director of NCAOR and the decision of the said Arbitrator shall be final and binding upon the parties.

**20. RIGHT TO CANCEL TENDER/WORK ORDER:** In case of strike, accident or any other unforeseen conditions causing stoppage of work, NCAOR reserves the right to cancel and/ or modify the tender / work order without any liability for any compensation and / claim or any description.

**21. JURISDICTION:** All questions, disputes or differences arising under out of or in connection with the Tender / Contract if concluded shall be subject to the exclusive jurisdiction of the court under whose jurisdiction the place from which the tender / Acceptance of tender is issued, is situated i.e. Goa.

I/ We have read all the Terms and Conditions above carefully and agree to it.

Signature of Tenderer

Company's Round Seal

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**ANNEXURE-IV**

**EMD DETAILS**

I/we have enclosed,

A crossed DD No. í í í í í í í í í í í í . dated í í í í í í .. í í í í í

of Rs. í í í í í í í í í í í í drawn in favour of NCAOR payable at

Vasco-da-Gama, Goa towards **EMD**.

**Name & Signature of the Tenderer with seal:**

**Date:**

PARTICULARS OF THE TENDERER

1. Name of the Tenderer : \_\_\_\_\_

2. Main Office Address : \_\_\_\_\_

3. Goa Office Address : \_\_\_\_\_  
\_\_\_\_\_

*(Pl. enclose copy of Electricity Bill/ Telephone Bill etc. of Goa address as a proof of establishment)*

(a) Name of the contact person : \_\_\_\_\_

(b) Telephone No. (s) : \_\_\_\_\_

(c) Fax No. : \_\_\_\_\_

(d) E-mail Address : \_\_\_\_\_

*(E-mail address should be provided which will be used for official correspondence)*

(e) Website Address : (if any) : \_\_\_\_\_

4. Trade Registration Licence Number : \_\_\_\_\_

Registration Valid up to date : \_\_\_\_\_ *(Please enclose copy)*

5. PAN No. of the quoted Firm / Tenderer : \_\_\_\_\_ *(Please enclose copy)*

6. Goods and Service Tax (GST) Number : \_\_\_\_\_

*(Please enclose copy of registration number)*

9. Have you ever terminated/Black Listed by any organization : YES / NO

10. Have you ever denied/ not granted extension of contract  
by NCAOR or any other institute for poor/non satisfactory performance : YES / NO

Name & Signature of the Tenderer with seal :

**ANNEXURE –VI****WORK COMPLETION PROFORMA**

Pl. provide the details of maintenance work of at least one single AMC of Rs. 8 lakh or above OR two single AMC of Rs. 6 lakh or above OR three single AMC of Rs. 4 lakh or above during last five years ending December 2017. Copies of Work Orders & Work Completion Certificates to be enclosed as proof.

<b>Sr. No.</b>	<b>Name of Work</b>	<b>Date of Commencement of work</b>	<b>Date of Completion of work</b>	<b>Total Value of Work</b>	<b>Name of Organization/ Authority under whom work is done</b>

**Name & Signature of Tenderer with Seal:**

**ANNEXURE –VII**

**TERMS & CONDITIONS OF WORKS**

1. Office - The contractor should have established office in Goa, preferably in Vasco city with contact details like landline phone numbers, mobile numbers, email-Id, etc.
2. Daily Visit ó The Contactor or his technician should visit NCAOR on daily basis on all working days as per the time fixed by the Engineer.
3. Contact Phone Numbers & Contact persons - The Contractor should provide alternate telephone numbers & name of the Contact persons. The Contact person should be in reach & available at any given time on all working days.
4. Call attendance - The Contractor or his technician should attend the complaint within 24 hrs. from the time of launching of complaint.
5. Comprehensive Contract - The Contract is Comprehensive Maintenance Contract which includes supply & installation of compressors, contactors, all major- minor electrical & mechanical parts, consumables, wear & tear items, coils, relays, gas filling, lubricants etc.
6. Material - All material to be used/replaced should be brand new. The materials shall be brought as supplied by the manufacturer and got approved by Engineer before being used on the work. All materials used shall be as per specifications and ISI marked where ever applicable. ISI marking referred to latest BIS code as published by Bureau of Indian Standards.
7. Maintenance Tools - The contractor should have all materials and maintenance tools/equipments like Vacuum pump, Air Blower, Multimeter with Clamp meter (AC & DC), Electrical Testers, Spanners, Adjustable spanner, Ring spanners, Pipe range, Hammers, screw drivers, cutting pliers, nose pliers, tube cutter, cleaning brush, Allen key set, Gas charging line with gauge, Gas cylinder for charging gas, flaring tool set, Brazing torch with cylinder, Brazing rods etc. and other necessary safety items.
8. Repairs - All repairs should be made at the NCAOR premises as much as possible. In case any part has to be taken outside NCAOR for repair, then the same should be taken by a written request against issuance of necessary gate pass. The contractor shall replace/return the parts within two working days.
9. Tender Quantity - The tendered quantity is not a fixed quantity & there may be variation up to  $\pm 10\%$  during the contract period, however the contractor will have to execute the contract work with the same rates, terms & condition. There may be addition or deletion in the quantity as per the requirement and payment will be made on pro-rata basis for the actual number of ACs / Water Coolers serviced during the quarterly billing period.
10. Service Records - All air conditioner split/multi split units should be serviced regularly as per the schedule. For each unit (AC & Water cooler) there should be a separate service report card with unit details. The service details should be recorded in the service report card and user's/Engineer's signature to be taken for every visit of servicing, replacement of faulty parts etc. The Service report cards shall verified for the billing purpose.
11. Performance of the Contractor ó (a) The contractor's workers must maintain discipline and proper dress code during their visit to NCAOR. (b) On the expiry of the contract all the units covered under C-AMC should be handed over to NCAOR in good working condition. (c) If the Contractor is found to be not performing satisfactorily during the course of the contract period, or refuses to do any part of the work or becomes bankrupt then NCAOR shall terminate the contract at any stage with a short notice.

**ANEXURE - VIII**

**SCOPE OF WORK**

1. **Air Conditioning units:** The ratings of the AC units are 1TR, 1.5TR & 2TR of different makes & installed at different years.
  - a) The comprehensive maintenance includes routine servicing of air conditioning units. The contractor should service all the ACs units tri-monthly i.e four times a year as per the procedure given below. Routine servicing also includes repairs and replacement of materials or parts wherever required. This service will also include transportation, tools, materials, labour charges etc.
  - b) The Contract is Comprehensive Maintenance Contract which includes supply & installation of Compressors, Contactors, Condensers, all major- minor electrical & mechanical parts, consumables, wear & tear items, coils, relays, gas filling, lubricants etc.
  - c) Air Conditioners complaint attendance. The complaint regarding non-functioning of any AC should be attended within 24 hours and rectify the same within next 24 hours maximum.

**Work to be done at the time of each servicing of the air conditioning unit :**

Each service shall consist of:

- Checking general functioning of all the equipment of split/multi split units (indoor and outdoor units)
- Cleaning evaporator and condenser coil, pre filters, drain pipe and water strainers, if required.
- Lubricating motors and fans and checking equipment like Compressor, fan motors starters, wherever applicable.
- Inspection/adjusting refrigerant controls.
- Attending to minor breakdown calls, as and when called upon by you.
- Servicing includes overhauling, descaling of condensers, attending to major breakdowns, supply of spares, material, filters, and refrigerant gas.
- Checking of correct refrigerant levels and if found low, repair any leaks before adding further gas.
- Checking the Motor Amps and keep the record of the same.
- Checking thermostat and condenser operation, in case of failure repair work to be carried out and make functional.
- Checking of indoor, outdoor coils, drain pipe for any blockage for avoiding major breakdown.
- Checking all electrical fitting tightness, outdoor unit vibration control if any etc.

2. **Water Coolers:** The storage capacity of water coolers are 40 ltrs. & 80 Ltrs of different makes.

- a) The comprehensive maintenance includes routine servicing of Water Coolers. The contractor should service all the Water Coolers bi-monthly i.e six times a year as per the procedure given below. Routine servicing also includes repairs and replacement of materials or parts wherever required. This service will also include transportation, tools, materials, labour charges etc.
- b) Water Coolers complaint attendance. The complaint regarding non-functioning of any Water Coolers should be attended within 24 hours and rectify the same within next 24 hours maximum

**Work to be done at the time of each servicing of the water cooler unit**

Each service shall consist of:

- Water cooler and filter cartridges needs to be cleaned once in month.
- Checking of indoor drain pipe for any blockage for avoiding major breakdown.
- Checking all electrical fitting tightness, compressor tightness etc.
- Checking the Motor Amps and keep the record of the same.
- Checking of correct refrigerant levels and if found low, repair any leaks before adding further gas.

- Cleaning of storage water tank, cleaning of inlet and outlet pipes, rectifying any leakages if any.

It is a Comprehensive Maintenance Contract & Contractor shall provide the following without any additional cost,

- Replacement of defective/worn out parts with new or serviceable parts based on our assessment. All parts should be branded and new.
- Contract includes free replacement of compressor during the contract period.
- Repairing of equipment at site/service station as and when necessary.
- De-scaling of condensers, chemical cleaning of evaporator coils, replacement of pre-filters, only once; if required during the contract period.
- Refilling of refrigerant gas.
- Compulsory painting of all outdoor units with anti corrosive paint as per the existing colour once in a year to avoid rusting.
- Replacing damaged taps of water cooler.

The above is a general list of items however, the Contractor shall provide all items, spares etc. necessary to make ACs & water coolers functional under this contract.

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ANEXURE –IXSCHEDULE OF RATES (PRICE BID)*(Only RATE in words and figures. Amount in figures)*

Sr. No	Description (Comprehensive AMC of)	Ton capacity	Quantity (Nos.)	Rate (Rs.)	Amount (Rs.)
1	Split AC	1.0	01		
	<i>Rate in words:</i>				
2	Split AC	1.5	110		
	<i>Rate in words:</i>				
3	Split AC	2.0	37		
	<i>Rate in words:</i>				
5	Water Coolers	Storage capacity 40-80 litrs.	08		
	<i>Rate in words:</i>				
A	<b>Sub Total (Rs):</b>				
B	<b>GST..... (%) :</b>				
C	<b>Other Charges (if any):</b>				
D	<b>GRAND TOTAL :</b>				

(D) Grand Total: Rs. \_\_\_\_\_

Grand Total in words: \_\_\_\_\_

1. Discount offered if any, should be included in the quoted rates & should not be shown separately.
2. Contractor should quote all items given in the price bid.
3. Price Evaluation Criteria - The Lowest Evaluated Bidder (L1) would be arrived from the Grand Total (D) above.

**Certificate:**

I/we \_\_\_\_\_ on behalf of \_\_\_\_\_  
hereby certify that i/we have quoted all items of the Price Bid & accept all the terms & conditions of the tender.

**Signature of the tenderer:**

**Date & Seal:**