

**INDIAN COUNCIL FOR CULTURAL RELATIONS**  
**AZAD BHAVAN, IP ESTATE, NEW DELHI-110002**

No. ICCR/Estt/AMC/AC/2019-20

July 5, 2019

**Subject: Notice Inviting Quotation (NIT) for Comprehensive Maintenance of Air-Conditioners**

Sealed quotations are invited from established, reputed, experienced and eligible firms for award of Annual Maintenance Contract (AMC) in respect of Comprehensive Maintenance of Air Conditioners installed in Indian Council for Cultural Relations (ICCR), Azad Bhavan, IP Estate, New Delhi-110002. Details of the services required and other terms and conditions relating to the award of Contract are given in the Annexure-I.

2. Document is available on the website i.e. [www.iccr.gov.in](http://www.iccr.gov.in). The intending bidders may download the tender document containing the terms and conditions and submit the same alongwith requisite amount of Earnest Money in the form of Demand Draft in favour of "Indian Council for Cultural Relations", payable at New Delhi. Quotations received without the requisite EMD will be rejected.

3. All eligible and interested service providers are requested to submit their quotations as per prescribed procedure in ICCR on or before 13:00 Hrs. of 22.07.2019 to the undersigned.

4. The "Technical Bid" will be opened on the same day i.e. 22.07.2019 at 16.00 Hrs. The "Financial Bids" of only those firms who qualify in the 'Technical Bid' shall be opened.

  
**(Vinay Vohra)**  
**SPD(Admn & Estt)**





### Schedule of Events

Name of the Work	Comprehensive Annual Maintenance Contract of Air-Conditioners
Details of Contact Officer for clarifications/queries	Sr. Programme Director(Admn & Estt) Indian Council for Cultural Relations, Azad Bhavan, IP Estate, New Delhi-110002.
Earnest Money Deposit	Rs. 20,000/-
Published Date	05/07/2019 (10.00AM)
Bid Documents Download/Sale Start Date	05/07/2019 (11.00AM)
Bid Submission Start Date	18/07/2019 (10.00AM)
Bid Documents Download/Sale End Date	19/07/2019 (11.00AM)
Bid Submission End Date	22/07/2019 (1.00PM)
Date, Time and Venue of opening of Financial Bids	Will be intimated late to the technically qualified bidders.

**Note:** In case of any enquiry/query the contact officer from Shri Vinay Vohra, Sr. Programme Director(Admn & Estt), Indian Council for Cultural Relations, Azad Bhavan, IP Estate, New Delhi-110002 may be contacted on telephone 011-23370831 from 10.00 a.m. to 5.00 p.m. on all working days.



## Annexure-I

### TERMS AND CONDITIONS

#### 1. No. of Air Conditioners installed

Location	Split AC (1.5 ton)	Window AC (1.5 ton)	Duct AC	Standing AC (3ton)
Indian Council for Cultural Relations, Azad Bhavan, IP Estate, New Delhi-110002.	29	42	2(8.5ton) 2(5.5ton)	6

#### 2. SCOPE OF WORK:

The selected Agency/ Firm shall be responsible to provide comprehensive annual maintenance of all AC units. The comprehensive AMC will include:

- Wet Service of all Air Conditioner Units once in quarter
- Periodical preventive maintenance
- All repairs (except Compressor)
- All spares (except Compressor and plastic parts)
- Gas filling in all cases including at the time of replacement of compressor, shifting, of outer units etc.

3. **Validity of the contract:** The Annual Maintenance Contract (AMC) shall commence from the date of award of the maintenance contract. The annual maintenance contract shall be valid for a period of one year from the date of award of contract the maintenance contract. However, the contract may be extended for a further one year on mutual consent on at the same rates and same terms and conditions.

ICCR, however, reserves the right to terminate the contract by giving 15 days notice without assigning any reason thereof.

#### 4. Eligibility conditions

- a) The agency/ firm should have experience of at least 5 years in the relevant field and must be doing such services for various reputed organizations/ departments of Government of India/Public Sector Undertakings/ statutory bodies/ MNCs.



- b) The agency/ firm should be registered under GST/PAN/TIN (copy to be attached).
- c) The agency/ firm should have a minimum turnover of Rs.05-10 lakh per year during the last three years (2015-16, 2016-17 and 2017-18).
- d) The details of inputs/ information required to be submitted by the agency are listed in the format for Technical Bid (Annexure-J).
- e) The details of current and previous clients are to be submitted by the agency incorporating the following details:
  - i) Name of Office
  - ii) Contact Person (Tel No./ Email ID)
  - iii) Period and volume of work with the manpower deployed
- f) The agency/ firm must have workshop/service station for AC maintenance in NCR Region.

The bidders are required to attach self attested photocopies of GST/PAN card and ITR for last three years. Certificate w.r.t. working for at Govt. Departments/ PSUs/ Statutory Body for last three years. Failure submit any of these documents will lead to rejection of bid document.

5. **Earnest Money Deposit (EMD):** The bids must be submitted with Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand only) in the shape of Demand Draft drawn in favour of "Indian Council for Cultural Relations". The Bids received without EMD will be rejected. The Bid Security of unsuccessful Bidders shall be returned. Bid Security of successful bidder shall be returned on receipt of Performance Security the ICCR and after signing the agreement.

EMD of the bidder(s) will be forfeited if:

- a) The bidder is not willing to abide by the terms and conditions after submission of the bid.
- b) The bidder withdraws the bid before receipt of final acceptance.
- c) The successful bidder fails to furnish Performance Security within the stipulated time.

#### 6. **Responsibility of the Firm/ Agency:**

- i. The AMC shall be Comprehensive. The maintenance contract shall cover replacement of parts by genuine/ branded parts (except compressors and plastic parts) by the contractor at it's own cost as and when required.



- ii. The quoted amount shall include all repairs and replacement of parts except the Compressor and plastic parts;
- iii. The rate of Compressor of ACs of ICCR will be indicated by the Firm separately which will remain valid during the period of MC.
- iv. All complaints must be attended within six hours;
- v. In case the AC unit is not repairable within the Office, the same shall be carried to agency/firm's workshop at its own expenses with written permission of competent authority;
- vi. The units carried to the workshop shall be repaired/made functional and returned to the office within three days failing which ICCR shall be free to impose penalty @ Rs. 100 per day;
- vii. It shall be responsibility of the Firm to hand over the AC units (under contract) to this Office or the agency engaged by this office for the purpose in working condition at the expiry of the Contract.
- viii. During the validity of the contract, the company will render preventive maintenance services of the equipment at the frequency of at least once in every month. The ACs will be thoroughly cleaned, tested, repaired and kept in good working condition all the time. In case the machine is idle for replacement of the parts, the company will replace the parts in reasonable time which in any case will not be more than 24 hours from the time of registration of complaint.
- ix. Complaint must be attended within one hour.
- x. In case an AC is to be taken to Service Station/ Workshop for repairs etc. with the permission of the officer of ICCR, the contractor will provide standby AC. ICCR will not pay any charges for standby AC and will not be responsible for any damage occurred in the standby AC.
- xi. The contractor will attend to all the calls from ICCR on all working days. The urgent and unavoidable calls are also to be attended before and after the usual office time and also on holidays. However, reasonable time would be allowed for the specific jobs on merits. ICCR reserves the rights to decide any job as urgent or unavoidable depending upon the nature and venue of the job. The Service Provider Firm is liable to attend the maintenance job on holidays in case of due to urgency too.

- xii. All maintenance/ repair work has to be attended within 24 hours of the complaint by the authorized person(s). After that period of time Rs. 200/- penalty per day will be charged. In case the service provider fails to attend the complaint due to urgency the services of an outside vendor will be availed by the ICCR on payment basis, and the service provider will be liable to reimburse the amount to ICCR or the amount shall be deducted from the payment due to the service provider.
- xiii. The Successful firm will be required to start working immediately after award of the contract.
- xiv. A schedule for the monthly monitoring visit as part of the preventive maintenance service should be developed at the beginning of the year and it has to be strictly followed.
- xv. The service provider will ensure that there is no loose cable, hanging board, naked live cables etc. Proper earthing wherever required.
- xvi. It shall be responsibility of the Firm to hand over the AC units to ICCR under contract in perfect working condition on the expiry of the Contract period.

**7. Submission of Quotation:**

- i. The technical and financial bids must be submitted in separate sealed cover in the format as prescribed Annexure-J and Annexure-K respectively.
- ii. Both the bids (technical and financial bids:- field separately) along with third envelope containing EMD are to be kept in a bid sealed envelope.
- iii. The envelope containing EMD should not be sealed and kept open.
- iv. The envelope containing the three envelopes must be superscribe "Quotation for AMC of ACs , No. ICCR/Estt/AMC/AC/2019-20."
- v. The sealed envelope containing all bids must be dropped in the Quotation box kept at reception by 13hour of 22/07/2019.
- vi. Technical bids shall open on 22/07/2019 at 16 hour in the presence of authorized representatives of bidders.
- vii. There should be no cutting / overwriting. The cutting if any must be duly attested by the authorized signatory of the firm. Non- attested/ amended/ overwriting figures will not be considered.



- viii. Quotation received in an unsealed cover or received after the due date are liable to be rejected. Ambiguous bids also will be rejected.
- ix. ICCR reserves the right to reject any/or all the quotation (s) received without assigning any reason thereof.
  - x. For technical information related to Comprehensive AMC and any other related discussion the firm/service provider should consult Shri Vinay Vohra, Senior Programme Director(Ad), Indian Council for Cultural Relations, Azad Bhavan, IP Estate, New Delhi -110002
  - xi. The successful firm will have to execute an agreement with ICCR within fifteen days of issue of work order.
  - xii. Commercial/Financial bids of only those bidders whose technical bids are acceptable/ qualified will be opened.
  - xiii. Late/delayed tenders due to any reason whatsoever will not be accepted/ considered, at all, under any circumstance

#### **8. Performance Security:**

The successful tenderer shall be required to deposit an amount equal to 10% of the total contract value to be deposited with ICCR within one week of receipt of "Letter of Offer." This will be in the form of bank guarantee from any of the scheduled Bank duly pledged in the name of the "Indian Council for Cultural Relations" payable at New Delhi.

Performance security shall be valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended, the validity of Performance Security shall also be extended by the contractor accordingly. In the event of breach/ violation or contravention of any of the terms and conditions by the firm/ agency, the said Performance Security shall be forfeited. In addition, the contract can also be terminated, and firm may be blacklisted.

Performance Security will be discharged after completion of contractor's performance obligations including warranty obligations under the contract.

If the contractor fails or neglects any of his obligations under the contract, ICCR reserves the right to forfeit either whole or any part of Performance security furnished by the bidder as penalty for such failure.



**9. Payment:**

Payment to the selected agency shall be released on half yearly basis i.e. 50% after six months from the date of taking over the charge of AMC and balance 50% on completion of AMC. The contractor will submit the bill to Sr. Programme Director (Admin). Payment will be made on the basis of satisfactory work certificate issued by the Sr. Programme Director (Admin).

**10. Validity of Tender/Quotation:**

Rates quoted by the Firm shall remain valid for 120 days from the date of the opening of the tender.

11. TDS and any other Government levies as applicable shall be deducted on the bill Amount as per GOI instructions issued from time to time.

12. The successful bidder will enter into a contract with ICCR and the terms and conditions of the contract will be binding on both the parties.'

13. ICCR reserves the right to accept or reject any or all the Tenders.

14. ICCR reserves the right to cancel the Contract at any time during the currency of the Contract without assigning any reason, whatever, the services provided by the firm are found to be unsatisfactory.

\* \* \* \* \*





**PROFORMA FOR TECHNICAL BID**

S. No.	Items	Information/ Inputs to be filled by the tenderer (if required separate sheets may be enclosed)
1	Name & Address of the firm/ agency, Telephone No., Fax, Mob. No., Email ID	
2	Type of organisation (whether proprietorship, partnership, Pvt. Ltd, Ltd. company)	
3	Year of formation of the company/ experience as a air conditioning agency	
4	Annual Turnover (Documentary evidence to be attached: 2015-16 2016-17 2017-18	
5	Contact No. in case of emergency	
6	GST & PAN No. (copies to be attached)	
7	Details of Govt./ PSU served during the last three years with contact No. of concerned officer	
8	Copies of certificates regarding satisfactory services issued by the Govt. Deptt/ PSU (satisfactory reports to be attached)	
9	Details of EMD	DD No. Date
10	Undertaking to be given by the firm that the firm has not been blacklisted by the Govt. Deptt.	
11	Service centre/ workshop of AC maintenance	

Self-attested copies of relevant documents are enclosed in support of above information.

Signature of the authorized signatory of the agency  
Official seal/ stamp

Date:

Place:



## UNDERTAKING

I/ We hereby certify that all the information furnished above are true to my knowledge. I/ We have no objection to ICCR verifying any or all the information furnished in this document with the concerned authorities, if necessary.

2. I/ We also certify that, I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Signature of the authorized signatory of the agency  
Official seal/stamp

Date:

Place:



**PROFORMA FOR FINANCIAL BID**

1. Name, Address and Telephone Number of the Organization
2. Name of Proprietor/ authorized signatory with Tel. No.
3. Rates offered

**Comprehensive Annual Maintenance Contract**

	AC units (capacity in Ton)	Qty.	AMC Rate per unit	Total	Dismantling charges (per unit)	Re- installation charges (per unit)	Rate of compressor per unit (under buy back)
Window	1.5	42					
Split	1.5	29					
Duct AC	8.5	02					
Duct AC	5.5	02					
Standing AC	3	06					
Total		81					
GST							
Total Amount							

**Rates for items of accessories**

S. No.	Description	Rate/Unit/Mtr*	GST @	Remarks
1	Copper Pipe			
2	Drain Pipe			
3	Wall Mounting Kit			
4	PVC Roll			
5	Rubber Insulation Roll			

\* Mention the Make also

**Declaration:** I/ We have read and understood the terms and conditions of the Tender. We have inspected the site and have understood the scope of work and I/ we have quoted the rates accordingly.

(Signature of authorized signatory)

Place:

Date :

Name:

Designation:

Seal of the Firm/Agency: