

Government of India
Ministry of Coal

Shastri Bhawan, New Delhi-110001.
Dated: 5th Dec. 2016

Tender Notice

Subject: Annual Comprehensive Contract for maintenance and repair of Window/Split/ Tower/Cassette type ACs, voltage stabilizer and Water Coolers etc.

Sealed quotations are invited from reputed firms for award of Comprehensive Contract, for the maintenance and upkeep of Window ACs/Split ACs/Tower ACs/Cassette type ACs and Water Coolers etc. of different make, installed in Shastri Bhawan, New Delhi at different floors of this Ministry, Lok Nayak Bhawan, New Delhi as well as at residential offices of Minister/ MOS (Coal) for a period of one year from the date of award of contract. There shall be no increase in the approved rates during the currency of contract. The number of ACs/Water Coolers indicated above may increase or decrease on account of various reasons and exigencies. If your firm is interested to undertake the said work and you have the capacity and competence to do so you may please submit sealed quotations in the enclosed proforma (**Annexure-I**) in sealed cover as per following terms and conditions.

2. The term **Maintenance shall include oiling, cleaning, greasing, servicing and replacement/repair of any or all the parts including replacement of motor/compressors, connecting wires/metal plugs of the switches by new ones, etc.** during the period of contract at the exclusive risk, responsibility and cost of the contractor. The work includes repairs/replacement and maintenance of all items connected with Window Type ACs, Split ACs, cassette ACs and Water Coolers of different make and model of this Ministry installed at different location as mentioned above.

3. The bidders shall furnish a list indicating his experience of undertaking maintenance and repair jobs in Air-conditioners (Window/Split/Tower/Cassette type) and water coolers. The bidder should submit work contract from 3(three) Central Govt. Ministries/Departments in which it has worked during the last three years along with certificates from three Ministries/Depts. to the effect that the firm has given satisfactory performance.

4. The bidder shall submit the **work contract certificate** and **service tax registration certificate**. The firm should have proper workshop with qualified and experienced AC engineers/mechanics on their roll and shall have all tools, stock and essential spares required for services and maintenance of ACs.

5. The quotations complete in all respects in double sealed cover duly superscribed "**Quotations for Comprehensive Servicing and Maintenance of ACs/Water Coolers**" and addressed to Section Officer (Admn.) Ministry of Coal, Shastri Bhawan, may be dropped in the 'TENDER BOX' placed at the Facilitation Centre, Garage No.21, Ground Floor, near Gate No.2, Ministry of Coal, Shastri Bhawan, New Delhi-110001 **on or before 04th Jan., 2017 by 12.00 P.M.** The quotations will be opened on the same day at 3.00 P.M. in the Room No.321, 'A' wing, Shastri Bhawan, New Delhi. The quotations, which are not complete in all respects and are having cuttings and overwriting, are liable to be rejected. The Ministry reserves the right to reject or accept all or any quotation whole or in part without assigning any reasons thereof.

6. A Demand Draft/Pay Order of Rs.10,000/- (Rupees ten

thousand only) in favour of PAO, Ministry of Coal, New Delhi has to be deposited as **earnest money** along with quotation failing which quotation will not be considered. The earnest money will be returned in respect of the unsuccessful bidders. No interest will be paid on this earnest money.

7. The successful bidder will have to deposit a sum of Rs.50,000/- (Rupees Fifty thousand only) in the form of FDR in favour of PAO, Ministry of Coal as security money for due performance of the contract which shall be valid for a period of sixty days beyond the date of completion of contract. The security deposit will be refunded to the contractor on completion of the contract to the satisfaction of this Ministry. No interest/charges will be payable on the security deposit separately.

8. While submitting the quotation for this work, the bidder will be deemed to have read, understood and accepted all the terms & conditions stated in the enquiry of this work.

9. The bidder will indicate the complete address of their firm/office and residence along with telephone numbers.

10. The rates should be quoted both in figures and in words, there should be no erasing or overwriting whatsoever. Each page of the tender document is to be signed by the bidder.

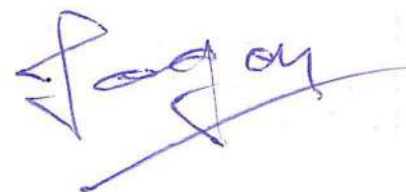
11. The Comprehensive Repairs/Maintenance charges for ACs shall be firm and inclusive of cost of spare parts, replacement of compressor, fan motors, gas charging, labour charges etc. and including all taxes and other charges, if any. The term "**Comprehensive Servicing and Maintenance**" will include oiling, chemical washing, cleaning, greasing (General Servicing), gas filling, replacement of filter, relay, thermostat, drain pipe replacement/repair of any or all spare parts including gas charging, metal clad plug, replacement of compressor, repair/replacement and re-winding of motors, fixing of wires/plugs, insulation, running/starting capacitors, lifting, transportation or shifting of the ACs etc., during the period of contract.

12. During the entire period of contract no request for any increase in the rates on any account would be entertained and the performance would be reviewed from time to time to ensure that it is to the entire satisfaction of the user. In case the contractor fails to cope with the workload or does not render satisfactory service, the contract awarded to him shall be cancelled forthwith without giving any notice or without assigning any reasons and his security deposit and payment due to him if any, shall be forfeited. In this connection the decision of the competent authority of this Ministry shall be final and binding on the contractor.

13. The quarterly payment to the extent of 100% will be authorized to the firm on submission of pre-receipted bill in triplicate along with satisfactory performance certificate from the users during the relevant period. However, the first bill will be paid after initial servicing and making air-conditioners functional.

14. The contractor shall be responsible for the conduct/integrity of his personnel and will be responsible for any act of omission and commission on their part. He will vouch for their character and integrity. He shall submit police verification reports along with a photographs and the detailed particulars of the staff provided to the Ministry. All the personnel of the contractor shall at the exclusive risk, responsibility and the cost of the contractor.

15. For regular and proper maintenance of the air conditioners and for attending to the complaints received from officers immediately, it shall be obligatory on the part of the contractor to depute sufficient number of qualified mechanics (minimum two) on all working days from



9.00 a.m. to 5.30 p.m. throughout the currency of the contract to attend immediately to the complaints received from the users of air conditioners. In case of emergency, the complaints would also be required to be attended on holidays.

16. The contractor shall be responsible for smooth and satisfactory working of the air conditioners and shall obtain a certificate from the users at least once a month to the effect that the air conditioners are working satisfactorily during the months.

17. The contractor shall be required to do the work at the approved rates. If, for any reason, the firm is not able to do so, the work shall be got done from some other firm or from the open market at the cost of the contractor and the expenditure so incurred thereon shall be recovered from him. This may even entail the termination of the contract and forfeiture of the security deposit.

19. In the event of contractor backing out of the contract before term, without prior explicit consent of the Ministry, not only the EMD would be forfeited, but also he will be liable to the recovery of the higher cost, vis-à-vis that contracted with him incurred by the Ministry for the balance period of contract through alternative means and would also be blacklisted for the future contracts in the Government Departments. In case the complaints of maintenance/repair of the air conditioners are not attended to within one hour, penalty of Rs.100/- will be levied per day per AC and no maintenance charges for this period will be admissible.

20. The firm should have an experience of 3 years in maintenance of various types of ACs/Split ACs/Water Coolers and other related work in minimum of 3 Government Departments with yearly turnover of 10 lakh or above. A list of their clients should be enclosed along with the proper proof.

21. The Contractor should have the following documents attached with the quotation:

1. Registration with Delhi Sales Tax Department/TIN No.
2. Proof of Income Tax Assessment for the last three years.
3. PAN No. of the firm
4. Copy of 3 ongoing contracts for maintenance of AC with satisfactory reports in similar jobs.

(MPA Jaganathan)
Section Officer (Admn.)

ANNEXURE-I

(A) Comprehensive annual maintenance contract rates and Tax to be separately mentioned in each Column). **Wherever taxes are mentioned to be charged extra the applicable rates should be clearly specified**

S.	Item (s)	Rate	VAT /
----	----------	------	-------

No.		(s) per unit	Ser,TAX
1.	Comprehensive annual maintenance charges of window AC 1.5 Ton and 2.0 Ton, inclusive of every things i.e. include oiling, chemical washing, cleaning, greasing (general servicing), gas filling, replacement of fitter, relay, thermostat, drain pipe, gas charging, metal clad plug, rewinding of motors, fixing of wires/plugs, insulation, lifting, transportation or shifting of the ACs, etc during the period of contract. As such, no extra payment over and above the rates approved for Comprehensive Servicing and Maintenance would be admissible, in any case.		
2.	Comprehensive annual maintenance charges of Split AC 1.5 Ton and 2.0 Ton, including oiling, chemical washing, cleaning, greasing (general servicing), gas filling, replacement of fitter, relay, thermostat, drain pipe, gas charging, metal clad plug, rewinding of motors, fixing of wires/plugs, insulation, lifting, transportation or shifting of the ACs, etc during the period of contract. As such, no extra payment over and above the rates approved for Comprehensive Servicing and Maintenance would be admissible, in any case.		
3.	Comprehensive annual maintenance charges of Tower AC/Cassette Type ACs 3.0 Ton to 4.0 Ton, inclusive of include oiling, chemical washing, cleaning, greasing (general servicing), gas filling, replacement of fitter, relay, thermostat, drain pipe, gas charging, metal clad plug, rewinding of motors, fixing of wires/plugs, insulation, lifting, transportation or shifting of the ACs, etc during the period of contract. As such, no extra payment over and above the rates approved for Comprehensive Servicing and Maintenance would be admissible, in any case.		
4.	Comprehensive annual maintenance charges of Water cooler /Water Dispensers- oiling, chemical washing, cleaning, greasing (general servicing), gas filling, gas charging, metal clad plug, rewinding of motors, fixing of wires/plugs, transportation etc.		
5.	Comprehensive AMC of voltage stablizer		
(b) Besides the above, rates for following items may also be furnished.			
S. No.	Item (s)	Rate (s) per unit	VAT / Ser,TAX
1.	Installation/re-installation/shifting of window type AC's/Split Type (with material).		
2.	Installation/re-installation/shifting of window type AC's/Split AC's 1.5 Ton and		

	2.0 Ton (with material and Gas Charges).		
3.	Installation/re-installation/shifting of Tower AC/Cassette type AC's 3.0 Ton and 4.0 Ton (3 phase - with material and Gas Charges).		
4.	Installation/re-installation/shifting of Water Cooler including material if required.		
5.	Body repair charges of window AC (including spray painting etc).		
6.	Body repair charges of water cooler (including spray painting etc).		
7.	Spray painting charges of window and split AC and water cooler.		
8.	Dismantling of window AC		
9.	Dismantling of window split AC		
10.	Replacement of grill of window AC with new one		
11.	Supply of extra copper pipe (good quality) per meter		
12.	Supply & installation of a new stabilizer of good quality (ISI) mark 4.0 kva		
13.	Supply & installation of a new stabilizer of good quality (ISI) mark 5.0 kva		
14.	Supply and installation of new metal plug		
15.	Supply and installation of new Iron Stand for split AC		
16.	Supply of new remote for split AC		
17.	Supply of new remote for window AC		
18.	PVC drain pipe (per mtr.		

Signature of the authorized signatory (with seal)

List of AC's i.e Window ,Split ,Cassette and voltage stabilizer installed at various offices of this Ministry at Shastri Bhawan and Lok Nayak Bhawan.

S.no	Room no.	Split Ac	Window Ac	Voltage stabilizer	Cassette Type split Ac
1	504-C	8	-	8	
2	509-c	0	1	-	
3	514-D US(ADMIN)	2	-	2	
4	514-D US(CA-II)	1	-	-	
5	513-D Hindi	2	-	2	
6	513-D Cash	1	1	-	
7	514-D CA-II Section	1	-	1	

8	514-D Vigilance section	1	-	1	
9	351-A NIC	0	2	2	
10	351-A IF	1	1	1	
11	350-US (IF)	0	2	2	
12	337-A	1	-	1	
13	321 A JS (RKS)	2	-	2	
14	321 A JS&FA	2	-	2	
15	321-A Admin	2	3	1	
16	323-A (JS VP)	1	1	1	
17	327-A	1	-	1	
18	319-A JS (RPG)	2	-	2	
19	328-A AS	2	-	2	
20	317-A Secretary room	4	-	3	
21	309-A Adviser	1	-	1	
22	311-B JS(VP)	2	-	2	
23	301-B	1	-	1	
24	302-B	1	-	1	
25	303 -B	1	1	-	
26	304- B	1	-	1	
27	315-B	6	-	2	
28	245-A	2	1	-	
29	246-A	1	1	1	
30	248- A	1	-	-	
31	247 -A	1	-	-	
32	GARAGE NO-23 FACIALITY CENTER	1	-	-	
33	Garage no-22	1	-	1	
34	Garage no-21	2	-	-	
35	LoK Nayak Bhawan	9	-	3	2
36	602-A	1	-	3	-
	Total	66	13	56	2