



# ALL INDIA INSTITUTE OF MEDICAL SCIENCES, PATNA

(An Autonomous body under MOH & FW, Govt. of India)

PHULWARISHARIF, PATNA -801507,

Contact No. :- 0612-2451044(Administration)

Website: [aiimspatna.org](http://aiimspatna.org) EMAIL:- [admin@aiimspatna.org](mailto:admin@aiimspatna.org)

## NOTICE INVITING TENDER

- NIT No. : **AIIMS/Patna/Eng/AMC /AC /F-5339**
- Name of work : **Comprehensive Annual Maintenance Contract of Air-Conditioner at AIIMS Patna.**
- Estimated cost : **Rs. 20,000,00/-**
- Earnest Money : **Rs -40000/-**
- Time Allowed : 21 Days
- Last date & time of : **10.01.2018 at 12:00 Hrs**  
Submission of bids
- Bid Opening Date: 10.01.2017 At 12:30 Hrs

Sealed tenders are invited by the undersigned up to 10.01.2017 till 12.00 Noon from registered Pvt. Ltd. firms/ other registered firms having experience for undertaking the Comprehensive Annual Maintenance Contract of Air Conditioner in AIIMS Patna. The detailed specification of the works to be provided along with terms and conditions may be downloaded from the website of the institute and tender document fee of 1,500/- (Non-refundable) to be deposited by the tenderer by D.D/Bankers cheque in favour of AIIMS Patna, and Payable at Patna. Tender document fee should be kept in EMD envelope. Tender without tender document fee will not be considered. Tender received will be opened on the same day i.e 10.01.2017 at **12.30** Hrs in the presence of the authorized representative of Tenders, if they so desire, at AIIMS Patna.

Faculty In charge  
Procurement Cell, AIIMS Patna



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## Terms & Conditions

1. The tender documents are containing 11 (eleven) pages.
2. The rates quoted will be inclusive of all taxes, and these taxes should be shown separately.
3. TDS as applicable on date will be deducted from the bill.
4. AIIMS Patna reserves the absolute right to accept or reject any or all the tenders on whole or in part without assigning any reason thereof.
5. Articles/Services should be delivered to AIIMS Patna without any extra charge.
6. Payment: The amount payable for the AMC in respect of each completed quarter after production of bill quarterly basis duly certified by concerned authority.
7. AIIMS Patna reserves the right to reject any articles/services found defective, damaged and or not of the desired quality and specification. Decision of AIIMS Patna will be final.
8. Any loss or damage caused to the article during the contract period is to be made good by the service provider free of cost within reasonable time.
9. Postal or courier delay will not be considered and the Tender received late will be rejected.
10. Earnest money of 40000./-(refundable) to be enclosed, in the form of Account Payee D.D/Bankers Cheque drawn in favour of AIIMS Patna payable at Patna.
11. Security deposit/E.M.D can be forfeited in case of non-completion/part completion/delayed completion of services unless permitted in writing by AIIMS Patna.
12. No escalation in respect of materials, labour, custom duties, freight etc. will be allowed in any shape.
13. The vendor must have experience of satisfactory completion of works of repair/ AMC of ACs costing at least Rs 20 lakhs within 3 financial years during which at least two financial years i.e. from 2015-16 & 2016-17 should be of Central Govt/ State Govt/ University/ Govt. Institution like IIT, NIT/IIM, Central universities or PSU. Minimum turnover of the firm should be 50 lakh/year in last 3 different Financial Years.
14. The bids shall be submitted in three parts, viz., i) EMD should be in the form of Account payee Demand Draft/Bankers' Cheque in favour of AIIMS Patna payable at Patna along with Tender fee for downloading the tender document form website of the institute, ii) Technical bid and iii) Financial bid. Technical bid should contain papers

regarding registration of the firm/agency, minimum turnover of 20 (Twenty) lac in last three different Financial Years, clearance from Service tax, VAT, GST, PAN No, Work Experience of 3 years and completion certificate of similar type of work like Comprehensive AMC work for Central Govt/ State Govt/University/Govt. Institution like IIT/ NIT/ IIM/Central Universities/PSU. Financial bid should contain maintenance price (annually) against each items/articles including duties & taxes as duly filled up Annexure-I of the enquiry letter. The above three bids must be signed sealed by the bidder in separate cover duly super-scribed EMD, Technical bid and Financial bid respectively and all three sealed covers are to be put in a bigger cover which should also be signed sealed and duly super-scribed. The bidding format is specified in the quotation (Annexure - I). A bidder who submits more than one bid shall be disqualified

15. Spares, replacement /repairs of compressor from OEM's, gas charging, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, digital scanner, piping, insulation and spares of outdoor/indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.

16. AMC shall also include deployment of full time mechanic & assistant during summer season (1st April to 30<sup>th</sup> September) working hours six days a week including holidays at no extra charges. They will report to officer in charge of works division for daily attendance and will take necessary instruction.

17. The air conditioners that are not serviceable by the agency / beyond economical repair due to obsolescence of technology or non-availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of engineer in charge regarding non-availability and obsolescence of technology will be final. Withdrawal of such air conditioners shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble free condition during the period of contract. Wash the filter of all the ACs every month.

18. A record of preventive maintenance carried out would be maintained by you and duly certified by the authorized officer.

19. All the faults will be attended on site at AIIMS Patna. In case of a major fault, if the machine is required to be taken to the company workshop, the contractor shall provide a replacement unit till the time the AC sent for repairs is positioned back.

20. Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the service sheet.

21. Following work is included in the Annual Maintenance

Contract of window/split type air-conditioners:

Besides periodic servicing of the ACs, contract shall include attending the breakdown calls, providing and fixing of any components of the machine (free of cost) viz. starting capacitor, running capacitor, thermostat, over load relay, selector switch, indicator, nuts, bolts, screws, motor capacitor, rewinding/repair of motor, repair/replacement of blower motor, 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 split ACs, etc. to ensure that ACs function in proper way.

**Time schedule and periodicity of work to be carried out monthly:**

Cleaning of filters of all the air conditioners to conserve the energy and checking of current drawn by each AC to know the healthy condition of the ACs.

*Note: - Repairing, etc. is to be done immediately if on inspection any defect is found.*

**Work to be carried out on Quarterly basis:**

Quarterly Preventive Maintenance shall include the following:

- Checking motor bushings
- Ground connections
- Checking connections at the main plug
- Cleaning of blower and condenser fan
- Cleaning the evaporator and condenser coils
- Cleaning the equipment
- Checking and tightening of nuts & bolts
  
- Oiling the motor
- Checking cooling efficiency, Overhauling of the A/c, with chemical washing process

**However, the air filter of the Air-Conditioning Units shall be cleaned every month of the quarter.**

**Break-down service (BDS):**

Breakdown calls shall be attended to immediately and a record of such service, duly acknowledged by the person in charge of the location of the air-conditioner, shall be maintained. Breakdown service will include replacement of genuine spares & Compressor and Gas filling at the cost of the service provider.

### **ANNUAL MAINTENANCE SERVICES (ONCE A YEAR)**

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:

- Cleaning the condenser and evaporator coils with suitable detergent / chemical solution and flushing with high-pressure jet of water.
- Greasing of blower motors and all moving parts.
- Prevention of rusting of units.
- The ACs installed are of Carrier, Hitachi, Daiken, Voltas, LG, Blue Star & other Brand. In off season there is during the lien period of winter the contractor shall attend all the Air conditioner units for major attentions and keep the equipment ready for use for the next summer.

### **Exclusion of contract**

The following shall not be a part of this contract: -

Electronic remote control, Voltage Stabilizer, All plastic components, element, Front Grill, Bottom Tray, Cabinet cover and sheet metal parts.

### **The penalty amount per complaint will be as follow:**

- I. Minor Faults viz. replacement of running capacitors, relays etc. not rectified within 24 hour @ Rs 200/- per day.
- II. Major faults viz. repairing / replacement of copper coils, motors, gas filling etc. not rectified within 48 hours @ Rs 700/- per day.
- III. The repairing of compressor, if not done within 72 Hrs. @ Rs. 1000/- per day.

Any delay beyond 03 days in rectifying all minor/major faults at S.No. I, II except repairing of compressor, the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of AMC in addition to the penalties as mentioned in I, II.

Any delay beyond 05 days in rectifying the faults at S.No. III (repairing of compressor), the equipment will be got repaired from the market and the actual cost of the same shall be recovered from the payable amount of AMC in addition to the penalties as mentioned in III.

- In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent

authority in case of failure by the contractor to rectify the complaints within the specified time.

- Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
- In case any employee found absent from his duty following recovery shall be made from the contractor's bill
  - 1) Mechanic @ Rs 700/- per day
  - 2) Assistant /Helper @ Rs 400/- per day

Mechanic should have his Mobile Phone at the time of Duty at AIIMS PATNA

- Any damage resulting to the system on account of the negligence or mal-operation shall be made good by the contractor. Nothing extra will be paid for such work.
- The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the Engineer- in – charge of the department and any expenditure incurred therein for alternative arrangements by the Engineering-in charge shall be recovered from the contractor.
- At the time of acceptance of the tender, the contractor shall furnish the details of staff members along with contact details to the corporation who will look after maintenance work of AC's.

**22.** The contractor 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 the Engineer–in – Charge. The entire installation should be intact at any time of inspection as was 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.

**23.** The material requires replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be the property of contractor

**24.** The replacement of compressors, which are under warranty/guarantee will be replace by the AMC provider. AIIMS Patna will provide only bills and other expenses will be borne by the AMC provider.

**25** All the technicians and helpers posted on duty shall sign the attendance prescribed for the purpose. Any absence/default in this regard would involve proportionate deduction of AMC charges payable to the service provider. Repeated absence/default in this regard shall lead to termination of contract.

**26.** 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.

**27.** Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop, from one building to another and from the service provider's workshop to the office buildings, will be at the cost of the service provider.

**28.** The Service Provider is responsible for the payment of Minimum Wages (under Central Act) to the personnel deployed by it. The Service Provider is also responsible for compliance of the provisions of all the statutes applicable in its case.

**29. Cancellation of Contract**

In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving 10 days' notice even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever.



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## BID DOCUMENT

### Instructions to the bidders

1 Sealed bids are invited on behalf of the Director, AIIMS, Patna-801507, Bihar, from registered Pvt. Ltd. Firms, other registered firm for Comprehensive Annual Maintenance Contract of Air Conditioner at AIIMS Patna as detailed in the enquiry letter

1.2 The bidders should quote their offer/rates in clear terms without ambiguity.

1.3 The rates should be quoted both in figures and words and legibly written without any over-writings. In case of any correction, the same must be attested by the bidder with full signature. However, no over-writing is permissible. Manufacturer's price-list, wherever applicable, should be submitted with the bid.

1.4 In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.

1.5 The last date for receipt of the bid is marked in the enquiry. In case the above date is declared a holiday for AIIMS Patna, then the bids will be received up to the given time on the next working day.

1.6 The bids may be sent by registered post/speed post/courier service/by hand so as to reach the AIIMS Patna before/on the last date of receipt.

1.7 Bids received after the deadline of receipt indicated in Para 1.5 above, shall not be taken in to consideration.

1.8 The bids shall be submitted in three parts, viz., i) EMD and Tender fee should be in the form of Account payee Demand Draft/Bankers' Cheque in favour of AIIMS Patna payable at Patna, ii) Technical bid and iii) Financial bid. Technical bid should contain papers regarding registration of the firm/agency, minimum turnover of 20 (twenty) lac in last two different Financial Years, clearance from Service tax, VAT, GST, PAN No, Work **Experience of 3 (Two) years** and completion certificate of similar type of work like Comprehensive AMC work for Central Govt/ State Govt/University/Govt. Institution like IIT/ NIT/ IIM/Central Universities/PSU. Financial bid should contain duly filled up Annexure I of the enquiry. The above three bids must be signed sealed by the bidder in separate cover duly super-scribed EMD, Technical bid and Financial bid respectively and all three sealed covers are to be put in a bigger cover which should also be signed sealed and duly super-scribed. The bidding format is specified in the quotation (Annexure - I). A bidder who submits more than one bid shall be disqualified.

1.9 The cover containing the bid must be signed sealed and super-scribed "Bid Comprehensive Annual Maintenance Contract of Air Conditioner at AIIMS Patna vide Tender No. NITP/17-18/25.

1.10 The bids shall be opened at AIIMS Patna on the date and time given in the enquiry letter.



The bidders may send their authorized representative to attend the bid opening, if they so desire. In the event of the above bid opening date being declared holiday for the AIIMS Patna, the bids will be opened at the given time and place on the next working day.

1.11 The bidder has to sign in full at all pages of the bidding document.

## **2. Conditions of the bid**

2.1 The rates quoted should preferably be net, inclusive of all taxes and duties.

2.2 The Annual Maintenance Contract shall be Comprehensive in nature and shall, therefore, include essential servicing and repairs/fixing/replacement of all the electrical/**electronic, and/or mechanical components and parts of the Air Conditioner**. Therefore quoting firm shall bear cost of all spare parts of related items etc. during the period of contract at the exclusive risk, responsibility, and the cost of the contractor. The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. shall be liable to be made by the Institute.

2.3 The firm must have expertise to provide maintenance of Air Conditioner.

2.4 Tender should quote rate for Comprehensive **AMC of Air Conditioner** (as per list at Annexure-I) and partial quote will be rejected summarily.

2.5 The systems shall be inspected by the successful tender. The firm will not be allowed to charge any extra amount for repair/replacement, if any, after entering into Comprehensive Annual Maintenance Contract.

2.6 Competent and qualified technical person of the firm should routinely visit the institute as mutually decided between the firm and the institute to inspect/ preventive maintenance of the machines. Checking of the refrigeration system, motor, starters, reading of parameters, condensers cleaning of cooling coils, lubricating, overhauling etc should be routinely checked to pre-empt likely problems.

2.7 The repair/servicing work etc. would be carried out in the premises of the institute. If any repair cannot be undertaken in the premises, written permission of competent authority will be required for taking machine/accessories outside. No extra payment/transportation charges will be paid in this regard.

2.8 All units included in the contract shall be taken over by the contractor and the firm will be responsible for handing over all the machines in perfect working condition and not in deteriorated condition along with the accessories, if any at the time of expiry of contract.

2.9 No advance payment will be made. Payment will be made for the AMC in respect of each completed quarter after production of bill on quarterly basis duly certified by concerned authority.

2.10 The firm should be registered and should have over **3 years of experience** in the same trade.

2.11 The successful tender will be required to do the work for a period of one year from the date of entering into contract with this Institute. The Institute however, reserves the right to terminate the contract at any time in case the service rendered by the firm is not found satisfactory.

2.12 The bid is to be accompanied with Earnest Money amounting **Rs40000./-**, which may be enclosed, in the form of Account Payee Demand Draft/Bankers' Cheque. The bid security shall be in favour of the AIIMS Patna. EMD shall be forfeited, if the successful bidder does not start the awarded work within ten days of the award of work.

- 2.13 The bidder has to furnish up to date Service tax and VAT/GST Clearance Certificate along with the bid.
- 2.14 The firm has to submit proof of submission of service tax charged from the institute along with following bill/invoice. Moreover, the amount of service tax challan should match the amount claimed from the institute.
- 2.15 In the event of any dispute arising out of the bid or from the resultant contract, the decision of the Director, AIIMS Patna shall be final.
- 2.16 The bid document/resultant contract will be interpreted under Indian Laws and subject to the jurisdiction of courts in Patna.
- 2.17 No escalation in respect of materials, labour, duties/cess, freight etc. will be allowed in any shape.
- 2.18 Bidder needs to have their registered office and service center in Patna, failing which their bid will be rejected.
- 2.19 The initial period of award of the work shall be for one year. Depending upon the performance of tender, the period may be extended for which the bidder is required to submit his willingness.
- 2.20 Postal or courier delay will not be considered and the AIIMS received late will be rejected.
- 2.21 Earnest money/Security deposit may be forfeited in case of non-Completion/part Completion /delayed Completion of work unless permitted in writing by the Institute.
- 2.22 There are approximately 179 Air Conditioner 04 (Window type),121 Split AC 1.5 TR ,53 Split AC 2 Tr,01Split Ac 3 TR
- 2.23 Any complaint lodged by the departments/ user of the machines, will be attended within 24 hours, failing which penalty of Rs 200/- per day may be imposed by the competent authority.
- 2.24 Successful bidder have to be deposit 10% of work order value as Security Money (refundable).
- 2.25 The firm will maintain service book/complaint register as prescribed by the Institute.



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## Financial Bid

Sl.No.	Name of the Items & quantity	Comprehensive AMC Price for excluding taxes (For one year ) (in Rs.)	Net Comprehensive AMC Price including taxes (For one year) (in Rs)
1	Air Conditioner (Window type)		
2	Split AC 1.5 T		
3	Split AC 2.0 T		
4	Split AC 3 .0 T		