



INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI

(A state university established by Govt. of NCT of Delhi)

Okhla Industrial Estate, Phase III New Delhi 110020

(Tel No 011-26907400, 563, 565 Website: www.iiitd.ac.in)

NOTICE INVITING TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) WINDOW/SPLIT/TOWER/PACKAGED AIR CONDITIONERS AND STORAGE TYPE DRINKING WATER COOLERS

The Indraprastha Institute of Information Technology Delhi was created as a State University by an Act of Delhi Government. The Institute has a campus spread over an area of around 25 acres. The Institute invites sealed tender for the work of Non-Comprehensive Annual Maintenance of Window/split/tower/packaged unit air conditioners and storage type drinking water coolers installed at IIITD Campus, New Delhi, from the experienced agencies in the relevant category of work and who have carried out similar works with Govt. departments/PSU's/MNC's and also from the reputed AC manufacturers or their authorized dealers or service providers as per the requirements and details enclosed.

Bid Schedule

Name of Work:	Non-Comprehensive Annual Maintenance of window/split/tower/packaged unit air conditioners and Storage type drinking water coolers installed at IIITD Campus Okhla Phase-III New Delhi-110020.
Date of Start and downloading the tender	23 th Oct 2020
Earnest Money Deposit (EMD)	Rs.5000 /- in the form of Demand Draft/ Pay Order in favour of "IIITD Collection Account" payable at New Delhi (except for those who are exempted by NSIC certifications (with Proof)) failing shall be treated as invalid and shall be liable for rejection
Last date of submission of tender	The complete tender in a bigger envelope, containing two small envelopes, in which one envelope containing Technical bid having documents & EMD and Second envelope containing –Financial bid, shall be submitted by 2nd Nov 2020 up to 3.00 PM at A-203, Old Academic Block IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020.
Date of opening of Technical Bid (envelope-1)	The first envelope containing Technical documents and EMD will be opened on 2nd Nov 2020 at 3.30 PM at A-203, Old Academic Block IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020
Date of opening of Financial Bid (envelope-2)	The date for opening of second envelope containing financial bid will be intimated to the qualified bidders
Clarification/Queries, if any, can be addressed to	email ID: admin-project@iiitd.ac.in phone no- 01126907563/565

Note:

1. The tenders shall be super scribed with “Tender for Non-Comprehensive AMC of Window/split/tower/package unit air conditioners and Storage type drinking water coolers installed at IIITD Campus Okhla Phase-III, New Delhi-110020 to be submitted in office by 3 P.M on **2nd Nov 2020** to be opened on the same day at 3.30 P.M. Any bid submitted after 3 P.M. on **2nd Nov 2020** shall not be considered by IIITD.
2. The Earnest Money in the form of Demand Draft/Pay Order valid for minimum three months from date of publishing of tender on IIITD website, payable in favour of “**IIITD Collection Account**”. The GST No. & copy of PAN card of the firm shall be enclosed with the tender.
3. The tender shall be completed in all respect and should be signed by the Authorized Signatory of Tenderer on all the pages and duly signed all pages of tender shall be placed with Technical Bid. Also the company stamp shall be placed under the signature of person on each and every page of tender document.
4. All the columns of the tender shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. The rates shall always be both in figures and words.
5. The Tender should be signed on each page, dated and witnessed in all places provided for in the documents; all other papers should be initialed. The Technical bid of the bidders will be opened at 3.30 P.M. on **2nd Nov 2020** and financial bid of the technically qualified bidders only will be opened on a later date. All technically qualified bidders will be intimated accordingly for the same.
6. The tenderer must confirm their acceptance of the terms and conditions mentioned herein and the enclosed documents. Each page of the original quotation document should be signed and returned back and this will form a part of the contract.
7. Complete tender document available on our website <https://www.iiitd.ac.in/tenders>, any further corrigendum/addendum to this tender document shall be made available on aforesaid website. It is therefore, requested that the bidders may regularly visit the website for checking any corrigendum/addendum to this document.
8. The equipment are to be repaired maintained and serviced as per the SOP

The scope of work includes:

SCOPE OF WORK All the complaints received shall be attended to by the firm in following manner: -

GENERAL BREAK-DOWN CONDITIONS:

1. Critical faults immediately. (within two hours)
2. Minor faults within 24 hours by replacement method, with the available spares, if instructed by the Engineer in-Charge.
3. Major faults within 48 hrs, which are to be got serviced from authorized service centres of manufactures by making available serviceable standby air conditioners in case of window air conditioners.
4. The replacement of components shall be as per manufactures instructions and as per the decision of Engineer in-charge.
5. The service provider will carry-out preventive maintenance of all air conditioners, cleaning of filters, washing and checking of gas etc. Four wet servicing in a year. Periodicity will be reasonably spaced.
6. In case of gas leak, the same is to be rectified and gas charged for satisfactory working condition.
7. Compressor if found defective due to any reason the same is to be replaced. Replacement shall be obtained from the manufacturer or their authorized dealers only and the required invoice, challan etc. are to be produced and verified before reinstallation.
8. All electrical components such as overload relay, capacitor, thermostat etc. are to be replaced by genuine spares, if found defective.
9. Fan motor if found defective, the same is to be repaired/replaced.
10. Warranty/Guarantee: Replacement of compressor/ other items Bidder must ensure trouble free by providing four numbers servicing with suitable chemical solution in year besides, above vendor is to attend unlimited breakdown complaint logged through email or mobile.
11. The equipment are to be repaired maintained and serviced as per the SOP

DETAILS OF AIR-CONDITIONERS

S.no	Type	Ton	Qty
1	Window AC- (Voltas)	1TR	3
2	Window AC - (Voltas)	1.5 TR	6
3	Split Ac (All weather)- (Voltas)	1.5 TR	15
4	Split Ac- (Voltas)	1.5TR	3
5	Split Ac- (Voltas)	2TR	30
6	Tower AC- (Voltas)	2TR	2
7	Tower AC (Voltas/Panasonic)	4TR	5
8	Packaged Units (Voltas)	16.5TR	4

TECHNICAL REQUIREMENTS FOR SERVICING & REPAIR (MAINTENANCE) OF STORAGE TYPE DRINKING WATER COOLERS:

1.0 SCOPE:

This section indicates the servicing/repair of water coolers of various make & capacities both instantaneous and storage types which includes process water coolers also. The water coolers include all the components and accessories such as compressor, cooling coil, condenser, water tank, fan motor with fan, sheet metal parts and frames and all other items/accessories which are necessary for the safe and efficient operation of the water cooler. The equipment are to be repaired maintained and serviced as per the SOP.

- a) **SERVICING OF STORAGE TYPE DRINKING WATER COOLERS (QUARTERLY)**
Lubricating of fan motor.
- b) Cleaning of condensing unit.
- c) Checking of all electrical components and connections and replacing them if required.
- d) Checking of water taps for working and repairing .
- e) Checking of mechanical connections and making them good.
- f) Attending drain pipe chokes etc.
- g) Patching/touching up of the unit wherever required.
- h) Corroded sheet metal parts to be repaired/replaced.
- i) Fan motor to open and service/repair, replace bearing and shaft if required.
- j) Checking of sealing gasket, replace if required for preventing entry of foreign bodies.

S.no	Type	Ltrs	Qty
1	Water Cooler-Voltas	150Ltr	60
2	Water Cooler-Voltas	300 Ltr	2

Contractor must visit site before quoting and fully satisfy himself of the site conditions.

The above are general check – lists and test requirements etc. The contractors shall be bound for undertaking any other check test which is considered necessary for efficient functioning of equipment/system, whether included in above schedule. He shall not claim any extra charge for such work However, replacement of worn out/defective material shall be paid extra to the contractor.

It may be ensured that parts of authorized brand should only be used for repairs and replacement. If it is found at a later stage that substandard /inferior quality items are used during the AMC, necessary action will be taken against such firms, including forfeiture of their Performance Security and debarring them for quoting future tenders.

Technical Bid

The agencies / companies who fulfill the eligibility criteria mentioned below will only be considered for opening of financial bid:

S. No.	Particulars	Document (s) to Annex	Technical Compliance (Yes/No)- Page No
1	As on 31.03.2020, the agency / Company should be in existence for at least Five years.	Certification of registration regarding services of air conditioning /HVAC	
2	Company should have average turnover of Rs.2 lacs in similar field in previous three financial years ending on 31.03.2020.	CA certified copy of turnover from annual maintenance contacts. Annual Turnover <ul style="list-style-type: none">• 2017-18• 2018-19• 2019-20	
3	Company should have experienced and reputed Electrical Licensed contractors / Registered contractors of similar work in Institute/Academic Institute/Public Sector Undertaking/ MNC/ Corporate Sector during last Seven (07) years. - i) Three similar completed works costing not less than the amount equal to Rs.1 lakhs. or ii) Two similar completed works costing not less than the amount equal to Rs 1.2 lakhs. or iii) One similar completed work costing not less than the amount equal to Rs.1.6 lakhs. “SIMILAR WORK” means, experience in the service / maintenance of Air-Conditioners (Window, Split, Inverter Type and Tower/Packaged units) and water coolers to various organizations.	Certified Copies of Experience certificate /Work orders etc. on the letter head of the client / customer. Reputed AC manufacturers or their authorized dealers as per the requirements or their authorized Service providers/contractors/experienced agencies for providing AMCs for air conditioners.	
4	Company should have valid PAN, GST registration	Certified Copy of each document	
5	Company should not have been barred / blacklisted for taking up similar work in any organization	A certification to this effect on the letter head of the bidder.	

6	Earnest Money Deposit (EMD)	Rs.3,000/- in the form of Demand Draft in favour of “ IIITD Collection Account ” payable at New Delhi (except for those who are exempted by NSIC certifications (with Proof)) failing shall be treated as invalid and shall be liable for rejection	
7	The Firm/office/service should have well established servicing facility in Delhi - NCR (Address proof)	Certificate to be furnished/enclosed	
8	The details of current and previous clients are to be submitted by the agency incorporating the following details: <ul style="list-style-type: none"> • Name of Office • Contact Person (Tel.No./Email ID) • Period and volume of work with the manpower deployed 	Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing/has provided AMC of Window & Split AC and water coolers covered in the tender	

Award of Work

Those who meet the eligibility criteria as above will only be considered for opening of financial bid. In this regard decision of the Institute shall be final and not open to dispute/challenge. The agency quoting the lowest rate for AMC shall be considered for award of work. However, IIIT-Delhi does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.

Financial Bid

Interested agencies may submit financial bid as per enclosed format (**Annexure-“A”**), duly authenticated and stamped. Bidders are advised to inspect the site before quoting the rates. **The Financial Bid should contain all relevant price information for Non-Comprehensive Annual Maintenance of Window/split/tower/package unit air conditioners and Storage type drinking water coolers at IIITD Campus, New Delhi.** The Bid Form must be filled in completely, without any errors, erasures or alterations. The Financial Bid should not contradict the technical offer in anyway.

Payment Terms

GST compliant quarterly bill by the 7th day of next month shall be raised for 25% of the total contract value plus taxes, as applicable. Payment shall be released within 15 days of raising bill. Payment shall be released through online mode only. The bidder is advised to furnish copy of the cancelled cheque and funds transfer details as will be provided by the Institute. No payment in advance shall be considered. Payment will be made on quarterly basis after satisfactory services certified by the engineer in charge. Quarter shall mean three months.

TIME PERIOD:

The AMC shall be for one year and the IIITD reserves the right to enter into AMC for another year on the same terms and conditions depending on the services rendered by the bidder. The AMC shall be in force for the period of one year from the date of award the work.

Bidding Procedure:

Bids are invited in Two Bids System i.e. (1) Technical and (2) Financial

Technical and Financial bids should be sealed separately and enclosed in a sealed envelope clearly indicating separately Technical Bid for “**Non-Comprehensive Annual Maintenance of Window/split/tower/package unit air conditioners and Storage type drinking water coolers at IIITD Campus, New Delhi.**” addressed to Registrar IIIT-Delhi, Okhla Industrial Area Phase-III, New Delhi-110020.

Sealed quotations shall be received not later than 3.00 P.M. on **2nd Nov 2020**. No bids will be accepted after this date & time under any circumstances. The Institute will not be responsible for any postal/courier delay and also for reasons beyond control of the Institute.

Technical bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. Technical bids of all the tenderers will be opened on prescheduled date, time & venue. Technical bids without EMD will be summarily rejected. The financial bid will be opened after evaluation of the technical bid. Financial bid of only those meeting the requirement of the Institute will be opened and no representation in this regard will be entertained. The date, time of opening of financial bid will be communicated later.

Addition/deletion of total quantity up to 20% covered under the contract is also possible during the contract period. Contract amount will be modified & intimated to the vendor accordingly.

Penalty will be recovered in quarterly bills of AMC as per following in case of non-satisfactory services provided under AMC, Rs 500/- per unit per day if the unit is not rectified within same day of reporting of complaint for minor complaints and within 48 hours for major complaints like motor repair, PCB repair, compressor change.

List and quoted rates for all parts may require change or replacement shall have to be included in the BOQ.

How to submit

The interested agencies may submit their proposal along with the above-mentioned documents by subscribing the envelope “**Non-Comprehensive Annual Maintenance of Window/split/tower/package unit air conditioners and Storage type drinking water coolers at IIITD Campus, New Delhi.**” enclosing separate sealed envelopes marked as **Technical Bid** and **Financial Bid**, to reach the Registrar, **IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020** by **1500 Hrs on 2nd Nov 2020**.

**For and on behalf of
Indraprastha Institute of Information Technology Delhi
Signed
Registrar**

PROFORMA FOR BID

1. Name and Address of the firm/agency, telephone number, fax, mobile number, email address
2. Type of organization (Whether proprietorship, partnership, private limited, limited company)
3. Name and Address of the directors proprietor /partners
4. Year of formation of the company/ experience
5. Nature of business carried by the company
6. Total number of employees of the firm
- 7. Contact number in case of emergency**
8. Whether authorized service provider of any OEM/Manufacturer ?
9. If yes, Name & Address of OEM (please furnish documentary proof)
10. Any other information

NON-BLACK LISTING DECLARATION

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

**To, Registrar
IITD Campus
Okhla Phase-III,
New Delhi-110020**

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

Signature of Contractor
With stamp

**Format of Financial Bid for Non Comprehensive Annual Maintenance contract (AMC)
For Window/split/tower/packaged unit air conditioners and Storage type drinking water coolers installed
at IITD Campus, New Delhi**

Sl. No.	Description	Maintenance Cost Without GST	GST	Amount (All inclusive) In Rupees
A	Non Comprehensive Annual Maintenance contract (AMC) Non Comprehensive Annual Maintenance contract (AMC) For Window/split/tower/packaged unit air conditioners and Storage type drinking water coolers installed as per the details provided in the tender document under “Scope of Work”			
S. No.	Description	Unit Rate Without GST	GST	Amount based on unit quantity (All inclusive) In Rupees
Rates for repairing or replacement of Window/ Split A.C's and Water Coolers				
1	Gas Charging - Refrigerant leakage with warranty of 90 days	4TR		
		2 TR		
		1.5 TR		
		1 TR		
		Water Cooler		
2	Compressor replacement charges- Compressors shall be replaced by OEM Compressors with warranty coverage .	4TR		
		2TR		
		1.5 TR		
		1 TR		
		Water Cooler		
3	Outdoor fan motor Split AC	4TR		
		2TR		
		1.5 TR		
4	Dismantling of Window A.C	1 TR / 1.5 TR		
5	Installation of Window A.C	1 TR / 1.5 TR		
6	Dismantling of split A.C - Indoor	1.5 TR/ 2.0 TR		
7	Dismantling of split A.C - Outdoor	1.5 TR / 2.0 TR		
8	Installation of split A.C - Indoor	1.5 TR / 2.0 TR		
9	Installation of split A.C - Outdoor	1.5 TR / 2.0 TR		
10	Split A.C Outdoor wall hanging stand	1.5 TR / 2.0 TR /4TR		
11	Copper Pipe set with insulation for Split and tower A.C's	1.5 TR / 2.0 TR /4 TR per Meter		
12	PVC Drain Pipe	Meter		
13	Outdoor body split and tower AC	Split – 1.5/2TR		

		Tower- 4TR				
14	Condenser coil	4TR				
		2 TR				
		1.5 TR				
		1 TR				
		Water Cooler				
15	Capillary	1.5 TR / 2.0 TR				
16	Tow way valve	1.5 TR/ 2.0 TR /4 TR				
17	Three way valve	1.5 TR/ 2.0 TR /4 TR				
18	Reverse valve	1.5 TR/ 2.0 TR /4 TR				
19	In Door Cooling Coil for Split AC	1.5 TR				
		2 TR				
20	Water tap	Water Cooler				
21	Compressor relay	Water Cooler				
22	Thermostat	1.5 Tr. / 2.0 Tr/4TR				
B	Total Amount (1 to 22)					
		Total All inclusive (A+B) (Rs. in figures).				
		Non-Comprehensive Total (Rs. in words)				

We agree to carry out the Work at the rate quoted above for the duration of **one full year**. We understand that IIT, Delhi is not bound to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part without assigning any reason.

(Name and Signature of Authorized Signatory with seal)

(Signature of the bidder)

Date: