

No.NIC/JK/Tender/2017-18/01
Government of India
Ministry of Electronics and Information Technology
National Informatics Centre
J&K State Centre,
NB-12, Civil Secretariat, Jammu-180001

Dated: 09/02/2017

Limited Tender Notice No. NIC/JK/Tender/2017-18/01

Bids (Technical & Financial – separate envelopes) from eligible bidders, which are valid for a minimum period of 180 days from the date of opening, are invited by the State Informatics Officer, National Informatics Centre (NIC) J&K for and on behalf of the President of India for "Maintenance of Air conditioner Units at the NIC State Centre Civil Secretariat, Jammu and the NIC Network Operational Centre (NOC) in the Divisional Commissioner's Office, Jammu

Scope of Work	Maintenance of Air conditioner Units at the NIC State Centre Civil Secretariat, Jammu and the NIC Network Operational Centre (NOC) in the Divisional Commissioner's Office, Jammu
Earnest Money Deposit to be submitted	₹15,000/- (Rupees Fifteen Thousand Only) Of any Nationalized Bank



(K.M. Gajbhiye)

Section Officer & DDO

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J&K State Centre, Civil Secretariat, Jammu, J&K

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**Tender Document for Maintenance of
Air conditioner Units at the NIC State Centre
Civil Secretariat, Jammu and the NIC Network
Operational Centre (NOC) in the Divisional
Commissioner's Office, Jammu**

Document Control Sheet

Tender No.	No.NIC/JK/Tender/2017-18/01
Name of Organization	NATIONAL INFORMATICS CENTRE
Date of Publishing Tender Document	09.02.2017
Last Date and Time for submission of Bids	23.02.2017 up to 4.00 pm
Date and Time of Opening of Bids	27.02.2017 at 3.00 p.m. (Technical Bid) 27.02.2017 at 4.00 p.m. (Commercial Bid)
Address for Communication	K.M. Gajbhiye Section Officer & DDO NIC J&K State Unit, NB-12, Mini Block, Civil Secretariat, Jammu - 180001 Ph:- 0191-2547720, 2546672 E-mail: so-jk@nic.in , ddo-jk@nic.in

**TENDER FOR ANNUAL MAINTENANCE CONTRACT OF
AIR CONDITIONERS INSTALLED AT NIC STATE CENTRE & NOC_DATA
CENTRE IN JAMMU AND KASHMIR**

A. SPECIFICATIONS

1. 1.5/2/2.5/3/4.5/11 ton Air Conditioners of **Blue Star/Hitachi** make. The Temperature inside should be $23^{\circ} \pm 1$ C (when external temperature is 50° C).
2. The humidity inside the Cabinet should be $55 \pm 5\%$ (non condensing) when external humidity is 100%.

**B. TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT OF AIR
CONDITIONERS**

1. Complete Tender Document

The detailed tender documents can be obtained from the office of State Informatics Officer, National Informatics Centre (NIC), J&K State Unit, NB-12, Mini Block, Civil Secretariat, Jammu – 180001, within office hours (9.30 a.m. to 5.00 p.m.) up to three days before the date of submission.

It can also be downloaded from the website <http://jksu.nic.in> any time.

2. Submission of Bids

- Tender should be enclosed in a double sealed cover.
- The outer cover should be addressed to the State Informatics Officer, National Informatics Centre (NIC), J&K State Unit, NB-12, Mini Block, Civil Secretariat, Jammu – 180001 without mentioning anything regarding what it contains.
- The inner cover should be addressed to the President Of India and the envelope superscribed with the words "***Tender for AMC of Air Conditioners of Blue Star/Hitachi make due on or before 27/02/2017***".
- The bids are to be submitted in three separate envelopes in the inner cover. These three envelopes should be duly sealed and superscribed as:

- Envelope 'A' : Containing earnest money deposit (EMD) vide Demand Draft along_with the forwarding/covering letter of the agency.
 - Envelope 'B' : Containing TECHNICAL BIDS required as per Annexure_II.
 - Envelope 'C' : Containing FINANCIAL/COMMERCIAL BIDS as per Annexure_III.
- Complete Bids should be submitted BY HAND at the office of State Informatics Officer, National Informatics Centre (NIC), J&K State Unit, NB-12, Mini Block, Civil Secretariat, Jammu – 180001 up to 4.00 p.m. by or before 09/02/2017.
 - Bids received after the stipulated date and time would be summarily rejected.
 - In Part 'A' of Annexure_III, rate should be quoted for Annual Maintenance Contract of Comprehensive type i. e, free replacement/repair of compressor, fan motor, spare parts/ consumable items/ refrigerant/ electrical wiring/ filters etc. including preventive maintenance services (one overhauling and three dry services on quarterly basis).
 - No extra payment other than AMC charges will be made to the agency.
 - The rates of spare parts including replacement charges should be given in the part 'B' of Annexure_III.
 - If any other charges / taxes are leviable, it should be clearly indicated.

3. Opening of Bids

- Tenders (Technical Bids) would be opened at the office of State Informatics Officer, National Informatics Centre (NIC), J&K State Unit, NB-12, Mini Block, Civil Secretariat, Jammu at 3.00 p.m. on 27/02/2017.
 - Tenders received would be opened in the presence of the representatives of the Bidders, who may choose to be present on the occasion.
 - Only one representative on behalf of each Bidder would be allowed to attend at the time of opening the tender.
 - Commercial Bids of the Technically Qualified Bidders only would be opened at the office of State Informatics Officer, National Informatics Centre (NIC), J&K State Unit, NB-12, Mini Block, Civil Secretariat, Jammu at 4.00 p.m. on 27/02/2017.
4. In case it falls on a holiday, then the tenders would be opened at 3.00 p.m. on the next working day.
 5. Tenderers should also indicate whether they are in approved list of Central Government organizations as approved contractor/ supplier.

6. NIC will not be responsible for any delay in obtaining terms and conditions of the tender or submission of the tender document.

7. Financial Bid

- 7.1 In Part 'A' of Annexure_III, rate should be quoted for Annual Maintenance Contract of Comprehensive type i. e, free replacement/repair of compressor, fan motor, spare parts/ consumable items/ refrigerant/ electrical wiring/ filters etc. including preventive maintenance services (one overhauling and three dry services on quarterly basis). No extra payment other than AMC charges will be made to the agency.
- 7.2 The rates of spare parts including replacement charges should be given in the part 'B' of Annexure_III.
- 7.3 The rates should be indicated in both words as well as figures. In case there is discrepancy between the two, the figures provided in Words would be taken as final.

Other Terms and Conditions

8. If any other charges / taxes are leviable, it should be clearly indicated.
9. National Informatics Centre reserves the right to accept or reject any tender without assigning any reason whatsoever.
10. Incomplete tender is liable to be rejected.
11. The tenderer should include Registration No. of the firm along with CST No. allotted by the Sales Tax Authorities in the technical details.
12. The Air Conditioners are to be maintained as and where it is basis. However if Air Conditioners and or some items of the machine are to be taken to firm/workshop for repair, no transportation charges (both ways) or any other charges will be payable. The details of the Air Conditioners are given in Annexure_I. All the Air Conditioners are at present in good working condition.
13. Alterations, if any should be attested properly by tenderer, failing which the tender is liable to be rejected.

14. Before the expiry of the AMC, the agency has to hand over the Air Conditioners in perfect working condition. Last Quarter payment will be made only after getting the machines in good working order.
15. The Agency has to depute skilled service engineers/technicians along with skilled helpers. The Agency has to ensure availability of the spare parts. All the parts to be replaced should be of standard ISI quality and sub_standard parts will not be accepted during the AMC. The cost of all the spares/consumables that are replaced in the Air Conditioners will be covered under AMC.
16. Maintenance services will be rendered by the agency during NIC's working hours on working days as applicable to the respective sites. No work will be undertaken on NIC's holidays and beyond office hours of NIC on any day except by prior arrangement.

17. Duration

The technical bids will be opened on 27/02/2017 at 3.00 pm and should be valid for a minimum period of ninety days after the due date for placing the initial order. However, AMC is to be effective for one year from the date of signing of the contract.

18. Evaluation of Tender

- 18.1 A duly constituted Technical Evaluation Committee (TEC) will shortlist the technical bids on the basis of technical parameters including possible visit to inspect the maintenance facilities (if considered necessary).
- 18.2 The Commercial/Financial bids of the bidders shortlisted during the technical acceptance will be opened in the presence of the representatives of the tenderers who may be present on 27/02/2017 at 4.00 p.m. The change in this schedule, if any, will be separately informed to the shortlisted vendors. The Commercial/Financial bids will be evaluated by another duly constituted Financial/Commercial Committee.

19. EMD Clause

Each Quotation must be accompanied by Earnest Money Deposit of Rs.15, 000/_ (Rupees Fifteen Thousand only). This shall be in the form of Demand Draft only from Nationalized Bank taken in the Name of "DDO National Informatics Center, J&K, Jammu".

Bids not accompanied by the EMD will be summarily rejected.

20. Security Clause

In the case of bidders whose quotations are not considered for placing order, the Earnest Money Deposit receipt/ Draft will be returned within one month of the decision along with Endorsement for payment to the bidders.

In case of bidder whose quotation is accepted for placing the order, the Earnest Money Deposit will be converted into security deposit and retained for a period of one year or until satisfactory completion of the services whichever is later and thereafter payment will be made to the party.

In case a successful bidder is not giving satisfactory service, the EMD/Security Deposit will be forfeited in full. No interest will be payable for such Deposits.

21. Risk Clause

NIC reserves the right for discontinuation of the services at any time, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the risk and cost of current agency and excess expenditure incurred on account of this can be recovered from Security Deposit or pending bills or by raising a separate claim.

22. Penalty Clause

22.1 Timely schedule for maintenance of Air Conditioners is of essence, which should be scrupulously observed. All minor faults like replacement/ repair of parts shall be rectified within 24 hours at the location where the agency is located and within 48 hours at other locations and major defects like compressor repair in a week, failing which penalty @ Rs. 200/- per day per machine will be imposed subject to maximum of four weeks. Thereafter, NIC holds the options for Cancellation of the Agreement after forfeiture of the Security Deposit and Risk clause would be invoked. In addition the Vendor shall also be liable to pay to NIC a cancellation charge of 8.5% of total value of the Contract.

22.2 The service personnel will visit the installation sites for preventive maintenance, checking of the air conditioners, at least once every quarter. If vendor fails to provide satisfactory dry service, a penalty of Rs. 100/ per service/per machine will be invoked and if the vendor fails to do overhauling, a penalty of Rs.300/- per machine will be invoked. Apart from the preventive maintenance visits, any breakdown calls emanating from the user in between, will also be attended too. Preventive maintenance can also be clubbed with corrective maintenance.

Note: The details of overhauling and dry services are given below:

(a) Overhauling covers the following works.

- Acid cleaning of condensers and cooling coil fins/ repair of fins
- Water cleaning of entire body
- Tightening of all screws and fasteners
- Checking all the electrical parts and wiring and repair of such parts
- Oiling all the moving parts
- Checking the play (gap) of condenser motor and, if required, rebushing
- Replacing defective and worn out parts
- Checking cooling effect and if it is found that gas is less, the same has to be topped up
- Cleaning/replacement of filters

(b) Dry services cover the following works.

- Cleaning of filters.
- Dust cleaning of entire unit
- Checking/testing of all the screws/fasteners.
- Checking and tightening of electrical wiring, contact points and parts and if required, replacement of the defective parts.
- Oiling of all the moving parts
- Repairing of condenser and cooling coil fins.

Comprehensive AMC Rates per AC per annum

23. Selection Criteria

- The tenders found technically acceptable would be compared on the basis of Grand Total of Comprehensive AMC Amounts mentioned by the Bidder in Row 7, Column (vi) on Page 10 – Part A of Annexure III.
- Each entry in column (vi) should contain the Comprehensive AMC Amount for a particular type of AC which would be a multiplication/ product of column (iv) and column (v) of the same row, i.e. Rate of AMC for a type of AC x No. of ACs of that type.
- The vendor who has quoted the lowest rates for Comprehensive AMC Rates as per Annexure_III in Row 7 column (vi) will be selected as LQ_1.
- The vendor so selected has to match the lowest rates of Spare parts quoted by other responsive vendors. There will be no negotiations regarding the financial bids.
- If the LQ_1 vendor does not accept the lowest rates for spare parts quoted by other responsive vendors (in case those are lower), the EMD of the vendor will be forfeited.

- NIC, however holds the option to have a panel of more than one vendor. For this purpose, opportunity would be given to the next higher vendor (LQ_2) to match the prices with that of LQ_1 vendor. If this vendor does not agree, the opportunity would be passed to the next higher vendor.
- The decision of NIC arrived at as above will be final and no representation of any kind will be entertained on the above.
- The selected vendor has to agree to L_1 price of each item (including AMC charges and repair charges too) offered by other responsive vendors.

24. Payment Terms

Payment against the bills raised by AMC vendor will be made on quarterly basis only after getting the certificate from the NIC official responsible for such works, to the effect that the services rendered by the agency for that quarter period were satisfactory and as per the requirements stipulated in the Agreement/terms and conditions of the contract. Fourth quarter payment will be made only after getting back all the machines in good working order from the AMC vendor.

Annexure - I

S.No	Location	AC Make	Type	Capacity (In tonnes)	Quantity (Nos.)
1	NIC Data Centre, Divisional Commissioner Building, Panama Chowk, Jammu	Bluestar	Split	1.5	4
2		Bluestar	Split	2	3
3		Bluestar	Floor Mounted	2.5	2
4	NIC J&K State Unit, Civil Secretariat, Jammu	Bluestar	Floor Mounted	4.5	3
5		Hitachi	Split	2	2
6		Bluestar	Split	3	2
7		Bluestar	Floor mounted (package type)	11	2
8		Bluestar	Split	2	2
Total Number of AC				20 (Twenty)	

ANNEXURE - II
TECHNICAL DETAILS
(Details of Air Conditioner's Maintenance Agency)

1. Name of the Agency:

2. Particulars

(a) Registration No. : _____

(b) Sales Tax No. : _____

3. Month and year from which the agency is in regular operation:

4. Annual turnover of the agency from the maintenance: (a) 2013_2014 _____

Services of ACs [during the year] (b) 2014_2015 _____

(c) 2015_2016 _____

5. Complete Postal Address of the agency with PIN Code:

6. (a) Telephone No. : _____

(b) Mobile No. : _____

7. Fax No. : _____

8. e_mail Address, if any : _____

9. Number of skilled service engineers/technicians: Regular: _____

On demand: _____

10. Number of skilled helpers: Regular: _____

On demand: _____

11. Have you submitted the required EMD : YES/NO

13. Are all the terms and conditions of the tender acceptable : YES/NO

14. Are you an approved contractor/supplier for central Government organisations : YES/NO

13. Names of the organisations served ** :

** Names of the organisations served may be given on a separate sheet giving the address, telephone number and name(s) of contact persons.

NOTE : The agency having minimum three years experience in ACs maintenance and annual turnover of not less than one lakh from these services will only be considered as technically viable agency for short listing. Relevant documents to support the above must be submitted.

Date : _____

Place :

Authorized Signatory

Name : _____

Office Seal :

ANNEXURE -III
PROFORMA FOR FINANCIAL/COMMERCIAL OFFER

Name of the agency: _____

PART "A"

Comprehensive AMC Rates per AC per annum

S.No	Type	Capacity (In tonnes)	No. of Units (N)	Comprehensive AMC Rate per AC (R)	AMC Amount per AC (N x R)
(i)	(ii)	(iii)	(iv)	(v)	(vi)
1	Split	1.5	04		
2	Split	2	07		
3	Floor Mounted	2.5	02		
4	Split	3	02		
5	Floor Mounted	4.5	03		
6	Floor mounted (package type)	11	02		
7	GRAND TOTAL		20	In Figures → (Total of N x R) In Words → (Total of N x R)	

PART "B"

RATES FOR SPARE PARTS INCLUDING REPLACEMENT CHARGES

Sl. No.	Name of the Items	Rate (In Rs.) per Item	Rate (in words)
1	Main Housing		
2	Compressor		
3	Condenser		
4	Evaporator		
5	Fan Motor		
6	Front Grill		
7	Base Tray		
8	Thermostat		
9	Running Capacitor		
10	Starting Capacitor		

11	Selector Switch		
12	Overload Protector		
13	Starting Relay		
14	Blower Replacement		
15	Condenser Fan blades Replacement		
16	Knob Replacement		
17	Gas Charging		
18	Fan Motor Capacitor		
19	Filter Replacement		
20	Any item left in above list will be charged on actual basis.		

Date : _____

Place : _____

Authorised Signatory

Name :

Official Seal :