

JAMIA HAMDARD UNIVERSITY

HAMDARD NAGAR, NEW DELHI - 110062

Telephone: 011-26059688-5374

TENDER DOCUMENT

FOR

**Comprehensive Annual Maintenance Contract (CAMC) of Air
Conditioners installed**

At

JAMIA HAMDARD

Submitted by:

Name:

Address:

Contact No:

Email ID:

**JAMIA HAMDARD
(DEEMED TO BE UNIVERSITY)
HAMDARD NAGAR, NEW DELHI-110062**

TENDER NOTICE

26.09.2023

Jamia Hamdard, New Delhi invites sealed items rates Tenders in **Two bids system** from reputed contractors registered with Govt. Semi Govt. or State Govt. organization or worked/working in Jamia Hamdard for the below mentioned work. Tender Documents are attached herewith. Last date for the submission of the Tender is 12.10.2023 up to 3.00 PM. **The bidders are also advised to visit the site to satisfy themselves before submitting the Bids.** Bidders not fulfilling the Eligibility Criteria will be rejected. Eligibility Criteria is mentioned at Tender clause 2.

NAME OF WORK	Comprehensive Annual Maintenance Contract of Air Conditioners (Window and split type ACs: 0.75Tr./1Tr/1.5 Tr./ 2 Tr. Capacity).
ESTIMATED COST	Rs. 15.00 Lakh
EARNEST MONEY	Rs.30,000.00 Demand Draft in favour of “Jamia Hamdard” New Delhi
TENDER COST	Rs.1000/- (Non refundable) Demand Draft in favour of “Jamia Hamdard” New Delhi
TIME PERIOD	Initially for one year. Further extendable based on performance of successful bidder with mutual consent.
Pre-Bid meeting	On 05.10.2023 at 3.30PM in the Office of the Executive Engineer

The Tender duly filled should be dropped in the Tender Box kept in Purchase Section, Admin Block on or before 12.10.2023 up to 3.00 PM along with demand draft of earnest money & Tender fee in sealed envelope clearly specifying the name of work. The DDs shall be in favor of “Jamia Hamdard” payable at New Delhi. The bids shall be opened on 12.10.2023 at 3.30 PM by the tender committee in presence of available interested parties. Jamia Hamdard reserves the right to reject any or all tenders without assigning any reason. Decision of Jamia Hamdard in this regard will be the final and binding on all applicants.

Registrar

1. Scope of work

The successful tenderer shall be in a position to provide Comprehensive Annual Maintenance Contracts for Air conditioners, consisting replacement of all spares (except plastic part) including compressors of the defective Air conditioners with new original make (Rotary compressors) and new/replacement (for reciprocating compressors), replacement of defective PFC coil with new original make of copper coils, all electrical/electronic parts including PCB, Fan blades (plastic also), gas charging, periodical servicing, break down repairs, replacement of defective copper pipes of split units and servicing etc.

2. ELIGIBILITY CRITERIA

- 2.1 The tenderer should be Competent/Authorized Service Provider dealing in repair/servicing / Comprehensive Annual Maintenance Contract of portable Air Conditioners of various make (0.75 Tr. to 2 Tr. Capacity window/split).
- 2.2 The tenderer must have its office /branch located either in Delhi/ New Delhi/NCR. The bidder must have his own T & P and qualified and experienced manpower.
- 2.3 The tenderer shall have a valid Permanent Account Number & GST, ESI, EPF registration as applicable and electrical License. Updated documents in favour of PAN and GST, ESI, EPF should be enclosed along with the TENDER.
- 2.4 The bidder must have at least five years' experience and have completed the similar works of Air Conditioning of at least one project of 12.00 Lakhs, two different works of about Rs.9.0 Lakhs and three different works of about Rs.6.0 Lakhs during last five years.
- 2.5 Certified documents of having successfully completed similar works during the last 5 years as on 31.08.2023 should also be attached.
- 2.6 The bidder must have provision of sufficient stock of all spares at Jamia Hamdard for replacement / installation at vital places in case of non-functioning of ACs during CAMC period.
- 2.7 The bidder should not have been black listed at any time in the past by any of the Departments/Autonomous Institutions/Universities/PSUs of Govt. of India. An undertaking in this regard may be submitted alongwith the technical bid.
- 2.8 The bidder must attach the completion certificates of works executed alongwith the bid.

3. SUBMISSION OF BIDS

Tenders should be submitted in **two sealed envelope**, super-scribing NIT & Name of work, due date for opening, bidder's name & address. The sealed tender duly filled should be dropped in the tender box kept in the Central Purchase Section (situated at basement of Admin Block). It should not be handed over to any employee of the Jamia Hamdard. No tender shall be accepted later than the time schedule specified above. Any clarifications/amendments/corrigendum etc., to NIT before last date of submission of bid will only be available on our website: www.jamiahamdard.edu. Therefore, bidders are advised to keep visiting our website.

A: The bidder shall submit the following in the **Technical Envelope:**

- a. Covering letter on Company's Letter head.
- b. Tender Fee.
- c. Earnest Money Deposit.
- d. Copies of GST, PAN & other related documents.
- e. Copies of work orders for similar nature of works as per criteria for eligibility mentioned above.
- f. Entire NIT and document (without price bid) duly signed & stamped by the bidder.
- g. Completion certificate submitted should be issued / signed by an officer not below the rank of Executive Engineer/Assistant Engineer.

B : The bidder should submit the following in the **Financial Envelope.**

- h. BOQ of CAMC of Window/split ACs is cited on **Annexure "A"**
- i. Bidders are required to quote his item rates in the above said attached BOQ in accordance with the scope of works, terms & conditions & technical specifications enclosed. **The rates/price quoted by contractor should be all inclusive i.e. should include all material cost, labour, drawing, design, services, plant/machinery/tools & tackles, ladders & scaffolding required for work, freight, Insurance, Octroi, Govt. duties & levies, Service Tax, Sales Tax etc.), transport/cartage of materials/labour and all other expenses not specifically mentioned but reasonably implied. The item basic rate and GST should be written separately in typed format. It is mandatory for bidder to quote all items rate as asked for in the BOQ/ PRICE schedule.** Failure in not filling some item rates will lead to rejection of tender. The bidders should quote unconditional rates, neatly written/typed without any overwriting and all pages should be duly signed & stamped.
- j. **Bidder not complying the bid & eligibility criteria is liable to be rejected.**
- k. Numeric figures should also be written in words.

4. GENERAL TERMS & CONDITIONS

1. Jamia Hamdard is at liberty to make additions/deletions/modifications/amendments in the tender document and the bidders are bound by the same.
2. The tender proposal, completed in all respects, should be signed by the authorized signatory of the tenderer on all the pages of the tender documents at bottom right side corner in token of acceptance of the terms and conditions of the tender and for the purpose of identification. This is to ascertain that the bidder has quoted against all relevant items.
3. The DD of Rs. 30,000/- against EMD and DD of Rs.1000/- (Non refundable) against the tender fee should be in favour of '**Jamia Hamdard**'.
4. Tender fee & EMD mentioned in the tender document has to be submitted without fail. Tenders without EMD and Tender fee will be rejected without assigning any reason. The EMD of unsuccessful tenderer will be returned after issue of work order to the successful tenderer.
5. The EMD of successful tenderer will be returned against the submission of performance Bank Guarantee @5% of CMC award cost for the whole period of CAMC. In case of extension of CAMC the validity of Bank Guarantee must also be extended accordingly. The Bank guarantee of @5% must be submitted within 14 days from the award of CAMC.
6. *Tenderer are advised to visit and examine to be fully satisfy themselves before submitting their bids as to the nature of work/project to be executed and the other aspects pertaining to and/or impacting the work/project and shall themselves obtain all necessary information/clarification as to the risks, contingencies and other circumstances which may influence or affect the work/project.*
7. The tenderer will not be entitled to any claim of compensation, financial or otherwise, for difficulties, if any, faced or losses incurred by them on account of submission of the tender.
8. *Tenderer may quote their rate keeping in view the existing condition of the ACs as the CAMC will be with the existing condition. No extra payment will be made if any breakdown maintenance is required at the time of starting of CAMC.*
9. The contract of Comprehensive Annual Maintenance Contract (CAMC) may also be awarded/split between two different vendors based on their rates.
10. The price quoted in price bid should be inclusive of all types of taxes (GST, CST, OCTROI, ENTRY TAX, Income Tax, Works Contract Tax, All type of Insurance Charges etc). No extra charges will be paid over and above the contract amount on account of any taxes (existing or future addition) or on any other account.
11. At present there are about **1005 Nos. (Window type -675 Nos. & Split type 330 Nos. which includes 04 nos. of 2TR capacity Precision ACs of Emerson make, installed at main Data Centre at Gr. Floor, Admin. Block, Jamia Hamdard)**, quantity which may vary as per actual, of Air Conditioners covered under this contract located in various offices, academic, administrative, hostel buildings etc, of Jamia Hamdard. The details of Air Conditioner Brands, Type, Capacity and numbers covered under the CAMC are provided in BOQ of price bid. The details of locations of air conditioners will be provided along with award of Work Order.
12. *Minimum four services (wet and dry as per the requirement) are to be done during the CAMC period. However, if required more services may be done by the vendor(s) at no extra cost.*

13. The Annual Maintenance Contract will be of comprehensive in nature and for a period of one year. Jamia Hamdard at its discretion may extend the terms for further period/year(s) based on performance of the agency with mutual consent.
14. *This Comprehensive Maintenance Contract includes replacement of any/all faulty spares like Compressors with new original make (Rotary compressors) and new/replacement (for reciprocating compressors), Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, Power Contactors, Control Contactors, External Time Switch Units provided for specific time running of A.C's, Stabilizers, Rewinding/Replacement of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry including PCB, Remote Control units and as mentioned in the scope of work will be at Contractor's cost including Gas charging and complete repair and maintenance of their related voltage stabilizers attending all complaints and breakdowns of all types of air-conditioners which will be under CAMC.*
15. Only original spare parts/quality approved by the Jamia Hamdard will be permitted to be used for the maintenance during the CAMC Period.
16. Periodical preventive servicing should be carried out for all the Air conditioners covered under CAMC.
17. Whenever new compressors / condensers are used, the Contractor has to produce, Warranty Card of the new Compressor/ condenser at the discretion of Jamia Hamdard. The compressor/ condenser being replaced should match with the original star rating of the air conditioner. Other spares are also to be replaced with new.
18. All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair /service/ maintain the air conditioners under the CAMC in "as is where is condition" when handed over to them under CAMC.
19. It is the primary duty of the successful contractor to ensure that all air-conditioners under the contract are in working condition including those in unmanned area such as Server Rooms, UPS Rooms etc. Hence the contractor should monitor and daily inspect all air-conditioners in unmanned areas.
20. Two full time skilled technicians from **9.00 AM to 9.00 PM** on all days have to be deployed at Complaint Cell of Electrical Engineering & Maintenance Department / Hostel, provided with intercom telephone. Necessary space will be provided to them to maintain the spares, tackles and tools and registers required for carrying out the CAMC works by Jamia Hamdard.
21. Skilled technician deputed should submit their certificate related to qualifications, copy of I-cards etc.
22. Contractor must deploy more required technicians in addition to the two technicians in case of heavy workload or in case of urgency to complete the work promptly in time including in the time of servicing in peak season. For attending emergency break downs one technician must be easily available. Calls must be attended within two hours from time of reporting.
23. The technicians deployed under CAMC are to be covered by insurance under Workman Compensation Policy through reputed Insurance Companies during the CAMC Period. Responsibility will be of the agency.
24. At least one set of tools and tackles necessary for carrying out repair and maintenance works of Air Conditioners under CAMC are to be maintained at the Complaint Cell / Electrical

Maintenance Room. The tools and tackles must be in good working condition and maintained properly.

25. Following registers are to be maintained by technicians:
- I. **Service /Breakdown Register:** The air conditioners serviced/ maintained / repaired has to be recorded in the Register and endorsement from End User of the concerned Department has also to be obtained in the Register. Also Further service reports are to be made after carrying out periodical servicing and endorsement (Sign) to be obtained from End User of the Department.
 - II. **Complaint Register:** All complaints received with respect to air conditioners under CAMC are to be recorded with time and date of receipt, as and when complaints are received from end user departments.
 - III. **Spare Tool and Tackle Register:** All the spares, tools and tackles are to be recorded in the Register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time.
26. **Payment Terms:** CAMC Charges will be paid on six-month basis (i.e. end of every six months) of the CAMC period as per the actual. The actual number of air conditioners for which service has been rendered will be considered for making payment. The payment will generally be made within 30 days from the submission of bills. The bill must be enclosed with service reports endorsed by End User/ Department for all air conditioners which have been covered under CAMC during the said period. Bills without service reports will be deemed incomplete and payments will be made only on submission of all service reports. However, no interest is liable to be paid by Jamia Hamdard in case of delays, if any, in payment. Final payment will be made after successful completion of the CAMC period.
27. Statutory deduction towards income tax and other taxes will be made at the time of making payments and @0.25% will be deducted from each bill towards JHERF.
28. Rate Revision in the contract amount is not be permitted during the validity period of the contract for any reason.
29. Losses incurred due to mishandling / misplacement / theft or any malpractice by technicians during the period of CAMC, the Contractor has to reimburse / make good of the losses suffered by university due to fault of his technicians. In case of non – reimbursement / making good by the contractor, the same will be recovered from their bills by the University.
30. The Courts in Delhi alone shall have exclusive jurisdiction in respect of matters arising out of this Agreement & any such litigation.
31. If any dispute or difference of any kind what-so-ever shall arise between Jamia Hamdard and the contractor in connection with or arising out of this contract or the execution of work, these shall be referred to an arbitrator to be appointed by mutual consent of the parties hearing. If the party cannot agree on the appointment of the Arbitrator within a period of One month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the Vice Chancellor, Jamia Hamdard. The provisions of the Arbitration and Conciliation Act'1996 will be applicable and the award made their under shall be final and binding upon the parties hereto, subject to legal remedies available under the Law. This agreement shall be governed by the Law of India for the time being in force. The Jurisdiction shall be Delhi / New Delhi.
32. All security and safety regulations and guidelines as per the applicable law are to be followed. All guidelines/directions of the university Security Division must be followed.
33. The contractor will be liable for any loss, damage or casualty happened to the equipment or person during work. All Labour laws as amended time to time by Govt. of India will be strictly followed.
34. **Jamia Hamdard has the right to split the tendered work in two parts at the lowest rate to two different agencies for the easy and smooth maintenance, if required.**

Registrar

Signature and seal of the Tenderer

5. Cancellation of Contract in Full or in Part:

1. 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 university 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.
2. The Competent Authority may, without prejudice to any other right or remedy which shall have accrued or shall accrue thereafter to Jamia Hamdard by written notice cancel the contract as a whole or in part as it may deemed appropriate.

3. The penalty for delay in attending to complaints will be as under:

- 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 refilling etc. not rectified within 48 hours @ Rs 500/- per day.
- III) The replacement of compressor, if not done within 72 Hrs. @ Rs. 2000/-per day.
- IV) Any delay beyond 03 days in rectifying all minor/major faults at S. No. I, II except replacement of new 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 CAMC in addition to the penalties as mentioned at 3. I&II.
- V) Any delay beyond 05 days in rectifying the faults at S. No. III (replacement of new 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 CAMC in addition to the penalties as mentioned at 3. III.
- VI) 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.
- VII) Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
- IX) 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.
- X) The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the services to the satisfaction of the Engineer- in – charge of the department and any expenditure incurred therein for alternative arrangements by the Engineer-in-charge shall be recovered from the contractor.

6. SPECIAL CONDITIONS

1. During working at site, some restrictions may be imposed by Engineer-in-Charge/Security staff of Jamia Hamdard or Local Authorities regarding safety and security etc., the contractor shall be bound to follow all such restrictions/instruction & nothing extra shall be payable on this account.
2. No compensation shall be payable to the contractor for any damage caused by rains lightening, wind, storm, floods Tornado, earth quakes or other natural calamities during the execution of work. He shall make good all such damages at his own cost; and no claim on this account will be entertained.
3. No Labour hutment shall be allowed in the premises. All laborers should leave the site after day's work. The security & Watch ward of site contractor materials/work etc. shall be at his cost only.
4. All rates quoted by the tenderer shall be complete inclusive of all taxes, duties, Labour, Tool & Plant, Transportation etc., and the same shall remain firm for the entire contract period and extended contract period, if any.
5. If the contractor fails to proceed with the work within the stipulated time as specified from the date of issue of letter of intent/letter to proceed with the work, the University shall forfeit the earnest money deposited by him along with the tender.
6. The materials used for carrying out the work shall be of best locally available quality and the contractor has to carry out the necessary testing of the material as asked by the Engineer-In-Charge for its conformity and all testing charges shall be borne by the contractor. The material specification will be strictly followed.
7. The contractor shall be fully responsible for the any injury or damage caused to the workmen deployed by him at site for carrying out the work and Jamia Hamdard has nothing to do with such happenings and in no way shall be held responsible for the same.
8. All communication should be addressed to the **Executive Engineer (E & M), Jamia Hamdard, Hamdard Nagar, New Delhi – 110062.**

Signature of Contractor

DECLARATION BY THE BIDDER

I confirm that

- 1) No employee or direct relation of any employee of Jamia Hamdard is any way related as Partner /Shareholder/Director/Advisor/Consultant/Employee etc. of the Company/Organization.

- 2) The information furnished is correct to the best of my knowledge and belief.

.....
(Signature of Proprietor/Partner/Chief Executive)

Name
(In Capital Letter)

Place:

(Seal of the signatory)

Date:

Price Bid for the CAMC of Window/ Split Air Conditioners

S.N o.	Details of AC Units	Unit	Qty	Rate without GST	Amount
1.	0.75/1TR Window AC of all make	Nos.	79		
2.	1.5/2 TR Window AC of all make	Nos.	596		
3.	1Tr/1.5/2 TR Split AC of all make	Nos.	330		
	Total without GST				
	Total GST amount				
	Total amount including GST				

.....
(Signature of Proprietor/Partner/Chief Executive)

(With Seal)