

By registered post

No. H-13012/1/2004-09-SEO
Government of India
Ministry of Commerce and Industry
Deptt. of Industrial Policy and Promotion

Udyog Bhavan,
Dated 9th Feb., 2010.

To
M/s.

Subject: Annual Maintenance contract for different make/
model of 100 nos. of Window type ACs. 11 Split AC(Daikin)
and 60 Split AC 1.5 tons installed in Deptt.
of Industrial Policy and Promotion.

Dear Sir,

Sealed quotations are invited from the reputed firms who are having at least three years experience of maintenance and repairs of Window/Split ACs including roof mounted cassettes type ACs of Daiken brand. The tender forms with terms and conditions is enclosed herewith. The tender form complete in all respects should be submitted to the undersigned in Room No. 271-A Udyog Bhavan on or before 26.02.2010 at 3.00 PM. Separate sealed covers duly inscribed as technical bid and financial bid needs to be submitted. Technical bid should consists of (i) proof of experience along with attested photocopies of AMC letters of Govt./Public Sector Units as well as satisfactory service reports of concerned organization.(ii) Certificate of acceptance of all terms and conditions. (iii) Sales Tax/service tax registration certificate .The quotations will be opened on the same day at 4.00 PM in the presence of authorized representatives of the firms who wish to be present at that time. The tenders of the firms which do not have requisite experience for the above mentioned work or whose rates does not appears to be feasible will be rejected. Firms can seek any clarification in this regard from the undersigned or from Section Officer, SEO Cell, DIPP at phone No. 23063448.

(Satish Kalothra)

Under Secretary to the Govt. Of India
Telephone No. 23063211

✓ Copy to NIC with a request for placing the complete tender enquiry along with terms and conditions in this Department Web site and same may kindly be removed on 26.02.2010. Floppy of tenders enquiry is enclosed.

Tender/quotation for the Annual Maintenance Contract for repairs/Services Window/spilt Type ACs. of Deptt. of Industrial Policy and Promotion, Ministry of Commerce and Industry, Udyog Bhavan, New Delhi.

1. Name of the Firm

2. Address with telephone No.

I/we the above name individual/firm hereby refer to the Department's letter No. H-13012/1/2004 –SEO dated and submit the following rates for annual maintenance contract for maintenance of Window/Split type AC (including roof mounted cassettes type AC) after going through all the terms and conditions furnished by your Department.

S.No.	Model/Make with capacity	Make	Unit rate for AMC
1.	Window type AC 1.5 ton	Hitachi LG Volta's Amtrex Others	
2.	Split type AC's 1.5 Tone 2.00 Tones	Hitachi LG	
3.	Roof mounted cassettes type ACs	Daiken	
4.	Installation of ACs 1.Split 2.Window		

Demand 'Draft No./ Pay order No. _____ date... _____ for Rs. _____, Past and Present experience of maintenance/services of ACs of Govt. organization along with copies of experience/satisfactory services from at least three such organization are enclosed
 Certified that all the above mentioned entries are true and if any one is found false/misrepresented, my tender/quotation may be cancelled and earnest money forfeited.

TERMS AND CONDITIONS

While submitting the quotations the following points may be taken in to account.

1. Estimated quantity may vary between plus and minus 25%.
2. During the contract period the machine will be serviced at least thrice a year.
3. During the contract period at least two maintenance engineers/mechanics of the company should be posted in this office daily who will rectify all the minor/major complaints promptly.
4. The engineers/mechanics will be bound for carrying out urgent and unavoidable jobs even during odd hours and holiday also, if so desired by the Department. when ever any parts are to be replaced, the make and type of the parts should be got approved from the SEO, Deptt. of Industrial Policy and Promotion. The contractor shall be responsible for maintenance of the machines to keep them in working order.

Annual maintenance contract will include:

- (i) Free repairing of the compressor/Fan/ motor.
 - (ii) Free replacement of defective electrical mechanical parts.
 - (iii) Servicing quarterly.
 - (iv) Free gas charging
 - (v) Overhauling once a year.
5. The work will primarily be carried out in the premises of the Department. Only such work which is not possible to be done in the premises of the Department would be allowed to be done in the contractor's workshop with prior written permission of this Department.

6. No advance payment will be made .
7. Payment will be made quarterly on the basis of satisfactory services reports submitted by users.

8. EARNEST MONEY:-

- (i) All the quotations should be attached with **earnest money in shape of demand draft/banker's cheque for the value of Rs. 20,000/- (Twenty thousand only) valid for 3 months payable to DDO** , Deptt. of Industrial Policy and Promotion, Ministry of Commerce and Industry, Udyog Bhavan, New Delhi.
- (ii) The quotation received with out the earnest money will be summarily rejected.
- (iii) On finalization of contract the earnest money of all the unsuccessful tenderers will be returned. Successful tenders will have to deposit bank guarantee of Rs. 1,00,000/- which can be forfeited in case of any breach or unsatisfactory service performance. On deposit of bank guarantee as security deposit, the earnest money of successful tenderer will be released.
- (iv) The Department reserve the right to impose penalty for unsatisfactory services or any damage to any machines under AMC or otherwise due to negligence of engineer/staff of contractor. The decision of Deptt. in this regard will be final and no correspondence in this regard will be entertained.
- (v) Contractor has to give undertaking before considering his tender that all terms and condition indicated above or as made applicable during tenure of AMC are acceptable to him/her.