

कॉलेज ऑफ वोकेशनल स्टडीज  
(दिल्ली विश्वविद्यालय)

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संदर्भ संख्या

Ref. No. CVS / 2019 / 2283

दिनांक

Dated

11.03.2019

**E-TENDER**

**FOR**

**Annual Maintenance Contract (AMC) For Air-Conditions (Split & Window)**

DATE & TIME OF ISSUE OF TENDER DOCUMENT (downloaded from website)	11.03.2019 from 6.00 P.M.
LAST DATE & TIME FOR SUBMISSION OF TENDER DOCUMENT	10.04.2019 up to 11.00 A.M.
DATE & TIME FOR OPENING OF TENDER DOCUMENT - (TECHNICAL/FINANCIAL BID)	11.04.2019 at 11.00 A.M.

This e-tender shall be accepted under Two Bid System. The interested Service Providers are advised to submit Technical & Financial bids through e-portal of e-procurement website ([www.eprcure.gov.in](http://www.eprcure.gov.in))

Principal

**TENDER DOCUMENT**  
**For**  
**Annual Maintenance Contract (AMC) of Air-Conditions**

**CONTENTS OF TENDER DOCUMENT**

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Note: 1. Tender document for viewing can be downloaded from the website [www.cvs.edu.in](http://www.cvs.edu.in)

1. The e-Tender Form can be filled up from the [www.eprocure.gov.in](http://www.eprocure.gov.in) website.

2. Earnest Money Deposit : Rs. 7,000/- in form of DD favoring "Principal, CVS".

## **IMPORTANT NOTICE**

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. COLLEGE WILL PROCESS THE TENDER AS PER COLLEGE'S STANDARD PROCEDURES. THE PRINCIPAL OF THE COLLEGE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. COLLEGE WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCIES WHO'S BIDS ARE REJECTED.

### **Scope of work**

The College has Several AC's, and required to take maintenance of the same details are given in the enclosed Performa. The College intends to award Annual Maintenance Contract on the following terms and conditions.

#### **A. TERMS AND CONDITIONS**

##### **GENERAL**

1. The contract will be awarded initially for a period of one year. However, the same will be extendable on discretion of the competent authority provided the College finds the services satisfactory.
2. In case an equipment/machine is being taken for servicing to service center, the firm will provide a stand by equipment and will take prior permission of the concerned Officer before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.
3. The firm will honor complaints lodged by phone/ email/fax/post or any other mode of communication. Counting of down time will start from the time of logging the complaint and will continue till the machine is properly repaired and a certificate to the same effect is obtained from the user.
4. The firm will ensure 95% up time of all the equipments under AMC (placed at table 1 and 2). For each 1% deficit in guaranteed up time, 2% deduction in the AMC amount will be made.
5. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
6. The selected firm will not involve third party in implementation of services under this AMC.
7. In case the successful bidder refuses to accept the offer, his EMD will be forfeited and the next bidder may be offered the AMC.

8. The firm selected will not be allowed to exit from the agreement of AMC. In case they do so, the security would be forfeited.
9. Only those bidders who fulfill the terms and conditions given in the tender document will be considered for bidding.
10. The CVS reserves the right to cancel the Contract at any time without assigning any reason.
11. The Technical & Financial bid shall be opened online.
12. The Technical bid if not qualified will be summarily rejected.

## **B. SECURITY & PAYMENT**

1. The successful tenderer will be required to deposit security money to the tune of 10,000. The earnest money of the successful tenderer will be refunded after submitting the security deposit of 10,000.
2. The successful tenderer will have to sign an Agreement with the Institute on a non-judicial stamp paper of Rs. 100/- before taking over the contract.
3. Maintenance charges will be paid on quarterly basis after deduction of penalty, if any. The payment shall be released quarterly on satisfactory completion of assigned services. If calculation of penalty was not readily available, and then 80% of the bill amount will be released provisionally.

## **C. SPECIFIC TERMS AND CONDITIONS FOR AMC OF AC'S:**

1. The interested firm must have experience of minimum 03 years in the similar field in Govt. /Semi. Govt. / PSU entity / large firms.
2. The Firm must have its own qualified A.C. Mechanics and the work should not be given to any other sub contractor in any case. The list of qualified AC mechanics and engineers has to be submitted.
3. Any break down call reported by this office should be attended within three (03) hours, If any repairing of such break down cannot be completed within 24 hours in that case a stand by AC should be provided by the firm.
4. Payments for the annual maintenance will be made after expiry of each quarter.
5. Preventive maintenance would be carried out one in a month by the service provider so that equipment runs in a trouble free manner. A record of such preventive maintenance carried out should be submitted on each occasion before the authorized officer.

6. In case the service provider defaults in rendering the service beyond 24 hours in that case a penalty of Rs. 200/- per day will be imposed for the period delay occurred. In that case the decision of the Competent Authority is final and binding.
7. The selected firm has to sign a separate AMC agreement with this office and shall be binding upon the every clauses of agreement.
  - i. EMD of Rs. 5,000/- has to be submitted along with the quotations.
  - ii. The selected firm shall submit Rs. 10,000/- as performance security in the form of fixed deposit which be valid initially for 15 months.

### **TECHNICAL BID:**

1. The tenderer should have full-fledged office at Delhi (NCR) and experience in maintaining a AC'S at least one Govt. organizations/ undertakings. The firm should have at least five years experience in the field of maintenance of AC'S.
2. Tenders must be accompanied by Earnest Money Deposit (EMD) of Rs. 7,000/- (Rupees seven Thousand only) vide Demand Draft/Banker's Cheque drawn in favour of the Principal, College of Vocational Studies, payable at New Delhi. No interest is payable on EMD. The Tenders submitted online without EMD are liable to be rejected out rightly.
3. The earnest money of all unsuccessful Tenderers will be refunded after one month after opening of the tender. The Tenderers are advised to send pre-receipted challans along with their bids so that the refund of EMD to unsuccessful Tenderers is facilitated.
4. The rates are to be quoted in the Performa enclosed herewith. No figures or words should be overwritten. Overwritten figures or words should be scored out and re-written under full signature of the authorized signatory. Quotations that do not fulfill this condition will not be considered.
5. The firm must enclose the copy of Registration and Income Tax, Service Tax Returns, GST for the last three years.
6. Any Government organization/ undertaking should not have blacklisted the firm.
7. The average Annual Turnover for last three years is not less than 10 Lakhs.
8. Tenderers are requested to provide the details of their past experience in maintenance of Ac's.
9. Upload only relevant documents (strict compliance is mandatory).
10. The college has right to reject any tender or not to accept the lowest bidder.

**Important Note:**

(1) The specifications given in the list above are broad ones and there could be some variation in the specifications/ brand/ make/ model. However the rates are to be given as per the category of the equipment in the Serial No. The quantity may also vary.

(2). The above items include components installed at various locations in the CVS Campus. There are items that may be given on AMC after their warranty period is over, during this contact period. Their maintenance would be on pro-rata basis.

(3). Tenderers are requested to quote individually for each of the above items for AMC on per Unit per annum basis as per the requirements .

## PROFORMA OF COMPANY PROFILE

1. Name of Firm and registered address.
2. Name and Designation of Coordination Person.
3. Address of service center in Delhi with Landline Phone No., Mobile No. and Fax No., Website and e-mail address.
4. Does the firm posses ISO Certification/any other accreditation: Yes/No  
If Yes; give details with year of certification.
5. Years of operation
  - a. Maintenance \_\_\_\_\_ Yrs
  - b. Other Computer related business \_\_\_\_\_ yrs
6. Yearly turn-over                      2016-2017   2017-18   2018-19
  - a) Maintenance                      \_\_\_\_\_
  - b) Other activities                    \_\_\_\_\_
  - c) Total                                    \_\_\_\_\_
7. Support staff and qualifications
  - a. No. of Qualified Hardware Engineers \_\_\_\_\_
  - b. No. of Qualified Software Engineer \_\_\_\_\_
  - c. Others \_\_\_\_\_
8. Enclose list of major clients preferably in Govt. /Public Sector Delhi (Enclose list with Contact Person & Phone, email IDs and duration of contract.
9. Whether the firm is black-listed by any Govt. agency? Yes/No
10. Any other information of importance
11. I agree to all terms and conditions mentioned in the tender document of the Institute.

**Signature and seal of the Tenderer**

## **FINANCIAL BID**

**TABLE-I: Performa for Quoting Rates for AMC of AC'S in CVS**

**NAME AND ADDRESS** \_\_\_\_\_

**OF THE QUOTING FIRM** \_\_\_\_\_

(The rates should be typed / handwritten neatly. All the pages of this section have to be attested by the authorized signatory along with company's stamp.)

<b>S. No.</b>	<b>Type of AC</b>	<b>Nature of AMC</b>	<b>No. of Unit</b>	<b>Rate (Rs.)</b>	<b>GST (Rs.)</b>	<b>Total Amount (Rs.)</b>
01.	Split AC - 1.5 ton / 2.0 ton	Comprehensive	30			
02.	Window AC - 1.5 ton	Comprehensive	10			