

**National Institute of Open Schooling**  
(An Autonomous Institution under Deptt. of School Education and Literacy,  
M.H.R.D., Govt. of India)  
A-24-25, Institutional Area, Sector-62, NOIDA-201309 (U.P.)

F. No. : F-42-1(3.2)/2018/NIOS/Admn/Mtce

Date: 07/09/2018

**NOTICE INVITING TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR SERVICING, MAINTENANCE AND UPKEEP OF DIFFERENT TYPE OF AIR-CONDITIONERS.**

Sealed tenders are invited under two bid system from established, reputed, experienced and eligible firms located at Delhi, New Delhi & NCR for award of Comprehensive Annual Maintenance Contract (CAMC) in respect of the Air Conditioners (Window, Split, Cassette & Ductable) installed in the Office of the National Institute of Open Schooling, A-24-25 and A-31, Sector-62, Noida-201309, Uttar Pradesh. Details of the services required and other terms and conditions relating to the award of Contract are given in the Annexure-I.

Tender Document is available on the CPP Portal i.e. [eprocure.gov.in](http://eprocure.gov.in) as well as NIOS website i.e. [www.nios.ac.in](http://www.nios.ac.in) for downloading. The intending bidders may download the tender document containing the terms and conditions free of cost and submit the same along with requisite amount of Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft in favour of "Secretary, NIOS" payable at Noida. Tenders received without the requisite EMD will be outrightly rejected.

All eligible and interested bidders who are prepared to undertake the job of servicing, repairing and maintenance of different type of Air Conditioners installed in NIOS are requested to submit their sealed tenders in the office of NIOS on or before 14:30 Hrs. on 27/09/2018 at Maintenance Section Room No. 204, NIOS, A-24-25, Sector-62, Noida-201309, Uttar Pradesh.

The "Technical Bid" will be opened on the same day i.e. 27/09/2018 at 15.00 Hrs. in the presence of authorized representatives of bidders who wish to be present. The "Financial Bids" of only those firms who qualify in the "Technical Bid" shall be opened at a later date.

(S.K. Jha)  
Asstt. Director (Admn.)

### Schedule of Tender

Published Date	07/09/2018 at 2.00 PM
Bid Documents Download/Sale Start Date	07/09/2018 at 2.00 PM
Bid Submission Start Date	27/09/2018 at 10.00 AM
Bid Document Download/Sale End Date	07/09/2018 at 1.30 PM
Bid Submission End Date	27/09/2018 at 2.30 AM
Address where the Tender are to be submitted for opening	Maintenance Section Room No. – 204, Second Floor, National Institute of Open Schooling A-24-25, Sector-62, Noida-201309, Uttar Pradesh
Date, Time and venue of opening of Technical bids	Technical Bid will be opened on 27/09/2018 at 15.00 Hrs at the address mentioned above.
Financial bids of eligible firms/agency	Date of opening of Financial Bid of technically qualified firms will be intimated later on.

**TERMS & CONDITIONS**

**1. NO. OF AIR CONDITIONERS INSTALLED:**

<b>Location</b>	<b>Split AC 2 &amp; 1.5 ton</b>	<b>Cassette AC 3.6 ton</b>	<b>Window AC 1.5 ton</b>	<b>Ductable AC</b>
National Institute of Open Schooling A-24-25, & A-31, Sector-62, Noida-201309,Uttar Pradesh	113nos.	18nos.	44nos.	8.5ton: 8nos
				15ton: 6nos.

The above figure is tentative and the actual number of air conditioners may vary from time to time during the period of the contract.

**2. SCOPE OF WORK:**

The selected Agency/Firm shall be responsible to provide Comprehensive Annual Maintenance of Air Conditioners of different make & model of AC units. The comprehensive AMC will include

- Wet Service of all Air Conditioner Units once in a quarter
- Periodical preventive maintenance
- All repairs servicing, and replacement of defective parts Including Compressor
- All spares Including Compressor and plastic parts
- Gas filling in all cases including at the time of replacement of compressor, shifting, of outer units etc.

**3. VALIDITY OF THE CONTRACT:**

The Comprehensive Annual Maintenance Contract (CAMC) shall commence from the date of award of the contract and shall be valid for a period of one year initially. However, the contract may be extended further for a period of two years on the same rates and terms and conditions on year to year basis subject to satisfactory performance and on mutual consent of both the parties. NIOS reserves the right to terminate the contract by giving 15 days notice without assigning any reason thereof.

**4. ELIGIBILITY CONDITIONS :**

- a) The agency/firm should have experience of at least 3 years in the relevant field and must be doing such services for various reputed Govt organizations/ Government departments/ statutory bodies/Autonomous Institutions under GOI or Public Sector.
- b) The agency must have carried out similar work during the last three years and at least three similar completed works costing not less than Rs. 2 lakhs each or Two similar completed works costing not less than 2.5 lakhs each or One similar completed works costing not less than 8 lakhs. A copy of the award letters and satisfactory performance certificates from the Govt organizations/ Government departments/ statutory bodies/Autonomous Institutions under GOI and Public Sector shall be required to be furnished. **Similar work shall mean the Work of Comprehensive Annual Maintenance Contract (CAMC) of Airconditioners.**
- c) The agency/firm should be registered under GST (copy to be attached).
- d) The agency/firm should have an average turnover of Rs.10 lakhs during the last three years (2015-16, 2016-17 and 2017-18).

- e) The details of inputs/ information required to be submitted by the agency are listed in the format for Technical Bid (Annexure-II).
- f) The details of current and previous clients are to be submitted by the agency incorporating the following details with documentary proof etc. :
  - i) Name of Office
  - ii) Contact Person (Tel No./Email ID)
  - iii) Period and volume of work with the manpower deployed
- g) The agency/firm must have its own workshop/service station for AC maintenance in Delhi-NCR Region.

The bidders are required to attach self attested photocopies of GST registration, PAN card and ITR for last three years/Certificate w.r.t. working for Govt. Departments/PSUs/Statutory Body/Autonomous Institutions under GOI/Public Sector last three years. Failure to submit any of these documents will lead to rejection of bid document.

#### **5. EARNEST MONEY DEPOSIT (EMD):**

The bids must be submitted with Earnest Money Deposit (EMD) of Rs.25, 000/- (Rupees Twenty Five Thousand Only) in the shape of Demand Draft from a commercial bank drawn in favour of "Secretary, NIOS". Bids received without EMD will be rejected. The EMD of unsuccessful Bidders shall be returned as early as possible without any interest. The EMD of successful bidder shall be returned on receipt of Performance Security equivalent to 10% of the total annual value of the work, after signing the agreement.

#### **EMD of the bidder(s) will be forfeited if:**

- a. The bidder is not willing to abide by the terms and conditions after submission of the bid.
- b. The bidder withdraws the bid before receipt of final acceptance.
- c. The successful bidder fails to furnish Performance Security within the stipulated time.

#### **6. RESPONSIBILITY OF THE FIRM/ AGENCY:**

- I. The AMC shall be Comprehensive. The maintenance contract shall fully cover replacement of defective & worn out parts by genuine/branded parts by the contractor as and when required.
- II. The quoted amount shall include all repairs and replacement of parts.
- III. All complaints must be attended to within 2-3 hours. In case the AC unit is not repairable within the Office, the same shall be carried to agency/firm's workshop at its own expenses with written permission of Competent Authority.
- IV. In case any AC is to be taken to Service Station/ Workshop for repair etc. (with the permission of the Section Officer, Maintenance Section, NIOS) the contractor will provide standby AC immediately and repair the faulty one on priority. No extra payment will be made on this account.
- V. The units carried to the workshop shall be repaired/made functional and returned to the office within two days failing which NIOS shall be free to impose penalty @Rs.100 per day.
- VI. It shall be responsibility of the firm to hand over the AC units under CAMC to this Office in perfect working condition at the expiry of the Contract.

- VII. During the validity of the contract, the company will render preventive maintenance services of the equipment at least once in every month. The ACs will be thoroughly cleaned, tested, repaired and kept in good working condition at all the time. In case the machine is idle for replacement of the parts, the company will replace the parts within reasonable time which in any case shall not be more than 24 hours from the time of lodging of complaint.
- VIII. The contractor will deploy two qualified technician in the office permanently during peak season (February-October) to attend frequent complaints. The technicians shall be available in the office from 9.00 A.M. to 6 00 P.M. on all working days during the contract period. The person deployed by the contractor should have proper uniform and badge.
- IX. In case any AC is to be taken to Service Station/ Workshop for repair etc. (with the permission of the Section Officer, Maintenance Section, NIOS) the contractor will provide standby AC immediately and repair the faulty one on priority. No extra payment will make on this account.
- X. The contractor will attend to all the calls/complaints from NIOS on all working days. The urgent and unavoidable calls are also to be attended before and after the usual office time and also on holidays. However, reasonable time would be allowed for the specific jobs on merit. NIOS reserves the rights to decide any job as urgent or unavoidable depending upon the nature and venue of the job. The Service Provider Firm is liable to attend the maintenance job on holidays also in case of urgency.
- XI. All maintenance/repair work shall be attended to within 24 hours of the complaint by the authorized person(s). After that a penalty of Rs.500/- per day will be levied subject to a maximum of Rs.5000/-. In case the service provider fails to attend the complaint, the services of an outside vendor will be availed by the NIOS on payment basis, and the service provider will be liable to reimburse the amount to NIOS or the amount shall be deducted from the payment due to the service provider.
- XII. The Successful firm will be required to start the work immediately after award of the contract.
- XIII. A schedule for the monthly monitoring visit as part of the preventive maintenance service should be made at the beginning of the year duly approved by competent authority of NIOS which should be followed strictly.
- XIV. The service provider will ensure that there is no loose cable, hanging board, naked live cables etc. proper earthing wherever required to be done.
- XV. It shall be responsibility of the Firm to hand over the AC units to NIOS under contract in perfect working condition on the expiry of the Contract period.

## **7. SUBMISSION OF TENDERS:**

- (i) The technical and financial bids must be submitted in separate sealed cover in the format as prescribed in Annexure-II, Annexure-III and Annexure IV respectively.
- (ii) Both the bids (technical and financial bids- sealed separately and marked so duly superscribed and both these sealed covers are further to be kept in a bigger envelope duly sealed.
- (iii) The bigger envelope containing the two separate sealed envelopes must be superscribed "Tender for CAMC of ACs in NIOS.
- (iv) The sealed envelope containing all bids must be dropped in the Tender Box kept at Room no.- 204, Maintenance Section, NIOS, A-24-25, Sector-62,Noida-201309,Uttar Pradesh by 14:30 Hrs. of 27/09/2018.

- (v) Technical bids shall be opened at the first instance i.e. on 27/09/2018 at 15:00 Hrs. in the presence of authorized representatives of bidders who wish to be present.
- (vi) There should be no cuttings/overwriting while quoting rates. The cutting and overwriting must be avoided.
- (vii) Quotations received with cutting/ over writing or in an unsealed cover or received after the due date/time are liable to be rejected. Ambiguous bids also will be rejected.
- (viii) NIOS reserves the right to reject any/or all the quotation(s) received without assigning any reason thereof.
- (ix) For technical information and any doubt related to Comprehensive AMC, the firm/-service provider should consult Section Officer (Mtce.) NIOS, A-24-25, Sector-62, Noida-201309, Uttar Pradesh prior to the date of opening of the Technical Bid.
- (x) The successful firm will have to execute an agreement with NIOS within fifteen days of issue of work order and furnish Performance Guarantee.
- (xi) The firm should quote rates inclusive of all taxes/duties. The price offered should show the rates and amount of applicable taxes extra.
- (xii) Financial bids of only those bidders whose technical bids are acceptable/ qualified will be opened.
- (xiii) Late/delayed tenders due to any reason, whatsoever will not be accepted/ considered, at all, under any circumstances.

#### **8. PERFORMANCE SECURITY:**

- a. The successful tenderer shall be required to deposit an amount equivalent to 10% of the total contract value to be deposited with NIOS within one week of receipt of "Letter of Offer towards Performance Security". This will be in the form of bank guarantee from any of the scheduled Bank duly pledged in the name of the "Secretary, NIOS". No interest will be paid on performance security deposit.
- b. Performance security shall be valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended, the validity of Performance Security shall also be extended by the contractor accordingly. In the event of breach/violation or contravention of any of the terms and conditions by the firm/agency, the said Performance Security shall be forfeited. In addition, the contract can also be terminated, and firm may be blacklisted.
- c. Performance Security will be discharged after completion of contractor's performance obligations including warranty obligations under the contract.
- d. If the contractor fails or neglects any of his obligations under the contract, NIOS reserves the right to forfeit either whole or any part of Performance security furnished by the bidder as penalty for such failure.

#### **9. PAYMENT:**

Payment to the selected agency shall be released on quarterly basis on production of a pre-receipted bill in duplicate. Nothing over and above the contract value approved by NIOS+GST shall be payable. The contractor will raise the bill in the name of Secretary NIOS in duplicate. The bill raised by the firm shall be pre-receipted and bear the GST Registration Number. Payment will be made on the basis of satisfactory work certificate issued by the users.

#### **10. VALIDITY OF TENDER:**

Rates quoted by the Firm shall remain valid for 90 days from the date of the opening of the tender (Technical Bid).

- 11.** TDS and any other Government levies as applicable shall be deducted from the bill Amount as per Government of India instructions issued from time to time.
- 12.** The successful bidder will enter into a contract with NIOS and the terms and conditions of the contract will be binding on both the parties.
- 13.** NIOS reserves the right to accept or reject any or all the Tenders.
- 14.** NIOS reserves the right to cancel the Contract at any time during the period of the Contract without assigning any reason, whatsoever, if the services provided by the firm are found to be unsatisfactory.
- 15)** In case of any dispute between the Firm and NIOS arising out of in relation to the agreement, the dispute will be referred to the Arbitrator appointed by the Competent Authority of NIOS whose decision will be final and binding on both the parties.
- 16)** Any dispute arising out of in relation between the parties will be subject to the jurisdiction of Delhi Court only.

**PROFORMA FOR TECHNICAL BID**

<b>Sl. No.</b>	<b>Items</b>	<b>Information/Inputs to be filled by the tenderer</b>
1	Name & Address of the firm/agency, telephone number, fax, mobile number email ID	
2	Type of firm (Whether proprietorship, partnership, private limited, limited company)	
3	Year of incorporation of the company/Experience as an Air conditioning agency (Minimum 3 years). Please attach proof i.e. copy of award letter experience certificate as per eligibility conditions of the tender.	
4	Annual Turnover along with ITR (Documentary evidence to be attached)	
	2015-16	
	2016-17	
	2017-18	
5	Contact number in case of emergency	
6	GST number/ Certificate PAN number copies to be attached	
7	Details of Govt. Deptt./PSU/Autonomous bodies of Govt. of India or public Sector served or serving during the last three years with contact number of concerned officer.	
8	The similar work done during the last three years and at least three similar completed works costing not less than Rs. 2 lakhs each or Two similar completed works costing not less than 2.5 lakhs each or One similar completed works costing not less than 8 lakhs. (Copies of certificates regarding satisfactory services issued by the Govt. Deptt./PSU/Autonomous bodies of Govt. of India)	
9	Details of Earnest Money Deposit (EMD)	DD No.                      Date
10	Undertaking/self certificate to be given by the firm that the firm has not been blacklisted by the Govt. Deptt.	
11	Service center/workshop of AC maintenance if owned by the firm (attach proof).	
12	Any other information	

Self-attested copies of relevant documents must be enclosed in support of above information.

Date:

Signature of the authorized signatory of the agency

Place:

Official Seal/ stamp



**Undertaking**

I/We hereby certify that all the information furnished above is true to the best of my knowledge and belief. I/We have no objection to NIOS verifying any or all the information furnished in this document with the concerned authorities, if necessary. I/We also certify that, I/We have understood all the terms and conditions indicated in the tender document and hereby accept the same unconditionally.

Signature of the authorized signatory of the agency

Official seal/stamp

**ANNEXURE-III**

**PROFORMA FOR FINANCIAL BID**

**Rates for Comprehensive Annual Maintenance Contract (CAMC) of Split/ Window/ Cassette/ Ductable Air Conditioners all inclusive.**

Sl. No.	Description of work/job work	Number of Units (Approximate)	Rates Per Unit all inclusive plus GST extra (Rs.)	Total
(1)	(2)	(3)	(4)	(5)
1	Comprehensive maintenance of Air-conditioners of window type (of all makes/models)	44		
2	Comprehensive maintenance of Air-conditioners of split type (of all makes/models)	113		
3	Comprehensive maintenance of Cassette Air-conditioners of 3.6ton	18		
4	Comprehensive maintenance of Ductable AC 8.5 ton	8		
5	Comprehensive maintenance of Ductable AC 15 ton	6		
	Total	189		

Rates quoted shall be all inclusive +GST extra.

Declaration: I/we have read and understood the terms and conditions of the Tender. I/We have inspected the site and have understood the scope of work and I/we have quoted the rates accordingly.

(Signature of authorized signatory)

Name, Address and Telephone

Number of the Firm :

Seal of the Firm/Agency :

**ANNEXURE-IV**

**PROFORMA FOR FINANCIAL BID**

**Charges for installation of New A/C and dismantling & reinstallation of A/C Miscellaneous Items.**

S.no:	Name of the Work	Unit Price quoted All inclusive
1	Installation of new split AC Dismantling & reinstallation of A/C	
2	Installation of new Window AC Dismantling & reinstallation of A/C	
3	Gas charging of: Split A/C:	
	Window:	
	Cassette:	
	Ductable:	
4	Voltage Stabilizer 4KVA (3 step) (Logisstat/Bluebird)	
6	Remote (Handset) of Split ACs (Original Company make) (Only in case of lost Remote)	
7	Remote (Handset) of Window ACs (Original Company make) (Only in case of lost Remote)	
8	Copper pipe (Standard Quality) Both pipes inclusive i.e. ½” & ¼” Copper pipes + drain pipe with complete insulation and PVC cover (Rate per meter for all these combined).	
9	Iron stand for fixing the outdoor unit of Split AC (one set)	
10	3 core Wire (70/76) ACs (per mts.) (ISI make only)	
11	Drain pipe 15MM (per mtr.) (on new & re- installation)	

Rates quoted shall be all inclusive +GST extra. These rates are not included with the rate of Annexure-III.

Declaration: I/we have read and understood the terms and conditions of the Tender. I/We have inspected the site and have understood the scope of work and I/we have quoted the rates accordingly.

(Signature of authorized signatory)

Name, Address and Telephone

Number of the Firm :

Seal of the Firm/Agency :