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क.भ.नि. संगठन

श्रम एवं रोजगार मंत्रालय

भारत सरकार

क्षेत्रीय कार्यालय

37, रायपेटा हाई रोड , चेन्नै - 600 014



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EPF ORGANISATION

MINISTRY OF LABOUR AND EMPLOYMENT

Government of India

Regional Office

37, Royapetah High Road, Chennai - 600014

सं./चेन्नै/क्षे.का./स्था/जी वा.रख.संवि. डक्ट एयर कंडिशनर/ 2018

दिनांक: 17.09.2018

तीसरी एवं चौथी मंजिल में स्थित डक्ट एयर कंडिशनर के वार्षिक रखरखाव संविदा (ए.एम.सी) के लिए निविदा आमंत्रित करते हुए सूचना

कर्मचारी भविष्य निधि संगठन , क्षेत्रीय कार्यालय, चेन्नै , एक वर्ष की अवधि के लिए नए बिल्डिंग (भवन) में स्थित तीसरी एवं चौथी मंजिल में संस्थापित 10 संख्या डक्ट एयर कंडिशनर के व्यापक वार्षिक रखरखाव संविदा के लिए मशहूर एजेंसी (अभिकरण) ए.सी. उत्पादकों अथवा उनके प्राधिकृत विक्रेता से मोहरबंद कोटेशन आमंत्रित करता है ।

21.9.2018 से 01.10.2018 तक 10.00 बजे (पूर्वा.) से 5.00 बजे (अप.) तक शनिवार, रविवार एवं अन्य पब्लिक छुट्टियों को छोड़कर सभी कार्य दिवस पर नं 37, रायपेटा हाई रोड, चेन्नै - 600 014 में स्थित क्षेत्रीय भविष्य निधि आयुक्त के कार्यालय से टेंडर (निविदा) फार्म शर्त सहित प्राप्त किया जा सकता है । वेबसाइट www.epfindia.gov.in से भी निविदा (टेंडर) दस्तावेज डाउनलोड किया जा सकता है ।

दस्तावेज सहित भरे हुए निविदा (टेंडर) फार्म जमा करने की अंतिम तिथि 03.10.2018 को 5.00 बजे (अप.) से पूर्व है तथा तकनीकी बोली खोलने की तिथि 04.10.2018 को 3.00 बजे (अप.) है । अन्य सभी शर्तें यथा निविदा दस्तावेज में विहित होगी , जिसे क.भ.नि.सं. के वेबसाइट से डाउनलोड किया जा सकता है ।

आवश्यकताओं की अनुसूची

निम्न एयर कंडिशनरों के लिए व्यापक वार्षिक रखरखाव संविदा

| क्रम सं | ए.सी. / क्षमता का प्रकार | निर्माण / माडल एवं स्थापन | संख्या | यूनिट क्रम सं | स्थान |
|---------|--------------------------------|---|--------|--|--------------------------|
| 1 | 11 टन डक्ट स्प्लिट एयर कंडिशनर | VOLTAS ACDEU110C1ZGIM (July 2013 में संस्थापित) | 04 | D000161,D000168 D000169,D000170 | नए बिल्डिंग, तीसरी मंजिल |
| 2 | 11 टन डक्ट स्प्लिट एयर कंडिशनर | VOLTAS ACDEU110C1ZGIM (July 2013 में संस्थापित) | 06 | D000157,D000159, D000160,D000167 D000171,D000172 | नए बिल्डिंग, चौथी मंजिल |

प्रणीत जोशी
(प्रणीत जोशी)

सहायक भ.नि. आयुक्त (एफ एवं जी)



कर्मचारी भविष्य निधि संगठन
EMPLOYEES' PROVIDENT FUND ORGANISATION

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA)

क्षेत्रीय कार्यालय / Regional Office, 37, Royapettah High Road, Chennai – 600 014



No.CHN/RO/Estt/G/AMC/Ductable Airconditioners/2018

Dated:17.9.2018

Notice Inviting Tender for AMC of Ductable Air Conditioners in the III & IV floor

Employees Provident Fund Organisation, Regional Office, Chennai invites sealed quotations from the reputed agencies/ AC manufacturers or their authorized dealers for **"Comprehensive Annual Maintenance Contract"** of 10 numbers ductable type Air conditioner units installed in the III and IV floor of New Building for a period of one year. The terms and conditions of tender procedure are as under.

Tender forms along with terms and conditions can be obtained from the Office of the Regional Provident Fund Commissioner, No. 37, Royapettah High Road, Chennai-600 014 from **21.9.2018 to 01.10.2018** on all working days except Saturdays, Sundays and public holidays between 10.00 am and 5.00 pm. Tender document can also be downloaded from the website www.epfindia.gov.in.

The last date for submission of filled in Tender forms along with documents will be on **03.10.2018** before 5.00 P.M. and the opening of Technical bid will be on **04.10.2018** at 3.00 P.M. All other terms & conditions are stipulated in the Tender document, which can be downloaded from the EPFO official website.

SCHEDULE OF REQUIREMENTS

Comprehensive Annual Maintenance Contract for the following airconditioners

| Sl. No. | Type of AC/Capacity | Make / Model & installation | No. | Unit Sl.Nos | Location |
|---------|---------------------------------------|--|-----|---|------------------------------------|
| 1 | 11 Ton Ductable Split airconditioners | VOLTAS ACDEU110C1ZGIM (Installed in July 2013) | 04 | D000161,D000168 D000169,D000170 | New building 3 rd floor |
| 2 | 11 Ton Ductable Split airconditioners | VOLTAS ACDEU110C1ZGIM (Installed in July 2013) | 06 | D000157,D000159 D000160,D000167 D000171,D000172 | New building 4 th floor |

(PRANIT JOSHI)

ASSISTANT P.F. COMMISSIONER (F& G)

1. TERMS & CONDITIONS:

- 1.1 The service provider should have an office located in Chennai.
- 1.2 The service provider shall provide direct service and shall not employ sub- contractors.
- 1.3 The Agencies can inspect the site and equipment's with the AC Technician after taking prior approval between 10 am to 5 pm on all working days on or before the closing date of receipt of the tender.
- 1.4 Sealed offers are invited for the Annual Maintenance contract of Ductable type of Air Conditioner and the details are in annexure.
- 1.5 Corrections, if any in the tender must be attested by the tenderer.
- 1.6 EPFO, RO, Chennai reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
- 1.7 Late tenders will not be considered and shall be rejected.

2. Earnest Money Deposit (EMD)

- 2.1 The tender should be accompanied with an Earnest Money Deposit of ~~Rs.10,000/-~~ **Rs.10,000/-** per application in the form of Demand Draft/Banker's Cheque of Scheduled Bank drawn in favour of "The Regional Provident Fund Commissioner, Chennai-14". No Cheques are acceptable.
- 2.2 Technical bids without Earnest Money Deposit will be rejected. EMD will be forfeited in case the eligible bidder withdraws during the tender selection process.
- 2.3 The parties enjoying exemption for paying EMD should enclose necessary certificate/documentary evidence for the same in accordance to the recent amendment in GFR. Bid security to remain valid for a period of 60 days beyond the final bid validity period.
- 2.4 A processing fee of Rs.500/- per bid to be submitted along with the bid in the form of a DD drawn in favour of "The Regional PF Commissioner-I, Chennai-14"

3. Eligibility conditions

- 3.1 The tenderer should be **authorized dealers of voltas for sales and service** & have satisfactorily completed either three similar works (means maintenance of Airconditioners) each costing not less than **Rs.one lakh** of the estimated cost or two similar works each costing not less than **Rs.1,50,000/-** of the estimated cost in Central Government/Central Autonomous Bodies/Central PSUs/State Govt., State PSUs; Municipal bodies etc., during the last 3 financial years previous to one for which the tenders are invited.
- 3.2 Tenderer should submit work orders of the same with satisfactory work completion certificates.
- 3.3 Tenderer must submit a copy of GST registration Certificate which should be in the name of the tenderer.
- 3.4 Bid should be completed, covering the entire scope of the work and should conform to the General and Special conditions indicated in the bid document. Incomplete and non-conforming bids will be out rightly rejected.

- 3.5 The tenderer should submit separate Technical Bid and Financial Bids in the enclosed formats with tender form respectively. The technical evaluation will be done as per technical bid. Financial Bids will be opened only of those bidders who fulfill the eligibility criteria as laid down in the Technical Bid.
- 3.6 Certificate in support of experience for having undertaken this kind of business along with a list of Organizations where the Contractor is currently providing/has provided AMC of ductable AC should be enclosed with the tender.
- 3.7 Service providers should furnish PAN, Service Tax Registration, GST Registration & other statutory requirements, if any as applicable.

4. The Tender is consisting of two parts:

PART I- TECHNICAL BID

PART II- FINANCIAL BID

- 4.1 The tender form for Technical bid prescribed in Part-I and the tender form for the financial bid prescribed in Part-II complete in all respects should be enclosed in two separate sealed covers and both these sealed covers must be put inside a single sealed bigger cover and submitted to the Regional Provident Fund Commissioner, 37, Royapettah High Road, Chennai 600 014, on or before **03.10.2018 by 5.00 PM**. The inner sealed covers shall be superscribed with "Technical Bid" and "Financial Bid" respectively and outer sealed cover shall be superscribed with "Tender for Comprehensive Annual Maintenance Contract of Ductable type air conditioners".
- 4.2 The Tenderer or their authorized representative (One person only) may be present at the time of opening of the tender. The authorized representatives will be allowed to participate in the process only upon furnishing the proper authorization from the tenderer with proper photo identification.
- 4.3 Technical bids will be opened at the first instance by a Committee of officers of EPFO on **04.10.2018 at 3 P.M** in the presence of bidders at this office premises. Incomplete bid documents will be rejected.
- 4.4 In selecting technically suitable parties, the decision of EPFO will be final and binding. At the second stage, Financial Bids of only technically qualified bidders will be opened.
- 4.5 The financial bids of the participants which are found to meet all the requirements as specified in the Technical Bid will be opened. The date & time of opening of financial bid will be intimated to the technically qualified bidders.

5. Performance Security: SECURITY DEPOSIT:

- 5.1 On selection, the successful bidder shall be required to deposit **10%** of the total cost of work as Security deposit by way of Fixed Deposit or Bank Guarantee within 10 (ten) days of receipt of letter of intent/notification of acceptance of the tender by him and the same will be refunded after successful completion of the period of AMC as specified in the work order. In case of bank guarantee, it should be valid at least for 2 months after the completion of the contract. The EMD in respect of the successful bidder will be treated as part of Security Deposit.
- 5.2 The successful bidder has to execute an agreement for the above contract with the EPFO incorporating the prescribed terms and conditions in a non-judicial stamp paper of appropriate denomination before commencing of works.

- 5.3 All compensation or other sums of money payable by the contractor under the terms of this Contract or any other Contract or any other account whatsoever may be deducted from the security deposit.

6. CRITERIA FOR AWARD OF CONTRACT

- 6.1 The Tender shall be awarded on completion of all terms & Conditions required to be qualified by the bidder as per Technical bid and on the basis of total cost/value of the tender being the lowest i.e L-1.
- 6.2 Nothing extra shall be paid on account of any discrepancy in nomenclature of items. The Tenderer shall seek clarifications if any before submitting the tender.
- 6.3. The Tenderer agrees that the rates submitted shall remain valid for acceptance for a period of 60 days from the date of opening of Technical Bid of tender.
- 6.4. The AMC Contract will be awarded for a period of one year from the date of awarding the contract. The period of AMC can be extended for another one year based on mutual agreement/ contract.
- 6.5 The tenderers must thoroughly inspect the systems and furnish their quotes in -"as is where is" condition without stipulating any preconditions.
- 6.6 After opening of technical bids, if necessary a technical team may inspect the infrastructure of the firm for verification and further action.

7. GENERAL CONDITIONS OF CONTRACT

- 7.1 Organisation shall mean 'Employees Provident Fund Organisation, Regional office – Chennai 600 014 and shall include their legal representatives, successors and permitted assigns.
- 7.2 The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the Engineer-in Charge.
- 7.3 The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.
- 7.4 The service provider inspect and examine the Site and its surrounding and shall satisfy himself before submitting his tender as to the nature of the Site, the quantities and nature of works and material necessary for the providing the services.
- 7.5 The service provider may be deemed to have satisfied himself before tendering as to the Correctness and sufficiency of his tender for the works and of the rates and prices quoted in the Schedule of Quantities, which rates and prices shall except as otherwise provided, cover all his obligations under the contract and all matters and things necessary for the proper completion and maintenance of the Works.
- 7.6 The air-conditioners shall be taken over for AMC contract on "as and where installed" basis.
- 7.7 After completion of the contract, contractor has to hand over the system in perfect running condition (complete in all respects as per inventory) to the department.

7.8 Commencement of Work:-

The service provider is required to start the work within 7 days from the date of award / date of communication of acceptance of the tender. In case it is found that the work has not been taken up within ten days from the date of acceptance of the tender or issue of the work order, the EPFO may cancel the work order and forfeit the Security Deposit, deposited along with tender without any notice to the service provider.

7.9 Renewal of the contract:-

After expiry of the AMC of one year, the agency/contractor may be required to provide AMC services for subsequent year also which can be extended further on satisfactory performance of the previous year of the contract. However, the Organisation reserves the right to enter into AMC for another year on the same terms and conditions provided the services rendered by the bidder are satisfactorily.

- 7.10 The rates of AMC shall be inclusive of all taxes, duties, works contract tax, cartage loading, sales tax, turnover tax and any other statutory taxes and service tax complete in all respects, valid for a period of one year from the date of award of contract.

8. PAYMENT TERMS AND CONDITIONS:

- 8.1 The payment to the agency will be made on **quarterly** basis at the end of each quarter against invoice with PAN number, raised by the agency and based on past performance. TDS, Service Tax, WCT and any other tax as applicable as per prevailing rates will be deducted before making the payment. Quarter shall mean three months.
- 8.2 The maintenance charges quoted by the agency per item are on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.
- 8.3 The AMC premium will be released quarterly at the end of each quarter on production of bill and certification of satisfactory services, by the competent authority of EPFO.
- 8.4 Income tax including surcharge if any, at the prevailing rate shall be deducted from the Contractor's bills as per the provision of Income Tax Act.
- 8.5 Tool and Plants: The required tools and plants for carrying out the work shall have to be arranged by the Contractor at his cost and no tools will be arranged by EPFO. The Contractor shall keep all required tools at site.
- 8.6 The decision of the RPFC of EPFO in all matters of the Contract shall be final and binding on both the parties.



(PRANIT JOSHI)

ASSISTANT P.F. COMMISSIONER (F&G)

Accepted the above Terms and Conditions

Signature of the Authorised Signatory with seal

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SCOPE OF WORK

1. AMC of ductable Type Air Conditioner units shall include supply of all material spares, replacement /repairs of compressor, PCB, single phase preventor, Contactor, gas charging, air filter, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, digital scanner, piping, insulation and spares of outdoor/indoor units replacement etc., complete in all respects, for ensuring the desired levels of cooling.
2. If required by this office, AMC agency shall also provide full time mechanic & assistant during summer season for a specific period (one or two months) and payment will be paid separately as per Minimum Wages Act 1948.
3. This Annual Maintenance Contract shall be a Comprehensive contract for ductable type of airconditioners and for different types of maintenance.
4. The air conditioners that are not serviceable by the agency/ beyond economical repair due to obsolescence of technology or non-availability of parts / components / assemblies will be withdrawn from the maintenance contract. Withdrawal of such air conditioners shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. Preventive maintenance service would be carried out by the service provider regularly to keep the equipment running in a trouble-free condition during the period of contract as also. Wash the filter of all the ACs every month.
5. Preventive maintenance of all the air conditioners to be done once in a month and report to be submitted to this office by 15th of every month. Quarterly bill payment will be subject to submission of monthly preventive maintenance reports.
6. A record of preventive maintenance carried out would be maintained by the agency and certified by the authorized officer. The contractor will maintain history sheet of equipments under maintenance contract with detailed specification.
7. All the faults will be attended at site of EPFO. In case of a major fault, if the machine is required to be taken to the company workshop, the company shall provide a replacement unit till the time the AC sent for repairs is positioned back.
8. Details of all minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the history sheet.
9. Besides periodic servicing of the ACs, contract shall include attending the breakdown calls, providing and fixing of any components of the machine (free of cost) viz. starting capacitor, running capacitor, sensor, over load relay, PCB, Single phase preventor, nuts, bolts, screws, motor capacitor, rewinding/repair of motor, repair/replacement of blower motor, brazing of coils if leaking, part wiring or complete wiring of AC (internally), supplying and charging of refrigerant gas, providing and replacement of compressor with new one or manufacturer repaired compressor (no cut weld/locally repaired compressor will be accepted as replacement).

Time schedule and periodicity of work

Work to be carried out monthly:

Cleaning of filters of all the air conditioners to conserve the energy and checking of current drawn by each AC to know the healthy condition of the ACs.

Note:- Repairing, etc. is to be done immediately if on inspection any defect is found.

Work to be carried out on Quarterly:

Quarterly Preventive Maintenance shall include the following: • Checking motor bushings • Ground connections • Checking connections at the main plug • Cleaning of blower and condenser fan • Cleaning the evaporator and condenser coils • Cleaning the equipment • Checking and tightening of nuts & bolts • Oiling the motor • Checking cooling efficiency • Overhauling of the A/c, with chemical washing process

However, the air filter of the Air-Conditioning Units shall be cleaned every month of the quarter.

Break-down service (BDS): -

Breakdown calls shall be attended to immediately and a record of such service, duly acknowledged by the person in charge of the location of the air-conditioner, shall be maintained. Breakdown service will include replacement of genuine spares & Com presser and Gas filling at the cost of the service provider.

ANNUAL MAINTENANCE SERVICES (ONCE A YEAR)

The scope of work shall include all checks and tests as detailed under routine maintenance services.

In addition annual maintenance services shall also include:

- a) Cleaning the condenser and evaporator coils with suitable detergent / chemical solution and flushing with high-pressure jet of water.
- b) Greasing of blower motors and all moving parts.
- c) Prevention of rusting of units.
- d) The ACs installed are of VOLTAS make. In off season there is during the lien period of winter the contractor shall attend all the Air conditioner units for major attentions and keep the equipment ready for use for the next summer.

Exclusion of contract

The following shall not be a part of this contract: All plastic components, element, Front Grill, Bottom Tray, Cabinet cover and sheet metal parts and shifting charges of AC units. If re-fixing/dismantling of AC units required by this office, AMC agency shall also attend the said work and payment of shifting charges will be paid separately.

The mode of communication of any service request will be through e-mail . Failure to attend to the service call will attract damages at the following rates, which shall be deducted from quarterly bill payments.

The penalty amount per complaint will be as follows:

1. Fault not rectified within 24 hour@ Rs.200/- per day.
2. Major faults not rectified within 48 hours@ Rs.500/- per day.

3. If OEM or above specification component is not used as maintenance spare, the cost of the equipment will be paid by the vendor if the equipment becomes unserviceable.
4. Any delay beyond 10 days in rectifying the major fault, the penalty will be enhanced to Rs 1000/- per day.
5. Beyond 15 days if the equipment gets repaired in the open market, the actual cost of the same shall be recovered from the contractor. 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.
6. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the contractor.
7. 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.
8. The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the service to the satisfaction of the officer-in-charge of the department and any expenditure incurred therein for alternative arrangements by the Officer-in-charge shall be recovered from the contractor.
9. The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the Officer-in Charge. The entire installation should be intact at any time of inspection as well as handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.
10. The material requires replacement shall be of same quality/manufacturer and specifications. The dismantled material shall be the property of contractor.
11. Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop, from one building to another and from the service provider's workshop to the office buildings, will be at the cost of the service provider.
12. Cancellation of Contract 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 department 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.

Accepted the above Terms and Conditions

Signature of the Authorised Signatory with seal

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ANNEXURE -I**TECHNICAL BID**

| | |
|---|--|
| 1.Name of the Registered firm/Company | |
| 2. Registered address of the Company/firm: (With tel.no/fax no/Email) | |
| 3. Address of the company/firm in Chennai (If Registered office is not located in Chennai) (With tel.no/fax no/Email) | |
| 4. Name & address of the Partners/Directors With tel.no/fax no./mob.no/email | |
| 5.Contact person(s) with telephone number, mobile number & email. | |
| 6.Minimum number of years of experience(*) in providing AMC Services with any Government/PSU organisations(**) | |
| 7. Proof for satisfactorily completed either three similar works (means maintenance of Airconditioners) each costing not less than Rs.one lakh of the estimated cost or two similar works each costing not less than Rs.1,50,000/- of the estimated cost in Central Government/Central Autonomous Bodies/Central PSUs/State Govt., State PSUs; Municipal bodies etc., during the last 3 financial years previous to one for which the tenders are invited. | |
| 8.List of Clientele(*) along with certificate of appreciation from atleast three important clients | |
| 9.PAN/GIR number(*) | |

| | |
|--|--|
| 10.GST Registration no.(*) | |
| 11.Bank account details(*) | |
| 12.Details of Earnest Money Deposit(EMD) (DD no/Date/Drawn on bank) | |
| 13. Details of Processing fees (DD no/Date/Drawn on bank) | |
| 14.Any other relevant information | |

Lit of service engineers along with their qualification

1.....

2.

3.....

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my / our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with seal)

(**) Details in respect of government and non-government organizations may be provided in separate annexures accompanying this qualifying bid.

Annexure -II

FINANCIAL BID

Work -: Comprehensive AMC for Ductable Air conditioners

| Sl.No. | Voltas make Ductable Airconditioner (11 ton) Model-ACDEU110C1ZGIM | Cost of Comprehensive AMC on yearly basis/per unit in Rs. (A) | Total no. of ductable AC (Qty) (B) | Total Amount (C) (C=A*B) |
|--------|--|---|--|------------------------------------|
| 1 | Rate per item | | 10 nos | |
| 2 | GST if applicable | | | |
| | GRAND TOTAL Rupees (in words): | | | |

- Note:
- The tenderer shall quote the cost of AMC per item on yearly basis as applicable separately in Annexure.
 - The GST applicable from time to time will be paid by this office.
 - The L-1 of financial bid will be taken into consideration based on the grand total cost of AMC quoted in the tender.

Signature of the Tenderer with Seal of the Firm/company

Place:

Date:

12/12