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महालेखाकार (ले० एवं ह०) का कार्यालय, बिहार, पटना
OFFICE OF THE ACCOUNTANT GENERAL (A&E), BIHAR, PATNA


सं०/GD/AMC of AC /22-23/ 216

दिनांक Date: 27/02/2023

Notice Inviting Tender

A tender is invited on GeM regarding AMC of 57 Air Conditioner vide Bid No. GEM/2023/B/3171685 dated 22.02.2023. Additional Term & Conditions and Scope of work for tender is attached herewith. All Curious bidders are requested to submit their bid on GeM with complete Documents.

- Bid start date : 22.02.2023
- Bid end date : 09.03.2023
- Bid Opening date : 09.03.2023


Sr. Accounts officer
Bihar, Patna.

SCOPE OF THE WORK & ADDITIONAL TERMS AND CONDITIONS

The scope of work involves the comprehensive maintenance and repair of air-conditioners installed at O/o the Accountant General (A&E), Bihar, Mahalekhakar Bhahwan, Birchand Patel Marg, Patna- 1 is as follows:-

1. AMC of window & split unit AC's shall include supply of all material spares, replacement/repairs of compressor from OEM's gas charging, air filter, electrical parts, 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. This Annual Maintenance Contract shall be a comprehensive contract for different types of air-conditioners and for different types of maintenance.
3. The A.C. those 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beyond economical repair due to obsolescence of technology or non availability of parts/ components/assemblies will be withdrawn from the maintenance contract. The decision of this office regarding non-availability and obsolescence of technology will be final. 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. Wash the filter of all the ACs every month.
4. A record of preventive maintenance carried out would be maintained by you and duly certified by the authorized officer/ Welfare Assistant. The contractor will maintain a register of equipments under maintenance contract with detailed specification.
5. All the faults will be attended at site of this office. In case of a major fault, if the machine is required to be taken to the service provider workshop, the service provider will take prior permission of the Assistant Accounts Officer; General Section of this office and may issue Gate Pass accordingly.
6. Details of the minor/major, routine/preventive repair/maintenance job undertaken shall be entered into the history sheet.

7. Following work is included in the Annual Maintenance Contract of window/split type air-conditioners. 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, thermostat, over load relay, selector switch, indicator, 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 manufacture repaired compressor (no cut weld/locally repaired compressor will be accepted as replacement), repairing of the insulation/pipes of split ACs, etc. to ensure that ACs function in proper way.

8. Time schedule and periodicity of work for A.C.

8.1 Work to be carried out monthly:

Cleaning of filter 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.

8.2 Work to be carried out on Quarterly basis:

Quarterly Preventive Maintenance shall include the following:

- a. Checking motor bushings
- b. Ground connections
- c. Checking connections at the main plug
- d. Cleaning of blower and condenser fan
- e. Cleaning the evaporator and condenser coils
- f. Cleaning the equipment
- g. Checking and tightening of nuts & bolts
- h. Oiling the motor
- i. Checking cooling efficiency
- j. Overhauling of the A/c, with washing process

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

8.3 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 air-conditioner, shall be maintained. Breakdown service will include replacement of genuine spares & compressor and gas filling at the cost of the service provider.

8.4 Annual Maintenance Services (Once a year)

The scope of the 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 units.
- d. The ACs installed is of Carrier, Voltas, LG, Samsung & other Brand.

In off season, that is during the lien period of winter the contractor shall attend the Air Conditioner units for major attentions and keep the equipment ready for use for next summer

8.5 Exclusion of contract

The following shall not be a part if this contract:-

Electronic remote control, all plastic components, element, Front Grill, Bottom, Tray, Cabinet cover and sheet metal parts and shifting charges of window /split ACs.

Sd/-

Sr. Accounts Officer/GD

Additional Terms and Conditions

Documents required to be submitted

Experience Criteria

- (i) The service provider should have minimum 03 years experience in providing similar services to the Department/Ministries of the Government of India/PSU/Bank at least (at least three (03) valid proof has to be attached by the service provider not value less than Rs. 100,000/- each year in respect of work performed during previous three years).
- (ii) The service provider should not been blacklisted by the Department/Ministries of the Government of India/PSU/State Government organization/Bank etc. Self attested Declaration has to given in this regard.
- (iii) Availability of office of service provider: An office of the Service Provider must be located in the state of Consignee. Documentary evidence to be submitted.
- (iv) In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- (v) Copy of valid PAN.
- (vi) Copy of GST Registration.

General condition of the contract

1. The work consists of maintenance and repair of split and window Air Conditioners installed at this office in accordance with the technical specifications, terms and conditions mentioned in tender documents.
2. Conditional/Unsolicited tenders shall not be considered.
4. Offers' vaguely described or incomplete offers are liable to be ignored.

3. No other person except Contractor's/Service Provider's authorized representative shall be allowed to enter the office premises.
4. The Office Administration will not be responsible for any loss or damage to Service Provider's materials, equipments, tools, etc.
5. In regard to the personnel worked/sent by the service provider under the agreement of comprehensive AMC in this office:
 - a). The Service Provider should strictly follow the Labour Laws, Minimum Wages Act, EPF, ESIC and other Allied Acts. This office will not be responsible for any default.
 - b). The Service Provider will be fully responsible for safety, welfare and any accident during the work. This office will not be responsible at any time.
 - c). The Service Provider shall not be entitled to make any claim whatsoever against the office under or by virtue of or arising out of this contract, nor shall the office entertain or consider any such claim, if made by the Service Provider.
6. The Service Provider will replace the defective parts and spare parts with genuine branded parts and spare parts only and conformity with standard.
7. Please note that the office will apply penalty/ cancel the contract as below in case of discrepancy in services under contract period on receiving complaint about equipment/ services, the Service Provider will promptly respond and repair/ replace or provide required services within 24 hours, if failed, penalty shall be levied as per Service Level Agreement & Package
8. The Service Provider should submit the bills on quarterly basis and after satisfactory completion work report from the office. Advance payment is not permissible.
9. The TDS will be deducted as per provisions of the Income Tax Law GST provisions.
10. The contract will be for a maximum period of one year and this office reserves the right to extend the contract further, subject to satisfactory performance of the contractor.

11. This office reserves the right to terminate the contract at any time after giving due notice to the contractor in the event of unsatisfactory services or breach of contract at any respect.

12. The contractor shall indemnify and keep indemnified this office against:

I) Any claim arising out of third party loss/damage to life or property caused by/ during execution of the work.

II) Any claim arising out of loss/damage to the workmen engaged by the contractor by the contractor during any execution of the work.

III) Any claim due to non-compliance of applicable PF/Labour laws, ESI regulations etc.

13. The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

Sd/-

Sr. Accounts Officer/GD