

**UTAKRSH Society, Edusat Block, DIET Complex, Sector-2 Panchkula (Haryana)**

**Tel. no. 0172-2587710, 2587403**

**Tender notice for Comprehensive AMC of Air Conditioners  
for One Year (from 01/10/2012 to 30/09/2013)**

**UTAKRSH Society, Edusat Block, DIET Complex, Sector-2 Panchkula (Haryana)** invites sealed quotations from reputed firms engaged in undertaking the Comprehensive Annual Maintenance Contract (AMC) of Air Conditioners (23 numbers). The firms forwarding their quotations must comply with the Scope, terms and conditions mentioned at “**Annexure-A**”. All the Air Conditioners for which the quotations are invited for comprehensive AMC are installed at UTKARSH Society, Panchkula, details mentioned at “**Annexure-B**”. The sealed quotations for Comprehensive Annual Maintenance Contract for the Duct, Split & Window type ACs are invited in the proforma for filling the rates and other details enclosed at “**Annexure-C**”. The quotations complete in all respects in sealed cover super scribed as “**Quotations for Comprehensive AMC of Air Conditioners**” must be submitted at the O/o Administrative Officer (UTKARSH Society, Panchkula) on or before **12/09/2012 up to 3.00 PM**. The bid has to be accompanied by an EMD (Refundable) of Rs. 5,000/- (Rs. Five Thousand) only in the form of Demand Draft in favour of UTKARSH Society, Panchkula. The Technical Bids will be opened first on **14/09/2012 at 3.00 PM** in the ‘Conference Hall’ at UTKARSH Society Edusat Block, DIET Complex, Sector-2 Panchkula and financial bids will be opened on **15/09/2012 at 3:00 PM** at the same venue. **Representatives of firms may present at the time of opening of bids, if willing.** A list of clients in Government/Public Sectors with contact name and person should also be enclosed with the quotations. This office reserves all rights to accept or reject any or all quotations without assigning any reason. Conditional Quotations will not be accepted. Details can be accessed on website <http://schooleducationharyana.gov.in>.

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**(Administrative Officer)  
UTKARSH Society**

No.UTKARSH/2012/..... dated:-

## ANNEXURE 'A'

**UTAKRSH Society, Edusat Block, DIET Complex, Sector-2, Panchkula (Haryana)**

### **Scope, Terms and Conditions for the Comprehensive Annual Maintenance Contract of Air Conditioners for One Year (from 01/10/2012 to 30/09/2013)**

1. Comprehensive AMC will be for a period of one year (from 01/10/2012 to 30/09/2013). This can be cancelled unilaterally by this office whenever the service is not found to be satisfactory or up to the mark.
2. Scope of Comprehensive Annual Maintenance Contract services shall include providing routine maintenance services, pertaining to complaints as and when they occur in Window/Duct /Split Air conditioners and annual maintenance services. Comprehensive AMC services shall include providing all man power, labour, tools and replacement of all defective spare parts including consumables. The rates quoted for the AMC services shall also include all taxes and duties as applicable and cost of transportation of freight, insurances etc.
3. The total amount of Comprehensive AMC does not exceed the lowest rates accepted by this office as per the quotations. The AMC charges are payable in four quarterly installments and nothing over and above this amount is payable.
4. The release of payment will be made by the UTKARSH Society, on the quarterly basis (at the end of each quarter) on the production of '**Satisfactory Service report**' from all the offices/Location covered under the AMC.
5. Even if no call is made by any of our offices covered under AMC, the firm is required to undertake preventive maintenance by checking all the Air Conditioners at least once in every two months and servicing in every three months and confirm that the systems are in the best of working conditions.
6. This constitutes a **comprehensive maintenance contract** and includes all parts of the Air Conditioners including compressor, gas, mechanical parts, Electronic parts brazing works etc.
7. Units taken out of the office premises for service at the workshop shall be returned at the earliest and in any case, within three days time and in case more time is required, permission shall be obtained in writing from the UTKARSH Society.
8. All service request/calls for repair work must be attended within 48 hours of the complaint being lodged with the AMC Provider. If the AMC Provider firm failed to attend the calls within 48 hours, this office reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the Case of

exceptional and repeated delays, poor services, fault, break down, etc, this office reserves the right to deduct such costs as deemed to be necessary by way of damages and may also cancel the AMC unilaterally.

9. At the end of period / termination of Comprehensive AMC , the contractor shall demonstrate satisfactory testing and operation of all the air conditioners
10. Details of Air Conditioners to be covered under AMC along with the location of installation are given in “Annexure -B”.
11. Merely submission of Quotation does not entitle the firm to forward its claim for awarding the AMC even if it has quoted the lowest rates. The AMC will be awarded to the eligible firm only after all the formalities as per the terms and conditions are complied with and valid documents are produced to the satisfaction of this office.
12. The firms must have a similar experience of successfully undertaking the AMC of Air Conditioners in a Government Organization/ Semi- Government Organization/ PSUs. List of such Clients and Quantum of AMC handled must invariably be enclosed with the technical bid along with 13(e) and 13(f) below.
13. The firms are required to forward the following details with the quotation:
  - a. Valid registration Number of the firm for the VAT / Service Tax purpose.
  - b. Income Tax Return for the last financial Year.
  - c. Details of Engineers /Technician employees at your organization.
  - d. Total years of experience in providing Maintenance services for Air Conditioners.
  - e. Form 16 A (copies) issued by the Government Organizations deducting TDS on AMC services provided by the firm.
  - f. List of Government Organizations which renewed the AMC with the firm, with copies of orders.
  - g. Signed copy of tender document along with scope, terms & conditions.
14. All quotations in the prescribed format should be submitted before the time and date fixed for the receipt of quotations. Quotations received after the stipulated time and date are liable to be rejected.
15. The bidder must ensure that the conditions laid down for submission of offers detailed below are correctly and completely fulfilled. The quotations found to be deficient in any respect shall be summarily rejected. Similarly, conditional offers and offers with terms and conditions inconsistent with those contained in this document shall be rejected.
16. The bid shall be submitted as per procedure mentioned below: -
  - a. **Part I: - Technical Bid**– It will consist of the company/ establishment profile indicating the capability, self attested documentary proof of experience, and other

documents/ statutory requirement certificates as mentioned in eligibility conditions, bid document, bid security etc. This first cover shall be super scribed “**Technical Bid**”.

**b. Part II: - Financial Bid** – It will contain the price of the tender items including all Taxes. This second cover shall be super scribed “**Financial Bid**”.

Both these envelopes, after being sealed properly, shall be put into a third envelope, which should be properly sealed before it is sent/ submitted. The third sealed cover (super scribed as “**Quotations for Comprehensive AMC of Air Conditioners**”) shall be addressed to the **Administrative Officer, UTKARSH Society, Edusat Block, DIET Complex, Sector-2, Panchkula (Haryana)**

17. Technical bid will be opened on **14/09/2012 at 3.00 PM** in the ‘Conference Hall’ at UTKARSH Society Edusat Block, DIET Complex, Sector-2 Panchkula in the presence of representative of firms and Financial bid will be opened on **15/09/2012 at 3:00 PM** at the same venue.
18. A Security deposit / Bank Guarantee of Rs.5000/- (Rupees Five Thousand only) will have to be deposited by the Contractor to whom the AMC is awarded before commencement of the contract. This Security deposit / Bank Guarantee (Rs.5000/ only) will be refunded on the successful completion of the Annual Maintenance Contract. The Security Deposit will be forfeited if any of the condition of the contract is contravened besides any other action that may be taken against the contractor.

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**(Administrative Officer)**  
**UTKARSH Society**

## Annexure 'B

Details of Air Conditioners (installed at UTKARSH Society, Panchkula ) to be placed under Comprehensive AMC for one year (from 01/10/2012 to 30/09/2013).

<b>Sr. No</b>	<b>Location</b>	<b>Type of Air Conditioner</b>	<b>Capacity (Make) of Air Conditioner</b>	<b>Number of Air Conditioners</b>
1	Conference Hall	Window Type	1.5 Ton (Voltas)	Three
2	Technical Education Studio	Split Type	1.5 Ton (Logicool)	Two
3	Main Office	Split Type	1.5 Ton (Voltas)	Two
4	Main Office	Split Type	1 Ton (Voltas)	One
5	Recording Studio	Split Type	1.5 (Voltas)	Three
6	Primary Education Studio	Split Type	1.5 Ton (Voltas)	One
7	Primary Education Studio	Split Type	0.8 Ton (Voltas)	One
8	HUB Room	Split Type	1.5 Ton (Logicool)	Three
9	HUB Room	Split Type	2 Ton (Carrier)	One
10	College Education Studio	Split Type	1.5 Ton (Logicool)	One
11	Office of Shiksha Lok	Split Type	1.5 Ton (Voltas)	One
12	Library	Split Type	1.5 Ton (Voltas)	One
13	Green Room	Split Type	1.5 Ton (Voltas)	One
14	Secondary Education Studio	Duct / Split Type	5.5 Ton (Hitachi)	One
15	College Education Studio	Duct / Split Type	5.5 Ton (Hitachi)	One
<b>Total</b>				23 (Twenty Three)

**'ANNEXURE - C'**

Reference: - UTKARSH/2012/..... Dated:-.....

**Quotation for Comprehensive AMC for Air-Conditioners installed at UTKARSH Society, Edusat Block, DIET Complex, Sector-2, Panchkula (Haryana)**

<b>Particulars</b>	<b>Total Cost Quoted in Rupees (in figures and in words)</b>
Yearly Comprehensive Servicing / Maintenance / Repair of twenty three Air Conditioners <i>(Details of Air Conditioners as per Annexure-B)</i>	

Signature.....

..  
Name of Firm .....

Address in Full .....

.....

Tel. No.....

Mobile No. ....

e-mail address: .....

PAN No.....

TAN No. .... /

Service Tax No. ....