



# नॉर्थ ईस्टर्न इलेक्ट्रिक पावर कॉर्पोरेशन लि.

(भारत सरकार का उद्यम)

## NORTH EASTERN ELECTRIC POWER CORPORATION LTD.

(A GOVT. OF INDIA ENTERPRISE)

Coordination Office  
15 NBCC Tower, UG Floor,  
Bhikaji Cama Place, New Delhi-110066  
Phone: +91-11- 26164329 (EPBAX), 26170134 (D)  
Fax: +91-11-26107555, 26191060  
Email: neepconewdelhi@gmail.com

NEEPCO/ND-103/1330A

Dtd. 24/03/2017

Sub : Notice inviting quotations for comprehensive annual maintenance contract for Air Conditioners – Windows/ Spilt type

Sealed quotation are invited for the comprehensive annual maintenance contract for Air Conditioners – Windows/ Spilt type, installed in the NEEPCO's premises at New Delhi as per the details, terms and conditions given in the tender.

Description	Estimated Quantity	Period for which service is likely required
<u>AIR CONDITIONERS WINDOW /SPILT TYPE 1.5 T installed in NEEPCO premises, New Delhi</u>  Comprehensive maintenance includes replacement of spare part like running/starting capacitors, overload protector, relay, 3-core wire, metal clad plug, suction filter and replacement of worn – out fan motor, compressor and gas charging and replacement of heating element, Reverse Cycle Value (RCV) and Automatic Voltage Stabilizer installed with ACs etc.*	19 Nos.	2 Years

Sealed quotations should be submitted at our reception by 23<sup>rd</sup> April, 2017 upto 2.00 P.M and the same will be open on 23<sup>rd</sup> April, 2017 at 4.00 P.M. in the presence of bidders or their authorized representative in the Co-Ordination Office, 15 NBCC Tower, UG Floor, Bhikaji Cama Place, New Delhi - 110066. The specification and terms and conditions are given in the Annexure.

Yours faithfully,

  
Sr. Manager (HR)  
New Delhi

पंजीकृत कार्यालय: ब्रुकलैंड कम्पाउंड, लोअर न्यू कॉलोनी, शिलांग-793003

REGISTERED OFFICE: BROOKLAND COMPOUND, LOWER NEW COLONY, SHILLONG-793003

ईपीएबीएक्स/EPABX : (0364) 2227792 □ फैक्स/FAX : (0364) 2226417

CIN - U40101ML1976GOI001658



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Specifications and General terms & conditions for comprehensive annual maintenance contract of window / split AC for the period of two years.

### 1.0 INTRODUCTION

Sealed quotation are invited for the AMC of split – AC's , Windows Acs installed in the NEEPCO's premises at New Delhi.

### 2.0 SCOPE OF WORK

The work include repair / replacement and maintenance of all items connected with Air – Conditioner system and voltage stabilizers. The brief descriptions of the machine to be given on contract are as under

Description	Estimated Quantity
<u>AIR CONDITIONERS WINDOW /SPLIT TYPE 1.5 T installed in in the NEEPCO Transit Camp, Green Park, M-11, New Delhi and Transit Camp, Q-8, Hauz Khaz Enclave, New Delhi</u>	19 Nos.

The number above may undergo change as per the requirement

Each unit should be provided at least four routine services in a year at regular interval "Routine Service" and " Maintenance Service" shall cover the following :

Routine Services	Maintenance Services
Checking of Motor Ground Connection Checking of main plug connection Cleaning of Blower and Condenser fan Cleaning of Air – Filter Cleaning of equipment Cleaning of evaporators and condenser coils Tightening of nuts and bolts Oiling and greasing of Motors Checking of cooling efficiency Checking of voltage stabilizers Trey with detergent every month Cleaning of supply / return diffuser once in a month Cleaning of Ac grill in a month	Repair of Compressor & its Motor including, Replacement (not rewinding of compressor only replacement is permitted)  Repair of fan motor including replacement.  Replacement / Repair of selector switch, starting capacitor and starting relay. Heating element, RCV, thermostat and selector switch etc. Re – filling of gas if required Repair of voltage stablilizers Overhauling of complete AC's / W AC's Repair of AC remote including replacement if required.

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### 3.0 PERIOD OF CONTRACT

- 3.1 The contract will be valid for a period of two year as mentioned in the schedule of bid and shall come into existence from the date of award of contract.
- 3.2 During the entire period of the contract, no request for any increase in the rates on any account would be entertained and the performance would be reviewed from time to time to ensure that it is to the entire satisfaction of the customer.
- 3.3 Competent Authority of the office has the power to extend the AMC for one year if the performance of the firm during the AMC period is satisfactory. The agreement may, with a notice in writing be renewed before the expiry of the current agreement for such further period on the same terms and conditions as are mutually agreed upon in writing between the parties hereto.

### 4.0 QUALIFYING REQUIREMENTS

- 4.1 The firms should be authorized dealer / franchisee / service centre of a reputed company with proper workshop & genuine spare parts.
- 4.2 The bidder shall furnish a list indicating his experience of at least one single tender of undertaking maintenance and repair jobs of Air – Conditioners, Window AC (1.5 T) / (2.0 T), spilt, multi – spilt AC's.
- 4.3 The bidder shall submit the Income Tax Clearance certificate for the assessment year 2015-16.
- 4.4 The bidder shall submit the work contract certificate and service tax registration certificate & valid PAN number.
- 4.5 The firm should have proper work shop with qualified and experienced engineers / technicians and shall have all tools, stock of essentials spares required for service and maintenance of AC's.
- 4.6 The officer of NEEPCO may visit the premises of the bidder to assess his capacity to handle such jobs without giving any prior intimation.

### 5.0 BID DOCUMENTS

- 5.1 The quotation should be sent in a proper sealed cover addressed to the Co-Ordinator, NEEPCO, 15 NBCC Tower, UG Floor, Bhikaji Cama Place, New Delhi – 110066 and superscribed "Quotation for Comprehensive Servicing and Maintenance of Air – Conditioners". The tender received upto 23<sup>rd</sup> April will be opened on the same day at 4.00 PM. The quotations which are not complete in all respects and having cutting and overwriting are liable to be rejected.
- 5.2 While submitting the quotation for this work the bidder will be deemed to have read, understood and accepted all the terms and conditions stated in the inquiry for this work.

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- 5.3 Bidder will indicate the complete address of their firm/ office and residence along with telephone numbers.
- 5.4 The rate should be quoted both in figure and words and each page of tender document is to be signed by the tendered.
- 5.5 The contract will be awarded on the "as is where is basis". However, the bidder may inspect the machines and satisfy themselves, if they desire to do so on any working day between 11.00 AM to 4.00 PM with prior permission. It may be noted that no charges for such inspection shall be payable to the bidder by this office.

### 6.0 PRICES

The Annual Maintenance Charges shall be firm and inclusive of cost of spare parts, replacement of compressor, fan motors, gas charging, labour charges etc and including all taxes and other charges, if any.

### 7.0 TERMS OF PAYMENT

The payment for the work done and service rendered will be made to the firm as under :

1. 25% after completion of three months from the date of contract on satisfactory services.
2. 25% after completion of six months from the date of contract on satisfactory services.
3. 25% after completion of nine months from the date of contract on satisfactory services.
4. The balance 25% on completion of contract period.

Payment for the contract will be paid only through RTGS mode.

- 7.1 The bidder should note that payment would be made without deducting tax (VAT). The same has to be deposited by the bidder to VAT Authority, within one month of receipt of payment and have to submit the proof (Part 'D' of challan ) of the office.

### 8.0 TAX

Tax at source (TDS) will be deducted from each bill of the contractor as applicable under the Rules in respect of Income Tax. All taxes as applicable under the rules shall be paid to the Contractor.

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### 9.0 PENALTY

For unsatisfactory performance / non performance of the unit , deduction @ 1.5% per day unit of the annual contract amount for the days the machine remains down beyond the permissible period specified in Para 15.7 of the General Terms and Conditions of the document shall be made from the contractor's monthly bill.

### 10. ENCLOSURE

A copy of the following documents should be enclosed with the Technical bid / quotation.

- (i) Certificate outlined in Clause 4 above.
- (ii) Income Tax certificate.
- (iii) Tax Clearance certificate issued by the works contract cell of sales Tax Department Govt of NCT Delhi.
- (iv) Copy of the Service Tax Registration Certificate issued by Service Tax Department of Govt. of Delhi.
- (v) Valid PAN no.
- (vi) Demand Draft drawn on a local bank for the EMD drawn in favour of NEEPCO, New Delhi.

### 11. VALIDITY

The offer should be valid for a minimum period of 120 days from the date of opening of the tender.

### 12. MAINTENANCE GUARANTEES

The repair of major equipment like compressor, fan motors etc, should be guaranteed for a period of six months from the date of replacement / repair undertaken by the firm.

### 13. E.M.D

The tender should be accompanied by earnest money amounting to Rs.5,000/- (Rupees Five thousand only) in the form of Demand Draft , drawn in the name of NEEPCO, New Delhi . Tender unaccompanied by DD for specified amount will be summarily rejected. The DD of the unsuccessful bidder will be returned duly endorsed for encashment.

### 14. SECURITY DEPOSIT

Successful bidder whose bid is accepted by this office will be required to submit a security deposit in the form of a Bank Demand Draft or Fixed Deposit receipt drawn on a Nationalized Bank in favor of NEEPCO, New Delhi equivalent to 10% (ten percent) of contract price which will be returned after successful completion of work. The Security Deposit shall be submitted by the successful bidder within 10days of issue of letter of award and on submission of this security Deposit, the earnest money earlier deposited will be returned.

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### Submission of Bids:-

The bidder shall submit the Technical Bid along with Bankers' cheque/Pay Order /DD of earnest money together in a separate sealed cover subscribed as Technical bid along with all documents mentioned at Clause 10 and the Financial Bid in another sealed cover duly subscribed as Financial bid and all these two sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed "Quotation for comprehensive Servicing and Maintenance of Air Conditioner" and shall be address to the Co-Ordinator, 15 NBCC Tower, UG Floor, Bhikaji Cama Place, New Delhi – 110066.

Financial Bid of the bidder will not be open if not qualified in the Technical Bid.

### 15. GENERAL TERMS & CONDITIONS

15.1 The bidders have been permitted to quote on the explicit understanding that they shall not be entitled to resettle unilaterally from their offer or modify the terms and conditions once the same have been received in this office. If the tender be withdrawn / amended or any further conditions are imposed by the tenderer, the earnest money deposit ed by the tenderer shall be forfeited.

15.2 The person signing the tender document on behalf of the contractor / firm shall attach with the tender a proper Power of Attorney, duly executed by all the partners, stating that he has the authority to bind such other persons of the firms, whatever the case may be in all the matters pertaining to the contract, including arbitration clause.

15.3 Acceptance of the quotation by NEEPCO shall be communicated to the successful bidder by a formal letter of acceptance of the quotation.

15.4 The Contractor will be required to maintain a register detailing complaints about the Air Conditioners wherein each complaint received and action taken thereon along with timings and dated will be recorded by the mechanic to ensure this to attend any complaints of break – down etc. The firm shall depute daily one foreman, qualified mechanics and one helper for periodical inspection and setting right the defects found or reported by the user on day to day basis. The Supervisor and mechanics of the contractor should report to the In-Charge Guest House daily.

15.5 The Contractor shall require to carry out the periodical maintenance of equipment under AMC once in three months as per schedule. The AC's must be well maintained to be in good working condition and the report should be submitted to Sr.Manager (HR) every month. The Contractor shall carry out the complete overhauling of the equipment under AMC once in a year.

15.6 The firm would be required to replace or repair all spares and material needed to keep the unit in working order such as compressor, fan motor and electrical components like starting capacitor, running capacitor, overload relay, gas charging, wires, plugs, cleaning of AC grill, remote of AC and AC filters etc without any extra cost. Contractor would keep sufficient stock of essential spares of standard quality (ISI marks) at site for replacement of defective / worn out parts expeditiously. No extra payment for

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replacement / repair of the all electrical parts including compressor and fan motor shall be paid.

15.7 The firm should ensure that the equipments included in the service contract are in working conditions at all times. While minor repairs should be carried out on the same day , for the major repairs relating to parts like Compressor, Fan Motor and Gas Charging etc, the maximum time permissible will be two working days only. After two days the same will be got repaired at the risk and cost of the contractor.

15.8 The firm would attend to the complaints during the normal office timings (9.00AM to 5.30 PM) within 12 hours. In emergency complaint would be attended immediately on receipt of the same. NEEPCO reserves the right to abandon or terminate the contract at any time without assigning any reason and he can stipulate any condition for the good cause of maintenance work during the course of contract.

15.9 The Contractor shall ensure that no damage is caused to the equipment / Govt. building in performing of his services. Any loss suffers therein will be made by the contractor.

15.10 No extra payment will be made for shifting of Ac's from one location to another within the premises whenever so desired.

15.11 The contractor shall replace the plastic / rubber / stainless steel / GI components whenever get damaged by replacing original components only. Any suitable part of the usage of sealing material, metal paste is not acceptable.

15.12 The successful bidder will be required to submit a duly signed Annual Maintenance Contract Agreement on a non – judicial stamp paper for Rs. 100/- at the time of award of the contract.

15.13 The contractor shall handover the entire equipments in working condition to NEEPCO after completion of the AMC.

### 16. ARBITRATION

In case any dispute relating to this contract which may arise during or after the execution of the contract shall be referred to the arbitrator appointed by the contract Authority, whose decision shall be final and binding. The proceedings of the arbitration shall be carried out in New Delhi only.

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### Schedule of Bids

Tender to be addressed to

Co- Ordinator  
NEEPCO, 15, NBCC Tower,  
Bhikaji Cama Place,  
UG Floor, New Delhi -110066

Last Date & Time for receipt of Tender

23-04-2017 upto 2.00 PM

Date & Time for opening of Tender

23-04-2017 at 4.00 PM

### Details of Air Conditioners

Description	Estimated Quantity	Period for which Service is likely required	Rates per unit per month (Rupees in figure & words)
AIR CONDITIONERS WINDOW /SPILT TYPE 1.5 T installed in NEEPCO premises, New Delhi	19 Nos.	1 <sup>st</sup> May,2017 to 30 <sup>th</sup> April 2017	

Earnest Money deposit vide

DD No.\_\_\_\_\_dtd\_\_\_\_\_

Drawn on\_\_\_\_\_

Signature of Tenderer

Date \_\_\_\_\_

Seal \_\_\_\_\_

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