



Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes & Customs
Directorate General of Human Resource Management, HRM-II
409/8, Deep Shikha, Rajendra Place,
New Delhi - 110008

Telephone: 011- 25733146

Email Id: coord.hrm2-dghrd@gov.in

F.NO. I/(7)MR/42/2020-ADMN

Dated: 27.02.2023

E-TENDER NOTICE INVITING BIDS FOR

AMC OF AIR-CONDITIONER UNITS IN DGHRD, HRM-II (M/O Finance, CBIC)

1. The DGHRD, HRM-II office of M/o Finance, D/o Revenue, CBIC functions from the office premises at Room 403, 4th Floor, Deepshikha Building, Rajendra Place, New Delhi-110008 invites **e- bids at CPPP Portal** from reputed firms under a **two-bid system (Technical bid and Financial bid)** for Comprehensive Annual Maintenance Contract (AMC) for the service/upkeep of 28 split Air- Conditioning Units installed in the above office premises (as per details mentioned in 'Tender document'). **The AMC will be for a period of 06 months.** The specifications of work to be done for the above maintenance, qualification/eligibility criteria to be met by the contractor and the statutory obligations to be complied with by the contractor are detailed in the 'Tender document' to this Notice. All bidders for this e-tender are deemed to have understood and accepted the contents of this Notice.
2. **Only those bidders, who have their offices and workforce within a radius of 15 km from the above office may post their bids for this e-tender.** They will have to provide valid address proof as evidence for the same.
3. This tender document can be downloaded from the DGHRD and CBIC websites and are to be uploaded at Central Public Procurement Portal (CPPP Portal-e-procurement) website .
4. Interested bidders, who comply with the terms and conditions of this tender notice may submit their e-bids online in the enclosed forms for Technical & Financial bids. Their e-bids have to be uploaded/ submitted online only through the Government of India, Central Public Procurement Portal (e-procurement) website. Hard copies of the bids will not be accepted.
5. The bidders shall sign the Tender documents with digital signature (DSC). The Technical Bid form (enclosed with this Notice as Annexure) and upload/submit them through the Central Public Procurement Portal along with the necessary documents of proof as required. The Financial bid should be filled up in the BoQ Excel file format and uploaded in the above site. The Technical bid and Financial bid will be opened separately.
6. **Care may be taken to ensure that the Financial bid's details are not visible along with the Technical bid. In case the Financial bid is visible along with the Technical bid, the bid will be liable to be rejected.**

7. The date sheet for the above bid is as under :-

Tender Ref No.	F.NO. I/(7)MR/42/2020-ADMN
Tender Title	AMC for repair and servicing of 28 Split Air Conditioners for six months, DGHRD (HRM-II) Rajendra Place, New Delhi-110008
Tender published /start Date	27.02.2023
Last date of submission of tender	09.03.2023 till 17:30 Hours
Opening date of tender	10.03.2023 at 11:30 Hours
Tender value	Not specified


(RITESH KUMAR TRIPATHI)
JOINT DIRECTOR (ADMN)

Copy for uploading on the website to:-

1. The Web Masters cbic website at dte of sytems
2. DGHRD webmaster
3. Notice Board. DGHRD, HRM-II

TENDER DOCUMENT

I. DETAILS OF WORK TO BE DONE

1. This Annual Maintenance Contract shall be a Comprehensive contract for split air-conditioners installed at DGHRD office, HRM-II mentioned in the tender document. The details of Air-conditioning units installed in the said office are given below:

S.No.	Type of Air-conditioner	Nos.
DGHRD, HRM-II		
1	2.0 ton Split AC	27
2	1.0 ton Split AC	1
TOTAL		28

2. This Comprehensive AMC, as per the industry's standards, will cover the service, labor involved and repairs/replacement of all damaged components/parts of the above AC units, **except Voltage Stabilizers, Cooling coils, Metal covers, Plastic bodies, Remote Handsets, Copper piping and insulation, Air filters and Tinkering & Painting work.**
3. There are two types of Maintenance services to be carried out by the Service Provider viz. (A) Preventive Maintenance Service (PMS) and (B) Break-down Service (BDS). The works to be done under these maintenances are explained below:-

(A) **Preventive Maintenance Service (PMS):**

Every machine shall be serviced at least once every month (except chemical wash). A record of such service, duly acknowledged by the person in charge shall be maintained. Monthly Preventive Maintenance shall include the following:

- i. Checking, connections at the main plug
- ii. Cleaning of blower and condenser fan
- iii. Cleaning of air filter
- iv. Cleaning the evaporator and condenser coils
- v. Cleaning the equipment.
- vi. Checking and tightening of nuts & bolts
- vii. Oiling the motor
- viii. Checking cooling efficiency.
- ix. Overhauling of the A/c, with chemical washing process.

However, the air filter of the Air-Conditioning Units shall be cleaned **every month** and at the end of every Preventive Maintenance check.

(B) **Break-down service (BDS):**

- i. Breakdown calls shall be attended to be attended on the same day or at least within 24 hours of the complaint made duly acknowledged by the person in charge shall be maintained. Non-attendance of complaints of this nature beyond a week would entail deduction of penalty of Rs.200/- per day/Unit till the complaint is attended to. **Breakdown repair/replacement will include repair/replacement of PCB, genuine spares & Compressor.**
- ii. Units taken out of the office premises for service at your workshop shall be returned at the earliest and in any case, within a 24 hours. Non-attendance of complaints of this nature beyond 24 hours would entail deduction of penalty of Rs.200/- per day/Unit till the complaint is attended to.

- iii. Only ISI marked parts for repairs/replacements shall be used. Old parts, which are replaced, must be deposited with the office under proper documentation and the new parts should be shown before replacement. Using of non-ISI marked part will attract penalty, which may go up to double the cost of the parts.
- iv. Transportation of Air-Conditioner Units from the office buildings to the service provider's workshop and back to the office buildings will be at the cost of the service provider

II. ELIGIBILITY CRITERIA TO BE MET BY THE BIDDER

1. The tender will be decided based on, among other things, the least amount quoted and the accuracy of other details provided.
2. **The bidder has to provide their address proof as evidence that their office and workforce are available within Delhi city within a radius of 15 km from the above office.**
3. Unless legally exempted, the contractor should be registered with GST. Evidence, if any, for filing of GST returns shall be enclosed along with the technical bid.
4. The service provider shall provide direct service and shall not employ sub-contractors.
5. The Financial bid has to be filled up compulsorily in the BoQ format. When filling up the BoQ, please enter data only in the coloured cells. **Please ensure that the bid amounts do not include GST.** Also please ensure that details of this financial bid are not visible at the time of opening the Technical bid.
6. The firm should be in the business of repair, servicing, gas filing and compressor maintenance of Air Conditioners at least for the last three years supported with documentary evidence.
7. A satisfactory performance certificate regarding repair, servicing, gas fillings, Compressor maintenance of Air Conditioners from two Govt. Department/ PSUs should be furnished.
8. Successful bidder has to submit the security deposit of 5-10% of the total billing amount.

OTHER CONDITIONS:

1. Quarterly Bills, duly supported by user certificate to the effect that all the machines have been serviced and are working in good condition, shall be submitted to the undersigned along with the Service Report acknowledgements (both for Preventive Maintenance Service and for Break-down Maintenance Service) before 5th of the following month. Payment shall be made after verification of the work done.
2. The department reserves the right for termination of contract before the expiry of the AMC period if services are not found satisfactory or any misconduct by the service provider.
3. **The selected service provider shall submit an undertaking, as per Annexure 2, mentioning that all the terms and conditions mentioned in this tender are acceptable to them.**


(RITESH KUMAR TRIPATHI)
JOINT DIRECTOR (ADMN)

Encl.:

1. Technical Bid Document (ANNEXURE - 1)
2. Declaration by the Bidder (ANNEXURE - 2)

TECHNICAL BID

SI.NO.	Category	Details
<u>1.</u>	Name of firm/company	
<u>2.</u>	Address of office	
<u>3.</u>	Name of contact person	
<u>4.</u>	Contact phone number Landline: Mobile:	
<u>5.</u>	Has the proof of address been submitted?	
<u>6.</u>	Number of service technicians available	
<u>7.</u>	No. of years of experience in Service/Maintenance of Air Conditioner units	
<u>8.</u>	PAN Number	
<u>9.</u>	GST Registration No. and Certificate	
<u>10.</u>	Is the list of clients and references uploaded, with contact person and phone numbers	

DECLARATION

I hereby certify that the information furnished above is true 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, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

UNDERTAKING BY THE BIDDER

1. We have read and understood the terms and conditions of this tender and are acceptable to us.
2. We hereby certify that the information furnished above is true and correct to the best of our knowledge. We understand that in case any of the information/details furnished by us is found to be false & incorrect at any stage, our contract can be terminated immediately and our company will be liable for being blacklisted for future transaction with the Department.
3. We declare that we have not been blacklisted by any Government organisation on any occasion.
4. We also declare that we do not have any criminal proceedings against us.

(Signature of Authorized Signatory with date and seal)