



**Government of India**  
**Ministry of Finance, Department of Revenue**  
**Central Board of Indirect Taxes & Customs**  
**Directorate General of Human Resource Development, HRM-I**  
**Bhai Vir Singh Sahitya Sadan, 2<sup>nd</sup> & 3<sup>rd</sup> Floor, Bhai Vir Singh Marg**  
**Gole Market, New Delhi-110 001**  
**Telephone No. 011-23340315**

F.NO.222/BVS/HRD (HRM-I)/AMC for AC/2023

Dated: 09.03.2023

**E-TENDER NOTICE INVITING BIDS FOR**  
**AMC OF AIR-CONDITIONER UNITS IN DGHRD, HRM-I (M/O Finance, CBIC)**

1. The DGHRD, HRM-I office of M/o Finance, D/o Revenue, CBIC functions from the office premises at **Bhai Vir Singh Sahitya Sadan, 2<sup>nd</sup> & 3<sup>rd</sup> Floor, Bhai Vir Singh Marg Gole Market, New Delhi-110 001** invites **bids** from reputed firms under a for Comprehensive Annual Maintenance Contract (AMC) for the service/upkeep of 23 split & 08 Cassette Air-Conditioning Units installed in the above office premises. **The AMC will be for a period of 08 months** (from 1<sup>st</sup> April 2023 to 30<sup>th</sup> Nov. 2023). 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.
4. Interested bidders, who comply with the terms and conditions of this tender notice, may submit their bids at the above address in the enclosed forms as per Tender Document, Annexure-I and II.
5. **The date sheet for the above bid is as under:-**

|                                   |  |
|-----------------------------------|--|
| Tender Ref No.                    |  |
| Tender Title                      | AMC for repair and servicing of 23 Split & 08 Cassette Air Conditioners for one year, DGHRD (HRM-I) BVSSS, Gole Market, New Delhi-110008 |
| Tender published /start Date      | 09.03.2023   |
| Last date of submission of tender | 20.03.2023   |

|                        |               |
|------------------------|---------------|
| Opening date of tender | 21.03.2023    |
| Tender value           | Not specified |

  
9/3/23  
**(PRATEEK BHATIA)**  
**JOINT DIRECTOR (ADMN)**

Copy for uploading on the website to:-

1. The Web Masters CBIC website at dte of sytems
2. DGHRD webmaster

## TENDER DOCUMENT

### I. DETAILS OF WORK TO BE DONE

1. This Annual Maintenance Contract shall be a Comprehensive contract for split & cassette air-conditioners installed at DGHRD office, HRM-I 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.      | Rates of AMC (to be given by the service provider) (in Rs.)excluding GST |
|---------------------|-------------------------|-----------|--|
| <b>DGHRD, HRM-I</b> |                         |           |  |
| 1                   | 2.0 ton Cassette AC     | 08        |  |
| 2                   | 2.0 ton Split AC        | 10        |  |
| 3                   | 1.5 ton Split AC        | 13        |  |
| <b>TOTAL</b>        |                         | <b>31</b> |  |

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 quarter. A record of such service, duly acknowledged by the person in charge shall be maintained. Quarterly 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. Gas filling, whenever required.
- vii. Checking and tightening of nuts & bolts.
- viii. Oiling the motor
- ix. Checking cooling efficiency.
- x. 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 and the complaint shall be duly acknowledged by the person in-charge. Non-attendance of complaints of this nature beyond a week from the date of complaint 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 week's time. Non-attendance of complaints of this nature beyond a week from the date of complaint would entail deduction of penalty of Rs.500/- per day/Unit till the complaint is attended to.
- iii. Only ISI marked genuine spare 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 basis of technical criteria and 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 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.
6. A satisfactory performance certificate regarding repair, servicing, gas fillings, Compressor maintenance of Air Conditioners from two Govt. Department/ PSUs should be furnished.
7. Successful bidder has to submit the security deposit of 5-10% of the total quoted amount in the form of Demand Draft in favor of DDO, DGHRD.

**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 5<sup>th</sup> 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.**
4. The bidders are open to attend the bid opening process as per the date and time mentioned.

5. One service in-charge should be available in DGHRD, HRM-I, Bhai Vir Singh Sahitya Sadan Gole Market New Delhi (office Hours 9:30 AM to 6:00 PM) on all working days (as well as required on holidays).

  
9/3/28  
**PRATEEK BHATIA**  
**JOINT DIRECTOR (ADMN)**

Encl.:

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

**TECHNICAL BID**

| <b>Sl.NO.</b> | <b>Category</b>   | <b>Details</b> |
|---------------|---|----------------|
| 1.            | Name of firm/company  |                |
| 2.            | Address of office   |                |
| 3.            | Name of contact person  |                |
| 4.            | Contact phone number<br>Landline:<br>Mobile:<br>Email :                               |                |
| 5.            | Has the proof of address been submitted?  |                |
| 6.            | Number of service technicians available   |                |
| 7.            | No. of years of experience in Service/Maintenance of AirConditioner units             |                |
| 8.            | PAN Number  |                |
| 9.            | GST Registration No. and Certificate  |                |
| 10.           | 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)**