To

All Intended Persons / Firms.

**TENDER NOTICE**

**Subject:** Annual maintenance Contract for the servicing, maintenance and upkeep of all type of Air-Conditioners (Split/Cassette/Window), Water Coolers, R.O, water dispensers, refrigerators etc. in the Main Sectt., Ministry of Information & Broadcasting.

E-tenders are invited from only Delhi based Agencies/Firms/Individuals for Annual Maintenance Contract for the servicing, maintenance and upkeep of all type of Air-Conditioners (Split/Cassette/Window), Water Coolers, R.O, water dispensers, refrigerators etc. in the Main Sectt., Ministry of Information & Broadcasting initially for a period of one (01) year from the date of awarding the contract. The tender may be curtailed/ terminated without assigning any reason or giving prior notice.

2. **Brief Description of the Selection Process:** The Ministry of Information & Broadcasting will adopt one stage selection process in the form of single bid. The bid shall be accepted online only through Central Public Procurement Portal website: http://eprocure.gov.in/eprocure/app and NO other format for submitting the bids shall be accepted. Evaluation of the bids will be carried out and successful bidders, finalized for empanelment, will be required to carry out/start the work immediately on as is where is basis in Ministry of Information & Broadcasting after award of the tender on the basis of quoted rates and terms and conditions mentioned in this tender document. The rates will have to be quoted in Indian Rupees (INR) on per item basis. Only those bidders who will qualify the eligibility criteria as mentioned in terms and conditions will be considered for selection.

3. The scanned copy of the demand draft of Rs. 20,000/- (Rupees twenty thousand only) as Earnest Money Deposit (EMD) must be uploaded with the bid. The EMD shall be in Indian Rupees (INR) and shall be in the form of Demand Draft from any of the Nationalized Bank/Scheduled Bank in favour of “Section Officer (Cash), Ministry of Information & Broadcasting, New Delhi payable at New Delhi”. The original hard copy of EMD of Rs. 20,000/- in the form of Demand Draft is also required to be submitted in a sealed envelope superscribed “Annual Contract for
maintenance of Air-Conditioners (Split/Window), Water Coolers, R.O, water-dispensers, refrigerators and stabilizers", on or before the closing date and time of e-submission of online bids to Section Officer (Admn.III), Ministry of Information & Broadcasting, A-wing, Room no. 548, Shastri Bhawan, New Delhi, failing which the bids will not be considered. The eligible suppliers/firms under applicable rules of GFR-2017 are exempted from furnishing Earnest money deposit along with their bids as per the provision made. In case so, a copy of the order issued by the concerned organization and the copy of registration in this regard should be accompanied with other documents.

4. The successful bidders shall have to deposit Rs. 1,00,000/- (Rupees One Lac only) as performance security by means of Bank Guarantee from a Nationalized Bank/Scheduled Bank in favour of "Section Officer (Cash), Ministry of Information & Broadcasting, New Delhi payable at New Delhi". EMD of the unsuccessful bidders shall be returned after finalization of the contract. No interest shall be paid on the EMD amount.

5. The Ministry reserves the right to cancel the process of tender/contract at any point of time without assigning any further reason.

6. Intended persons / firms may quote the rates as per enclosed performa. Terms & Conditions for the contract/quotations are enclosed which will be required to be signed by the Contractor.

(Shallesh Gautam)
Under Secretary to the Govt. of India
Ph. No. 23384990
Terms And Conditions

i. The successful firm will be required to start working immediately on as is where is basis after award of the contract. The Ministry, shall, however, has the right to terminate the contract at any time without assigning the reason thereof. The contract may also be extended for further period subject to the quality of service provided by the firm and also ascertained by this Ministry.

ii. All inclusive rates for servicing and maintenance of split Air-conditioners, air conditioners (window type/ cassette type), water coolers, Water Dispensers, refrigerators, R.O and stabilizers including repairs, fixing parts, replacement of accessories, etc. these rates should be quoted per item basis. It may be noted that during the pendency of the contract, equipments in perfect working condition with requisite fitting parts, accessories, repairs, etc. are required to be maintained within the all - inclusive rates tendered.

iii. No extra payments, whatsoever, on account of natural calamities or otherwise, will be made to the contractor except the all-inclusive rates and the rates permitted under this contract. It shall be contractor's responsibility to make the air-conditioners splits and window type/ cassette type, water dispensers, water coolers, refrigerators, R.O and stabilizers work satisfactorily throughout the period.

iv. It shall also be the responsibility of the contractor to hand over back to this Ministry all the equipment under contract in working conditions at the end of contract period.

v. It may be particularly noted that after the contract is awarded, the contractor will be required to fix all the required accessories to the air-conditioners, water dispensers and water coolers in question, to bring them in the perfect working order so that these are ready for use. If required the intended firm may contact the undersigned for inspection of the machines/ equipments installed in this Ministry. The contractor will be required to depute at least two (02) whole time expert mechanic with mobile phones on duty exclusively for this Ministry on all working days, if required on holidays also, to attend the equipments and whenever, defect arises therein or any complaint to this effect is made. In case the complaints of maintenance/ repair of the item are not attended to within the same day penalty of Rs. 200/- will be levied per day thereafter. No quarterly payment for AMC for a particular AC/ water cooler/ water dispenser/R.O./ Refrigerator/ stabilizer will be made if the same is out of order for more than 10 days in one quarter.

vi. The work is to be carried out in the office premises itself. However, only such work as cannot be done in the office premises will be allowed to be done outside with written permission of the Section Officer, Admn III Section of the Ministry and no extra payment would be made on this account.

Cont..3/..
vii. Failure to repair/servicing the equipments in question within the reasonable time, without adequate reasons or to return the repaired machine within a week's time at the maximum, may entail proportionate deduction in the bill in respect of the period i.e., Rs. 500/- per day for the delay after one week.

viii. The firm should be ESI/EPF registered firm.

ix. All the interested bidders are requested to enclose the certificate towards annual turnover in respect of the firm for the last three years along with their tender. Minimum annual turnover of the firm must be Rs. Twenty (20) Lacs.

x. The indenting contractors must have at least eight (08) years of experience of similar work i.e., AMC of air conditioners etc., in atleast 10 Ministries/Departments/PSU's/Central Government/State Government etc. You are requested to kindly indicate the name of the Ministries/Department/Office where you have undertaken such assignments and enclose the experience certificate alongwith satisfactory work done report received from them.

xi. Renovation of A.C. will cover repair/replacement of all defective parts of the Air-conditioners including chassis, body, blower, motor etc. and body of the AC will be changed with new and the Air-conditioner should be in a good working condition after renovation. Compressor will be repaired to work satisfactorily. The firm will also give 6 months warranty and if during the period of six months the A.C. requires any repair/replacement of part, it will be done free of cost by the firm.

xii. If the work of the contractor is found unsatisfactory or if the contractor dishonors the contract, the job will be entrusted to any other firm at the risk and expenses of the defaulting contractor.

xiii. The contract can be terminated summarily by this Ministry at any time if the work of the contractor is found unsatisfactory. In this connection, the decision of the undersigned shall be final and binding on the contractor.

xiv. The firm must attach an undertaking to the effect that it has not been blacklisted/debarred by any Central/State government Ministry/Department during last five years.

xv. Payment for the work done will be made on quarterly basis as per the actual counting of Equipments in respect of which AMC has been carried out.

xvi. No increase in amount shall be considered at all during the currency of the AMC. No other charges like transportation fare etc., will be payable.

xvii. Conditional tender will not be entertained.

xviii. Scanned copies of PAN/GST registration must be attached with the bids.
xix. The Ministry reserves the right to accept or to reject any quotation(s) in full or in part without assigning any reason thereof.

xx. The firm must be authorized dealer of reputed firms like Vallas, Hitachi etc. and should supply genuine ISI marked products.

xxi. Any financial loss/damage to any part of the equipment / machines of the Ministry caused by the firm/ engineers of the firm would be deducted from the performance security/bills.

xxii. The bidders may also indicate whether they belong to Micro & Small Enterprise Category.

xxiii. It may also be indicated whether the bidder belongs to SC/ST Category.
Amendment of Bidding Document:

1. At any time prior to the deadline for e-submission of bids, the Ministry may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.

2. Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, will be uploaded as 'corrigendum' on http://eprocure.gov.in/eprocure/app and www.mib.nic.in. Such amendments modification shall be binding on all the prospective bidders.

3. Ministry at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidder time to take into the consideration the amendments while preparing their bids.

4. The Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

5. Ministry of Information & Broadcasting also reserves the right to call for additional information from the Bidders.
# Annexure-A

## Cover 1-Bld

(following documents to be uploaded online in .pdf format)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Document</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Scanned copy of EMD</td>
<td>.pdf</td>
</tr>
<tr>
<td>2.</td>
<td>Scanned Copy of PAN Card and GST registration no./ certificate</td>
<td>.pdf</td>
</tr>
<tr>
<td>3.</td>
<td>Scanned copy of Income Tax return filed for last three (3) years</td>
<td>.pdf</td>
</tr>
<tr>
<td>4.</td>
<td>Scanned copy of annual turnover certificate for last three years from C.A.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Scanned copy of work experience certificate for similar work i.e., AMC of AC's etc. with satisfactory work done report as per the terms and conditions mentioned in the tender</td>
<td>.pdf</td>
</tr>
<tr>
<td>6.</td>
<td>Scanned copy of the tender acceptance letter duly signed and sealed by the Agency/Firm as a token of Acceptance of the terms and conditions</td>
<td>.pdf</td>
</tr>
<tr>
<td>7.</td>
<td>Scanned copy of registration of the firm in ESI/EPF</td>
<td>.pdf</td>
</tr>
</tbody>
</table>