

विश्वेश्वरय्या राष्ट्रीय प्रौद्योगिकी संस्थान, दक्षिण अंबाझरी मार्ग नागपुर-440010 (भारत)  
**VISVESVARAYA NATIONAL INSTITUTE OF TECHNOLOGY,  
NAGPUR - 440 010**



**TENDER DOCUMENT FOR**

**“Work of Comprehensive Annual Maintenance of  
Air Conditioners and Water Coolers”**

**TENDER NO.VNIT/STR/LT/CAMC-AC&WC/13.10.2020**

DATE OF ISSUING OF TENDER	: 15 <sup>th</sup> October 2020 AT 9.30 A.M.
LAST DATE OF SUBMISSION OF TENDER	: 4 <sup>th</sup> November 2020 UP-TO 3.00 P.M.
DATE OF OPENING OF TENDER	: 4 <sup>th</sup> November 2020 AT 3.30 P.M.

**INVITATION of QUOTATION/TENDER FOR  
COMPREHENSIVE WORK OF ANNUAL MAINTENANCE CONTRACT  
OF AIR-CONDITIONERS AND WATER COOLERS**

To,

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**Sub:** Tender Enquiry for the **Comprehensive Work of Annual Maintenance Contract of Air-Conditioners and Water Coolers**

Dear Vendor,

You are invited to submit your most competitive quotation for the "**Comprehensive Work of Annual Maintenance Contract of Air-Conditioners and Water Coolers**" in sealed envelope for VNIT Nagpur. Interested bidders are requested to submit the most competitive bid / quotation, details below:-

Description of the Goods / Equipment	Specifications	Unit / Quantity	Delivery Period & Place of Delivery	Price	Earnest Money Deposit (EMD) Amount in Rs	Installation
Please refer enclosed "QFA/Bill of Material" for complete details	As per QFA/Bill of Material	As per QFA/Bill of Material	<b>Initially the work will be awarded to successful bidder for Period of 1 Year, on trial basis, which may be extended up-to next 24 months, in case of satisfactory performance. (extended every year based on review performance)</b>	F.O.R. VNIT, Nagpur/ Nagpur Airport.	<b>Rs. 75000=00 Seventy Five Thousand) in the form of DD</b> drawn in favour of the Director, VNIT, Nagpur [To be enclosed with the quotation in separate envelope]	Good(s)/ Equipment(s) to be installed / commissioned at site by the bidder at Free of Cost.

**Schedule & Instructions for Tender/Bid Submission**

**ITEM: “Comprehensive Work of Annual Maintenance Contract of Air-Conditioners and Water Coolers” for VNIT Nagpur .**

<b>Date of Issue</b>	:	<b>Thursday, 15<sup>th</sup> October 2020 at 9.30 A.M.</b>
<b>Last Date of Submission</b>	:	<b>Wednesday, 4<sup>th</sup> November 2020 Upto 3.00 P.M.</b>
<b>Tender Opening Date &amp; Time</b>	:	<b>Wednesday, 4<sup>th</sup> November 2020_Upto 3.30 P.M.</b>
<b>Amount of EMD</b>	:	<b>Rs.75,000/- payable through Demand Draft drawn in favour of Director, VNIT, Nagpur.</b>

**SUBMISSION OF BID**

“TWO BID” viz. **Technical /Qualifying Bid** and **Price/Commercial Bid** Systems will be followed for this tender. The Technical bid and the Financial bid should be sealed **in separate covers both duly super-scribed** and both these sealed covers are to be put **in a bigger cover** which should also be sealed and **duly super-scribed** with above mentioned item.

**For Technical /Qualifying Bid** - Envelope to be super-scribed with above mentioned item, and should be submitted with prescribed Tender Fee & EMD and the associated supporting documents. Bill of material (without any price), indicating the compliance of technical specification should also be included with the qualifying bid. The Tender Fee & EMD, DD to be put in separate envelope.

**For Price/Commercial Bid** - Envelope to be super-scribed with “**PRICE/COMMERCIAL BID** for “**Name of Equipment and Reference No.**”. The Price should be indicated in the prescribed format in the Price/Commercial Bid only. Any other format will lead to disqualification.

Both above sealed covers are to be put **in a bigger envelope** which should also be sealed and **duly super-scribed** with Tender Enquiry for “**Name of Equipment and Reference No.**” for VNIT Nagpur. The sealed envelope super-scribed with - Tender Enquiry for “**Comprehensive Work of Annual Maintenance Contract of Air-Conditioners and Water Coolers**” to be sent to **Joint Registrar (Stores), VNIT, South Ambazari Road, Nagpur 440 010.** OR in person be submitted in the “**Tender / Quotation Box**” kept in The Stores Section. VNIT, Nagpur. The last date of submission is **Wednesday, 4<sup>th</sup> November 2020 by 3.00 P.M.**

Tender received after the last date / time of submission (as mentioned in tender notice) will not be considered and will lead to rejection. Each envelope / cover should also indicate clearly the name and address of the bidder.

## General Instructions, Terms & Conditions for the Bidder / Vendor

1. **Price Bid**
  - a) The price should be quoted **FOR VNIT, Nagpur / Nagpur Airport** on delivery basis.
  - b) The price/rates quoted by the bidder shall be FIRM & FIXED and shall not be variable/subject to adjustment on any account.
  - c) The price bid shall be valid for a period of 180 days from the date of opening.
  - d) The duties, taxes and other levies payable by the vendor shall be shown separately in bidding document. The basic price per unit should be separately mentioned in price bid in the given format.
  - e) Duties & taxes viz. Custom, GST, Freight / Transportation, Packing & Forwarding, Insurance, Price Ex-Works etc. shall be indicated separately in the given format only.
  - f) **The bidder is requested for special educational discount to the Institute.**
  - g) **The contract shall be for the full quantity as described in QFA/Bill of Material. Correction if any shall be made out by crossing out, initialling, dating and re-writing.**
2. **Technical Bid**
  - a) The good/s offered must meet / comply with the Technical Specifications detailed in "**Technical/Qualifying Bid**" given in tender. In case of deviation if any, the firm's bid is liable to be treated as non-responsive.
  - b) VNIT has the sole discretion to accept or reject tenders / bids based on deviations, if any, from the technical specification.
  - c) The price bids of the bidders who **do not conform** to the Technical Specifications & Eligibility Criteria given in Technical/Qualifying Bid will not be opened. The EMD of such bidder/s will be returned in due course.
3. **Bid Evaluation**

The Purchaser will evaluate and compare the bids determined to be substantially responsive i.e. which;

  - a) Are properly signed, and
  - b) Confirm to the general terms and conditions, special conditions, and technical specifications.
  - c) **The Tenders would be evaluated for all the item together as specified in "TFA"**
4. Each Bidder shall submit only one bid. VNIT Ref. No. and item name must be mentioned on envelope / cover containing the quotation.
5. Bidder shall submit Firm's registration certificate, GST registration certificate, PAN, Delivery Period, electrical contractor license, others etc with the bid.
6. Bidder shall furnish the information in the prescribed format of Technical and Price Bid only (as applicable). Any other format will lead to disqualification. Each and every document submitted with Technical and Price Bid should be duly signed/attested & stamped. **Incomplete or Conditional Bid(s) will not be accepted.**
7. **Earnest Money Deposit (EMD):** Bidder shall submit EMD in form of Demand Draft in favor of "**Director, VNIT Nagpur**" payable at Nagpur. The EMD to be submitted strictly in a separate envelope superscribed with Vendor / Firm's name & address & also on back side of DD with stamp. EMD of the successful bidder shall be returned after completion of onsite delivery and installation of goods. EMD of the un-successful bidders shall be returned after the award of contract to the successful bidder.
8. **EMD Exemption:** Exemption is applicable to MSE Firms engaged in manufacture/ production of goods or providing of any services, as per MSMED act. 27/2006 chapter – 1 2(e), subject to furnishing of relevant valid certificate (including terminal validity date of their registration) for the item tendered.
9. **Performance Security:-** Successful bidder/Firm who is recommended for award of contract will be required to **submit the Performance Security of 5% amount of basic price of goods** within 14 (fourteen) days after receipt of notification/letter of the award and it should remain valid for a period of Work Contract beyond the date of completion of all contractual obligations of the supplier. If successful bidder failed to submit the performance security within the given period, the EMD will be forfeited (if submitted) or in case of Supplier registered with MSME/NSIC/SSI etc., the Institute reserves the right to initiate action including reporting to principal Govt. authorities. The EMD/bid security will be returned to successful bidder on receiving of performance security. The performance security will be returned after the satisfactory performance of the work contract.

10. **Client List:** Bidder shall furnish information of Client list along with the order copy of similar good/s / services supplied to any IIT/NITs/ any Govt. Organization including details of price & all other charges / duties with the bid.
11. **Taxes:** GST or any other taxes as per Govt. norms shall be applicable from time to time. The % of Tax must be indicated separately in the bid.
12. **Valid Period of Quotation/offer:** The bidder should clearly mention the valid period of quotation/offer in the bid. The quotation/offer shall be normally valid for a period of **180 days** from the date of opening the tender.
13. **Payment:** The payment will be made to AMC Service provider on quarterly basis (if the services are satisfactory) on submission of bill by the vendor on completion of each quarter after deducting penalty amount, if any, on Pro-Rata Basis, by the competent authority, on receipt of certification of satisfactory performance & execution of the work, during the period under consideration. The vendor will be required to submit the bills in triplicate along with delivery memo. Payment will be made through Crossed Cheque / ECS / NEFT / RTGS. For electronic payment mode, Firm / Company bank details on letter head will be required.
14. Vendor shall furnish price & other information in the prescribed Price Bid format. Each document submitted with quotation should be duly attested & stamped by the vendor, failing which submitted quotation will be treated as **Non-Responsive**. Incorrect, Incomplete or Conditional Quotation(s) will not be accepted and will be treated as **Non-Responsive**.
15. If any document of tender /quotation enquiry, certificate etc. submitted by the vendor is observed to be incorrect / false / forged / having ambiguity, intentionally or un-intentionally at any stage, the tender/quotation submitted by the vendor is liable to be treated **Disqualified/Non-Responsive**. Further the Institute reserves the right to initiate any action as deemed fit in such case against the vendor including the action of blacklisting of firm.
16. Incomplete or conditional quotation/bid shall be summarily rejected.
17. **Educational Discount:** VNIT, Nagpur is a Govt. of India's Institute of National Importance engaged in education & research of National & International repute, the Vendors may give / offer the special educational discount on quoted rates.
18. The vendor shall take full responsibility in case of any damage, loss or injury to any person / building or to any part thereof, and shall repair / and make good the loss, at his own cost.
19. Statement of Annual turnover/Balance sheet of last 3 financial years must be enclosed.
20. Copies of purchase/ work orders executed by the vendor in the last 3 financial years must be enclosed with the bid.
21. **Liquidated Damages Clause:**
  - a) The Director, V.N.I.T. Nagpur, reserves the right to recover from the vendor as per Penalty Clause, from the lodgment of complaint regarding malfunction, or reserves the right to revoke performance bank guarantee, if the equipment remains unattended beyond 72 Hrs. or may cancel the contract.
  - b) To repair from elsewhere, on vendor's accounts, at his risk, the equipment etc. un-repaired, or other of a similar description, where others exactly employing with the particulars, are in the opinion of the Director, Visvesvaraya National Institute of Technology, Nagpur are not readily procurable, without canceling the contract, in respect of equipment not attended beyond 72 Hrs.
22. **Award of Purchase Order / Work Contract**
  - a) Notwithstanding the above, the Purchaser reserves the right to accept or reject any bid and to cancel the bidding process and reject all bids at any time prior to the award of contract.
  - b) The Purchaser will issue the **Work Contract** to the vendor / bidder whose bid has been determined to be substantially responsive and who has offered the lowest evaluated bid price. The terms of the accepted offer shall be mentioned in the purchase order.
  - c) After receiving of the Purchase order /award o contract, it will be Vendor's obligation/responsibility to supply or delivery of goods/services as per the specification/terms & conditions within specified time schedule/delivery period

- d) Expression of vendor's inability for running of work contract will lead to cancellation of WO and EMD (as submitted) will be forfeited. Further Institute may also disqualify / debar the Vendor from participating in any of its future enquiries for a period as recommended by institute authorities.
23. Any corrigendum / amendment regarding this tender enquiry will be issued on institute website only. [www.vnit.ac.in/stores](http://www.vnit.ac.in/stores)
24. Bidder shall not be permitted to withdraw or modify the bids after the Last date of submission.
25. Director, VNIT, Nagpur reserves the right to increase/decrease the ordered quantity by up to 25% (Twenty Five) per cent at any time, till final delivery date (or the extended delivery date of the contract/PO), by giving reasonable notice even though the quantity ordered initially has been supplied in full before the last date of the delivery period (or the extended delivery period) of goods at any stage.(As per Option Clause 9.3.1 of Manual for Procurement of Goods 2017).
26. Director, VNIT, Nagpur reserves the right to accept or reject or cancel any or all enquires or bids/PO at any stage without assigning any reason thereof.
27. **For any disputes, the place of jurisdiction shall be Nagpur, Maharashtra (India) only.**

### **Special Terms and Conditions**

1. **Annual Maintenance Contract Service-** shall mean and include repair, replacement and upkeep of the Air Conditioners installed at VNIT's premises/office/location, without any extra cost and expenses to VNIT by the Service Provider(SP)(hereinafter referred as to "AMC").
2. **Scope of Contract:** The contract shall be on comprehensive basis, inclusive of repairs and replacement of the spare parts without any extra cost and expenses to the VNIT . The Service Provider (SP) shall carry out quarterly routine services, preventive maintenance and breakdown maintenance for the Air Conditioners (ACs) covered under this AMC. The scope of Annual Comprehensive Maintenance Service covers upkeep & smooth working of the Air Conditioners within the premises of VNIT's department as per provision laid down in SLA and other provisions contained in the contract.
3. **Service Provider Obligations:**
  - Service provider may depute/engage a suitable team to visit the site before bidding if required to fully understand the job and ascertain the difficulties that may be encountered during execution of the work . The sites visits shall be entirely at service provider's own cost and expense.
  - Service Provider shall depute OEM Authorized Service Engineer/ technically competent service engineer / engineers along with skilled helpers at VNIT's premises to ensure proper upkeep of the Air Conditioners and quick resolution of the fault during the AMC period from 10 A.M. to 6 P.M. on all working days to attend the malfunctioning of ACs and Water Coolers.
  - The complaint received, faults detected and rectified will be entered in a register which shall be maintained by the engineer engaged by the firm and always be available with the I/c AC & WC for inspection.
  - Personal safety is entirely the responsibility of the firm and the VNIT will not be responsible for the same.
  - The Vendor will have to give undertaking that in case of any breakdown during CAMC period the equipment will be restored back to its original status within twenty four hours (This may include replacing some spares also).
  - The service Provider shall not demolish, remove, or alter structures or VNIT facilities on the site without prior written approval of VNIT. The Service Provider shall clean/dispose of all the debris and other material accumulated due to servicing/ maintenance of the Air Conditioners . The installation/ re-installation of ACs are NOT covered under the scope of the AMC.
  - As and when required the service provider shall report to representative/nodal officer designated by VNIT about performance of the Air Conditioners .
  - The Service Provider shall undertake to arrange genuine spares parts of the Air Conditioners as and when required.
  - The Service Provider has to ensure availability of the spare parts in their stock. In case some of the major spare are not available with Service Provider, the same shall be arranged within seven days.
  - Service Provider shall maintain the confidentiality of any information related to the Air Conditioners under AMC. Service Provider shall be required to take appropriate measure to maintain confidentiality obligations by its personnel engaged .
  - The AMC service shall be commenced maximum within 15 days (Two weeks) of award of contract.

- On award of the service order, the Service Provider would prepare a report regarding taking over of the Air Conditioner(s) before commencement of the AMC Service. It shall be the responsibility of the Service Provider to make the Air Conditioner work satisfactorily throughout the contract period, also to hand over the Air Conditioners to the department in working condition on expiry of the contract. Any damage to the Air Conditioner units in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without any extra cost and expenses.
- Service Provider(SP) shall maintain register indicating details of equipment being maintained and details of rooms/place where they are installed.
- During AMC the SP shall carry out (04) number of wet and dry services per year as per contract.
- During AMC the SP shall also carry out one number of preventive maintenance (overhauling) services per year.
- No work will be undertaken on closed holidays and beyond office hours on any day except by prior approval / direction of the VNIT.
- Service Provider shall have facility to enable user department to register complaints either through telephone or by E-mail at user premises. Proper record of the complaints shall be maintained by the Service Provider/ Support Engineer/ call center for each consignee location/ User Premises.
- Service Provider shall ensure availability of suitable instruments/tools for their service Engineer to examine and repair the Air Conditioners.
- **The preventive maintenance (overhauling) shall cover the details given below:-**
  - a) Acid cleaning of condensers and cooling coil fins repair of fins.
  - b) Water cleaning of entire body.
  - c) Tightening of all screws, fasteners.
  - d) Checking all the electrical parts and wiring and repair of such parts. Oiling of all the moving parts.
  - e) Checking the play (gap) of condenser motor and if required, refurbishing/replacing defective worn out parts.
  - f) Checking cooling effect and if it is found that gas is less the same has to be topped up.
  - g) Cleaning/ replacement of filters.
  - h) Servicing of remote control and microprocessor controls.
  - i) Repair of damaged insulation of refrigeration piping of split units, on account of routine service/ repair.
  - j) Any other requirement as per the specific scope of service provided by the VNIT.
- **Apart from the overhauling, timely routine services (dry and wet) are also to be carried out which shall cover the following works.**
  - a) Cleaning of filters.
  - b) Dust cleaning of entire unit by water/ air blower and cloth.
  - c) Checking/ tightening of all the screws/ fasteners.
  - d) Checking and tightening of electrical contact points and parts and if required, replacement of the defective parts.
  - e) Any other requirement as per the specific scope of service provided by the VNIT
- Service Provider shall maintain the log sheet which will include number of Services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details.
- Service Provider, as per need and requirement of the Department, may ensure appropriate deployment of the manpower.
- Periodic/ Routine Maintenance shall be as per industry standard/ Maintenance manual of the Air Conditioners. The parts/components/sub-assemblies used for repair/replacement by the Service Provider will be of the of same make and functional capability as originally available in the system.
- Service Provide shall be responsible for the verification of new part(s) from VNIT/ VNIT's nodal officer before fitting to equipments .The removed part is to be handed over to the VNIT/ VNIT's nodal officer. In case service provider notice any part is missing same to be brought to the notice of the VNIT/VNIT's nodal officer or otherwise responsibility shall be of service provider.
- All the consumable articles / parts such as material required for cleaning of AC Unit and machinery, repairs and maintenance will be provided by the Service Provider at no extra charge to the VNIT.
- In case of delay in attending to problems, breakdown of Air Conditioners due to improper handling by the Service Provider's personnel then penalties for violation of Service Level Agreement shall be levied as indicated in the **Penalty Clauses (As per Annexure -I)**
- After carrying out repair when required certificate regarding equipment working condition should be obtained from concerned VNIT/ Nodal Officer.
- Service provider shall provide minimum warranty of 6 months for the replaced part from date of such replacement /repair.

4. **Response Time:** In case , no part is replaced, then such complaint must be attended within 24 hours of lodging of such complaint .However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging. In case the Air Conditioner is not get repaired, or an alternative system not supplied within the period of 7 days from the time of failure reported, then the VNIT reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider.
- Service Provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves appropriately in the premises of the VNIT's department. In case of any misconduct penalties as indicated in the SLA shall be levied and Service Provider may be required to terminate the resource with immediate effect
  - The Service Provider shall provide proper identity cards, uniform, etc. for the resources to ascertain only authorized service persons are attending to the servicing and repairing work.
  - In case resources employed by the Service Provider resort to any theft the cost of the article shall be recovered from the Service Provider in addition to any other criminal action against such
  - The resources used by Service Provider to carry out maintenance shall be on rolls of the Service Provider and shall have no claim whatsoever for any benefits from the VNIT department. Service provider shall be responsible for complying with any and all applicable rules, regulations, bye laws and other statutory compliances.
5. **Payment Terms:**
- The AMC contract is based on Unit rate per AC per Annum (in Rs.)
  - The payment will be made on quarterly basis (i.e after three months) on receiving the service/ performance report from Prof I/c and bills, after deducting the penalty amount, if any.
  - Enhancement or decrease of taxes, duties or whether price catalogue will be supplied, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed as a result of the above.

**It will be presumed that the vendor has read carefully all the above mentioned general instructions, and Special terms & conditions and abide by same.**

All Communication are to be addressed to –

**Director**

Visvesvaraya National Institute of Technology,  
South Ambazari Road,  
Nagpur 440 010  
Maharashtra (India)

We look forward to receiving your bids and thank you for your interest in this project.

**Sd/-  
Dean (P & D)  
VNIT, Nagpur**



Annexure-I

**Penalties**

Sl. No	Service Level Agreement	Base Line Performance	First default	Second default	Third default and subsequent defaults
1	Delay in starting the AMC Services	AMC services to start within maximum 2 weeks from award of the contract	Termination of contract		
2	Log sheet Maintenance	Log sheet to be maintained Per Visit / per maintenance arising on call	Warning to be given	Rs 500	Rs 1000
3	Delay in carrying out Preventive/ Routine maintenance as per schedule	To be carried out as per intervals applicable	0.5 % of billed amount for every day delay		
4	Delay in carrying out repairs where no spare part change is involved	24 hours of reporting	1 % of billing amount for the quarter for every one day delay	2% of billing amount for quarter for every one day delay	3% of billing amount per quarter for every one day delay
5	Delay in carrying out repair in where change of spare part is involved	should be resolved within 7 days of lodging of complaint	2 % of billing amount for the quarter for every one day delay	3 % of billing amount for quarter for every one day delay	5 % of billing amount per quarter for every one day delay
6	Non provision of proper identity card to resources employed by service provider or non display of identity card	Should be provided	Rs 500	Rs 750	Rs 1000 for 3 <sup>rd</sup> and subsequent default
7	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behavior etc with or employees of VNIT organization or other employees of service provider	No such occasion should happen	Rs 1000 and resource to be terminated in addition to any other action as deemed fit by VNIT organization	Rs2500 and resource to be terminated in addition to any other action as deemed fit by VNIT organization	Rs5000 and resource to be terminated in addition to any other action as deemed fit by VNIT organization

**TECHNICAL/  
QUALIFYING BID**

**QUOTATION FORMAT ANNEXURE (QFA)**

REF NO.: VNIT/STR/LT/

Dt.

**Name of Work Contract: - Comprehensive Annual Maintenance of Air-Conditioners and Water Coolers of VNIT**  
**# Quantity shown is tentative AND may increase or decrease.**

Name and Specification of the Tender Item	Cooling Capacity	Quantity	Comprehensive Maintenance Rates (in Rs.)		
			for One Year	for Two Years	for Three Years
<b>[A] Air Conditioner</b>					
1] Window Type	1T	2 Nos.			
2] Window Type	1.5T	43 Nos.			
3] Window Type	2T	02 No.			
4] Split Air Conditioner	1T	12 Nos.			
5] Split Air Conditioner	1.5T	266 Nos.			
6] Split Air Conditioner	2T	196 Nos.			
7] Split Air Conditioner	2.5T	0 Nos.			
8] Split Air Conditioner	3T	03 Nos.			
9] Cassette Type ACs	2T	01 No.			
10] Cassette Type ACs	3T	08 Nos.			
11] SAC	5.5T	03 Nos.			
12] SAC	8.5T	01 No.			
13] Ductable ACs	22T	02 Nos.			
14] Ductable ACs	11T	01 No.			
<b>[B] Water Cooler</b>					
1] 40 Liters Cap.		22 Nos.			
2] 60 Liters Cap.		25 Nos.			
3] 80 Liters Cap.		18 Nos.			
4] 100 Liters Cap.		0 Nos.			
5] 120 Liters Cap.		05 Nos.			
6] 150 Liters Cap.		61 Nos.			
7] 240 Liters Cap.		0 Nos.			
8] 380 Liters Cap.		06 Nos.			
	<b>Total</b>	<b>677</b>			
			<b>Total</b>		
			<b>GST@_____</b>		
			<b>Grand Total</b>		
<b>[C] Shifting of ACs</b>					
1} Window ACs		As may be requir ed			
2} Split ACs (Quote for each unit basis)					
a} Copper Pipe (in RMT)					
b} Other Material & Labour					

**6. Penalties and Termination:**

- The Service Provider shall be responsible for faithful compliance of the terms and conditions of this AMC. In case of noncompliance of Service obligations, penalty per default will be imposed as per SLA. Non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements, committing fraud, etc. will be considered as a major default and the contract will be liable to be terminated immediately without giving any further notice.
- Penalty to be imposed if the resolution / maintenance involving part replacement is delayed above 7 days.
- If the Service Provider is not able to complete or turn up for the calls, then VNIT can avail the services from any other local service provider / local technician and the amount so incurred in such repair or replacement can be deducted from the bill of Service Provider / from his due amount.
- The cumulative penalty cannot exceed 10% of the contract value for that period. The AMC may be terminated by the VNIT once this limit is breached without any prejudice to other contractual remedy, if any.

**7. ELIGIBILITY CRITERIA**

- a) The bidder should be reputed manufacturing firm or their authorized experienced service providers having their own service center / setup at Nagpur, and who must have ;
- b) Bidder must have rendered AMC services of similar nature, as specified in the 'Tender Format Annexure' at least one work order of 12 month duration in the last 5 years (w.e.f. **Jan 2015**) onwards in any Central Govt./ Semi-Govt./ State Govt./ PSU/ Private sector corporate offices.
- c) Bidders must have Maintained at least 300 ACs and 50 Water Coolers, total 350 machines during the said period in a single work order.
- d) The bidder should furnish the information on all past service work,/executed similar in nature (in proforma, under Form No. 4)
- e) The bidder should furnish a brief write-up, backed with adequate data, explaining his available capacity and experience (both technical and commercial) in respect of the Comprehensive Annual Maintenance of AC's and Water Coolers, and should also possess the infra-structure / plant & machinery required for carrying out the said work of maintenance services, within the specified time of completion / duration of the contract.
- f) The bidder should clearly confirm that, all the facilities exist in his office for carrying out the maintenance work satisfactorily, and these will be given access to the Purchaser or his representative for inspection.

**FORM 1**

**Check List for TECHNICAL / QUALIFYING BID**

**Ref No. VNIT/STR/LT/**

**Dt.**

Read the **Instructions** below:

Please fill in details of certification / compliance enclosed in respect of this tender enquiry in the following format (Yes / No) only. **Any other format will lead to disqualification.** Any reference to product brochure without filling **appropriate** entry as “**Yes/No**” in the column will lead to disqualification.

If there is any deviation from the required specification then, it should be clearly specified in the “**Remarks**” column and appropriate documentary proof, may be enclosed without fail. **Please arrange all enclosures in following order only.**

<b>Sr. No.</b>	<b>Requirement</b>	<b>Details of Certification Enclosed Mention - YES/NO</b>	<b>Page No.</b>	<b>Remarks</b>
1.	EMD of ₹ 75,000=00			
2.	Latest Manufacturer's Authorization Letter/OEM/Dealer			
3.	Service Center Details with Address & Telephone Nos.			
4.	Order Copies of AMC work undertaken covering the period - Jan 2015 onwards (Attach proof)			
	<ul style="list-style-type: none"> <li>• More than 50 Number of water coolers maintained during the said period</li> <li>• More than 300 Number of ACs maintained during the said period in a single work order</li> </ul>			
5.	Product Literature / Information Brochure			
6.	Preferably Vender / OEM should have ISO 9000 or similar Certification for Quality			
7.	Certificate of Incorporations			
8.	Registration Certificate			
9.	Company Profile			
10.	Customer List / Client List with contract details			
11.	Technical Manpower Employed with Qualifications & Experience & their tenure			
12.	PAN			
13.	GST Registration Certificate			
14.	Copy of performance reports from customers			

**Details / Documents Establishing Bidder's Eligibility and Conformity to Bidding Documents**

Note : These details should be furnished along-with the format of qualifying / technical bid

Specifications of services being Offered by the Bidder	Details of Services

**FORM 2**  
**PERFORMANCE STATEMENT**

(From 2015 onwards)

Name of the Firm \_\_\_\_\_

Work Contract Order placed by (Complete address of Purchaser)	Work Contract Order No. and Date	Description and Quantity under Maintenance Work	Value of order	Date of Completion of Work		Remarks indicating Reasons for non-performance, revocation, if any.
				As per Work Contract Order	Actual date of commencement of contract	
1	2	3	4	5	6	7

**FORM 3**  
**CAPABILITY STATEMENT (CS)**

1. Name & Address of the Bidder:

2. Phone:

3. Classification

- (1) Manufacturer : Y/N
- (2) Authorized Agent: Y/N
- (3) Dealer : Y/N
- (4) Other (Please specify)

4. Plant:

Location:

Description, Type & size of building:

Is property on lease or free hold? If on lease, indicate date of expiry of lease in such case:

5. Type of equipment(s) possessed by the company/firm to carry out the work of maintenance.

Name of Equipment / Machinery	Capacity/Size	Qty.	Nos. of Work Orders on hand, where the machinery is presently under use

**6. Types of work handled during last 5 years other than those covered under 5 above.**

Nature of Work Undertaken Give complete description	Capacity / Size Of the work	Name of office & work awarding authority with complete address	Total Nos. of Equipment(s) deployed and the quantum of workforce engaged during work period	No. of orders on hand
[1]				
[2]				
[3]				
[4]				
[5]				



5. Turnover for similar work carried out in last Three years:
6. Details of facilities available :
  - i) List of testing equipment available.
  - ii) Give details of type tests, which can be carried out on equipment offered/use.
  - iii) Details of the staff available for testing.

Personnel/Organization: Give Organization chart for following indicating clearly the No. of employees at various levels.

Quality assurance	
Production	
Marketing	
Service	
Spare parts	
Administrative	

7. Nearest Facility Centres to each of the destination of work currently in operation :

Location	
Phone No.	
Year of Establishment	

8. Details of Organization (Enclose details of Organization Chart & Span of Control)at Service Centre:

No. of skilled employees	
No. of Unskilled employees	
No. of Engineering employees	
No. of Administrative employees	
List of special repair/workshop Facilities available (Specify Details of Equipments And Test(s) those which are performed)	
The storage space available for spare parts (Sq.m)	
Value of minimum stock of spares available at all the service centre in Respective currency	
Value of the models/types by number of equipment serviced by the centre in the last twoyears	

9. Enclose details of services provided duly authenticated by certification from the user in each case
10. Names of two VNITs to whom similar services were supplied in the past and to whom reference may be made by the Purchaser regarding the bidder's technical and delivery ability.

**VNIT 1;** Address & Contact No

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**VNIT 2;** Address & Contact No

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FORM TECH-1  
TECHNICAL PROPOSAL SUBMISSION FORM

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[Location, Date]

To  
The Director  
V.N.I.T.  
Nagpur

Dear Sirs:

We, the undersigned, offer to provide the services for Comprehensive Annual Maintenance of AC's and Water Coolers of V.N.I.T. , in accordance with your request for Tender dated \_\_\_\_\_. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal duly sealed under separate envelopes.

We hereby declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Work Negotiations.

We undertake, if our Proposal is accepted, to initiate the work of maintenance related to the assignment not later than the date indicated in the Office Orders.

---

We understand that, you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

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FORM TECH-2  
BIDDER'S ORGANIZATION AND EXPERIENCE

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**A - BIDDER'S Organization**

[Provide here a brief (two pages) description of the background and organization of your firm/entity and each associate for this assignment.]

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**B - BIDDER'S Experience**

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally worked either individually as a corporate entity or as one of the major companies within an association, for carrying out the work of Comprehensive Annual Maintenance of AC's and Water Coolers similar to the ones requested under this assignment. ]

Assignment name:	Approx. value of the work (in current Rs.):
Location :	Duration of Assignment (months):
Name of Client:	Total N <sup>o</sup> of staff-months of the Assignment:
Address:	Approx. value of the services provided by your firm under the work (in current Rs.):
Start date (month/year): Completion date (month/year):	N <sup>o</sup> of professional staff-months provided by Bidder:
Name of Bidder's associated Staff, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader as applicable):
Narrative Description of Project:	
Description of actual services provided by your staff within the Assignment:	

Firm's Name: \_\_\_\_\_

Form TECH-3

**Comments and Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be Provided by the Client**

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**A - On the Terms of Reference**

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out this assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

**FORM TECH-4**  
**DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT**

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Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (Say about 3/5 pages, inclusive of charts and diagrams) divided into the following three chapters:

---

- a) Technical Approach and Methodology,
- b) Work Plan, and
- c) Organization and Staffing,

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

---

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

---

c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]

**FORM TECH-5**  
**TEAM COMPOSITION AND TASK ASSIGNMENTS**

1. Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

2. Support Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

**TECH-6**  
**CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

1. **Proposed Position** [only one candidate shall be nominated for each position]: \_\_\_\_\_

2. **Name of Firm** [Insert name of firm proposing the staff]: \_\_\_\_\_

\_\_\_\_\_

3. **Name of Staff** [Insert full name]: \_\_\_\_\_

4. **Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_

5. **Education** [Indicate technical/college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

\_\_\_\_\_

6. **Other Training** [Indicate significant training since degrees under 5 - Education were obtained]:

\_\_\_\_\_

7. **Work Experience:** [List Work Experience areas where staff has worked in the last two years]:

\_\_\_\_\_

8. **Employment Record** [Starting with present position, list in reverse order every employment held by staff member since matriculation/graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: \_\_\_\_\_ To [Year]: \_\_\_\_\_

Employer: \_\_\_\_\_

Positions held: \_\_\_\_\_

<p><b>9. Detailed Tasks Assigned</b></p> <p>[List all tasks to be performed under this assignment]</p>	<p><b>12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned</b></p> <p>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]</p> <p>Name of assignment or project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Client: _____</p> <p>Main project features: _____</p> <p>Positions held: _____</p> <p>Activities performed: _____</p>
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**10. Certification:**

I, the undersigned, certify that, to the best of my knowledge and belief, the information submitted above, is correct. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged as the service provider.


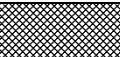

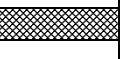

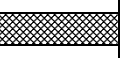

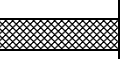

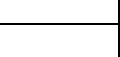
\_\_\_\_\_ Date: \_\_\_\_\_  
*[Signature of Bidder or authorized representative of the staff]* Day/Month/Year  
Full name of authorized representative: \_\_\_\_\_

**11. Certification:**

I, the undersigned, certify that, to the best of my knowledge and belief, the information submitted above, is correct. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged as the service provider.

\_\_\_\_\_ Date: \_\_\_\_\_  
*[Signature of Bidder or authorized representative of the staff]* Day/Month/Year  
Full name of authorized representative: \_\_\_\_\_

FORM TECH-7 STAFFING SCHEDULE<sup>1</sup>

N <sup>o</sup>	Name of Staff	Staff input (in the form of a bar chart) <sup>2</sup>													Total staff-month input			
		1	2	3	4	5	6	7	8	9	10	11	12	n	Home	Field <sup>3</sup>	Total	
<b>Local</b>																		
1		[Home]																
		[Field]																
2																		
																		
3																		
													<b>Subtotal</b>					
													<b>Total</b>					

1. For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: labour, assistant, clerical staff, etc.).

2. Months are counted from the start of the assignment. For each staff indicate separately staff input for home and field work.

3. Field work means work carried out at a place other than the Bidder's home office.

 Full time input:

 Part time input:

FORM TECH-8 WORK SCHEDULE

N°	Activity <sup>1</sup>	Months <sup>2</sup>												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
n														

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in the form of a bar chart.

FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM

Use separate sheets for one year/ two years/ three years rates

[Location, Date]

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, offer to provide the Comprehensive Annual Maintenance of AC's and Water Coolers for V.N.I.T. in accordance with your Request for Tender No. **VNIT/STR/LT/CAMC** \_\_\_\_\_ and our Technical Proposal.

Our attached Financial Proposal is for the sum of ` \_\_\_\_\_  
(In Words) ` \_\_\_\_\_ ( in figures ).

The amount of the local taxes, as identified/estimated is shown in the summary separately.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Work negotiations, up to expiration of the validity period of the tender.

We undertake that, in competing for (and, if the award is made to us, in executing) the above work, we will strictly observe the laws.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

**PRICE BID**

**PRICE / COMMERCIAL BID**

REF No.: VNIT/STR/LT/CAMC

Dt.

Name of Work Contract: - Comprehensive Annual Maintenance of Air-Conditioners and Water Coolers of VNIT

Name and Specification of the Tender Item	Cooling Capacity	Quantity	Comprehensive Maintenance Rates (in Rs.)		
			for One Year	for Two Years	for Three Years
<b>[A] Air Conditioner</b>					
1] Window Type	1T	2 Nos.			
2] Window Type	1.5T	43 Nos.			
3] Window Type	2T	02 No.			
<b>4] Split Air Conditioner</b>	1T	12 Nos.			
5] Split Air Conditioner	1.5T	266 Nos.			
6] Split Air Conditioner	2T	196 Nos.			
7] Split Air Conditioner	2.5T	0 Nos.			
8] Split Air Conditioner	3T	03 Nos.			
<b>9] Cassette Type ACs</b>	2T	01 No.			
10] Cassette Type ACs	3T	08 Nos.			
<b>11] SAC</b>	5.5T	03 Nos.			
12] SAC	8.5T	01 No.			
<b>13] Ductable ACs</b>	22T	02 Nos.			
14] Ductable ACs	11T	01 No.			
<b>[B] Water Cooler</b>					
1] 40 Liters Cap.		22 Nos.			
2] 60 Liters Cap.		25 Nos.			
3] 80 Liters Cap.		18 Nos.			
4] 100 Liters Cap.		0 Nos.			
5] 120 Liters Cap.		05 Nos.			
6] 150 Liters Cap.		61 Nos.			
7] 240 Liters Cap.		0 Nos.			
8] 380 Liters Cap.		06 Nos.			
	<b>Total</b>	<b>677</b>			
		<b>Total</b>			
		<b>GST@ _____</b>			
		<b>Grand Total</b>			
<b>[C] Shifting of ACs</b>					
1} Window ACs		As may be required			
2} Split ACs (Quote for each unit basis)					
a} Copper Pipe (in RMT)					
b} Other Material & Labour					

# Quantity shown is tentative AND may increase or decrease.

The bidder should be an experienced service provider who must have rendered similar kind of services of the type up-to at least 50% of the quantity required, having latest requisite experience of past 5 yrs. for the Comprehensive Annual Maintenance of AC's and Water Coolers.

**[A] DUTIES & TAXES (if applicable):**

1. GST @ \_\_\_\_\_% : \_\_\_\_\_
2. Others, (if any) : \_\_\_\_\_
3. **Final Offer (Including Installation  
Charges & Taxes) FOR VNIT Nagpur** : \_\_\_\_\_

**[B] Others Details (Enclosed)**

1. EMD No. & Amount : No.: \_\_\_\_\_ Dt. \_\_\_\_/\_\_\_\_/2020
2. Specification as per Requirements : Yes / No
3. Firms Registration Certificate : \_\_\_\_\_
4. Authorization Certificate : \_\_\_\_\_
5. Details of client lists : \_\_\_\_\_
6. GST Registration Certificate : \_\_\_\_\_
7. PAN / GST No. : \_\_\_\_\_
8. Others, (if any) : \_\_\_\_\_

**Note: Price/Commercial Bid & other details should be furnished as per Institute's prescribed format if failed, the Price / Commercial Bid is treated as unresponsive and will be disqualified.**

**FORM 4**  
**FORMAT OF QUOTATION / BILL OF MATERIAL**

REF No.: VNIT/STR/LT/

Dt.

Sr. No.	Description of Goods	Specifications	Qty.	Unit	Quoted Unit Rate in Rs. /	Total Amount	
						In Figures	In Words
	Please refer enclosed "QFA/Bill of Material" for complete details.	As per "QFA/Bill of Material"					
						GST % GST Amt.	

**Gross Total Cost : Rs. ....**