



मुनाफाखोरी-रोधी महानिदेशालय

(केन्द्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड)

राजस्व विभाग, वित्त मंत्रालय

दूसरी मंजिल, भाई वीर सिंह साहित्य सदन

भाई वीर सिंह मार्ग, गोल मार्केट, नई दिल्ली - 110001

Directorate General of Anti-Profiteering

(Central Board of Indirect Taxes and Customs)

Department of Revenue, Ministry of Finance

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F. No. A-19011/17/2018

Date: 11.05.2022

Tender Notice

This Directorate General, having its office in New Delhi only, hereby, invites quotations from Firms/Organizations for comprehensive maintenance for the following Air Conditioners including their remote and Stabilizers as detailed below:-

List of Air conditioners and Stabilizers covered under AMC

S.NO	Make & Model	Period	Qty	Situated at
1.	Voltas Ductable Air Conditioners 7.5 Ton	1 YEAR	2	Hall
2.	Voltas Cassette Air Conditioners 2.0 Ton	1 YEAR	2	Conference Room No. 3
3.	Hitachi 1.5 Ton Split AC (with stabilizer)	1 YEAR	2	Room No. 1
4.	Voltas Window 1.0 ton AC (with stabilizer)	1 YEAR	1	Room No. 2
5.	Voltas split AC (2.0 TON) (with stabilizer)	1 YEAR	1	Room No. 7
6.	Voltas split AC (2.0 TON) (with stabilizer)	1 YEAR	1	Room No. 9
7.	Voltas split AC (2.0 TON) (with stabilizer)	1 YEAR	1	Room No. 10
8.	Voltas split AC (1.5 TON) (with stabilizer)	1 YEAR	1	Room No. 11
9.	Voltas split AC (1.5 TON) (with stabilizer)	1 YEAR	1	Room No. 12
10.	Voltas Window AC (1.5 TON) (with stabilizer)	1 YEAR	1	Room No. 14
11.	Voltas Window AC (1.5 TON) (with stabilizer)	1 YEAR	1	Room No. 15

TERMS and CONDITIONS

The bidders should have been successfully providing AMC to Central/State Government Departments / Public Sector Units and other reputed offices for at least last 5 years. List of client and contract letters of the work done may be submitted at the time of submission of the quotation.

The bidder should submit the Copies of PAN, TAN, VAT and GST registration numbers.

A general undertaking that all terms and conditions of this BID

Document are acceptable signed by an authorized person of the applying bidder should be submitted.

The bidders should abide by the terms and conditions specified in the tender document. If Bidders submit conditional offers, they shall be liable for outright rejection.

The Department shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.

The Department reserves the right to make any changes in the terms and conditions of the tender.

The Department will not be obliged to meet and have discussions with any of the Bidders and or to listen to any representations. The offers containing erasures or alterations will not be considered.

The Department reserves the right to grant this tender as a whole for the entire equipments, mentioned at Annexure - A, to this bid and / or separately. Decision of the Department would be final in this regard.

The vendor whose quotation is finally accepted shall have to deposit Performance security money which will be a sum of 3% of the total cost of annual contract in the form of Bank Guarantee drawn in favour of Director General, Anti-profiteering, New Delhi.

Only the vendors meeting the above financial terms and conditions should submit bids in a sealed cover. The vendor, which fails to fulfill any of the above terms and conditions, will be automatically disqualified for the purpose of tender.

GENERAL TERMS AND CONTIDIONS

Scope of Work

The scope of work covers on-site annual maintenance of Air Conditioners, stabilizer, remote etc.

The AMC will include replacement of all parts if found defective during the AMC period, i.e. the AMC is comprehensive in nature. **The bidders should submit the list of covered/not covered items separately and clearly.**

Service Level Compliance Assurance:

All the repairs and servicing of Air conditioners and Stablizers shall be carried out on site at the place where it is located. No Air conditioners shall be removed from the office premises

without informing/ obtaining permission from the Competent Authority. The Contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines under contract.

In exceptional circumstance where the Air conditioners is /are to be taken to vendor's premises / service centre for repairs, stand-by arrangement will have to be made. The equipment being, taken to the workshop for repair would be at vendor's own risk and expenses.

Any damage or loss caused to the connected equipment or their parts due to negligence, mishandling shall be made good by the vendor either by payment in cash the prevailing market price of that items or by a new one of the same / higher make and specifications.

The contract would be for one year with effect from the date of award of the contract on the terms & conditions as at the time of award of the contract. However, this would be subject to satisfactory performance. There would be a review after every three months of the performance and the continuation of the contract would be made on an annual basis. **The contract may be renewed for a further period of one year with same terms and conditions, if the Department is satisfied with the functioning of the vendor.**

This tender is not transferable. Further clarification(s) if any, may be obtained from Administrative Officer (D.D.O) of the Directorate General of Anti-profiteering.

The vendor may inspect the area to ensure that Air conditioners to be put under this AMC are in working condition.

In case the contracting vendor is not able to accept the contract after it is awarded or if it is not able to do the work after accepting the contract such firm will be liable to pay the damage to Department including the cost which the Department will have to incur for getting such work done. The EMD of defaulting vendor would also be seized by Department.

The above act of backing out would automatically debar the vendor from any further dealing with Department / Government of India (Black-list) and the security money for this would also be forfeited.

The Department reserves the right to reject any or all the tenders.

The contract may be terminated summarily by this Department at any point of time by serving a 30 day notice with or without assigning any reason (s), if the work of the contracting vendor is found unsatisfactory during the currency of this contract. In this connection the decision of Competent Authority of this office shall be final and binding on the firm.

The Department shall have right to inspect vendor's site to assess infrastructure before awarding the Comprehensive on site AMC and it may reject the contract given to the vendor in the event of Department's dissatisfaction about the vendor's infrastructure or otherwise. In this connection the decision of Competent Authority of this office shall be final and binding on the firm.

The Department reserves the right to increase or decrease quantities of contracted items any time. The charges would be increased / decreased on pro-rata basis.

It shall be the responsibility of the vendor to make all the maintenance work satisfactorily throughout the contract period and to hand over in working condition to the Department after expiry of the contract.

Service (procedure and levels)

Response time: The vendor has to maintain the response time for attending the

complaint calls for maintenance services during the AMC period. Calls shall be attended to on all working days from Monday to Friday between 9.30 a.m. and 6 p.m.

Assured up time / Allowable down time and penalties: Calls / complains should be resolved within 24 hour of logging any call by the Vendor. For delays in response as well as bringing back any equipment to working condition within such time, penalties shall be deducted from the AMC charges payable to the vendor. No penalty shall be leviable if the vendor provides a functional standby equipment of same till the re delivery of the equipment duly repaired.

Submission of copies of call reports by vendor: The vendor shall prepare comprehensive call report on a daily basis against all calls attended by it during the month and clearly note down all details. The vendor shall provide the Department with a quarterly Service Level Compliance Report relating to all calls attended to by the vendor / its franchisees. However, the Department may call for, in suitable cases with reasons, the call reports for verification of the Service Level Compliance Report, if so desired. The penalties, if any, shall be based solely on the Service Level Compliance Report submitted by the vendor with necessary correction, if required, after verification of call reports.

Penalty

Penalty shall be levied not only for delay in repair but also delay in response too. Penalty shall be levied as follows:

Description	Admissible time	Penalty
Air Conditioners	24 HOUR	NIL
	Beyond 24 hours	Rs.500 per day

If the company fails to repair / replace the Air Conditioners within one day, the said work may be got repaired from other Company / Firm / Agency and made functional and the expenditure incurred thereon shall be recovered from the company, apart from the penalty levied as stated in preceding clause. This may even entail termination of the contract and forfeiture of security deposit.

Payment

No advance payment will be made in any case. The payment of AMC will be released quarterly (after deducting penalty if any) on satisfactory completion of maintenance work. Penalties can be deducted from next quarter payments, if not deducted earlier. The payment will be made after proper deduction of TDS as per prevailing rules / rates.

Any payment made in excess will have to be refunded by the Company to Department in the event of termination of contract.

The company will not have any legal right to proceed against department in the event of late payment due to unforeseen reasons.

The payment will be made through RTGS. For RTGS payment you are requested to submit the Bank details like Account Number, Bank Name, Branch, IFS Code of the Branch.

Submission of Bids

The Bidders are requested to submit their quotations in a sealed cover super- scribed "Tender for Annual Maintenance Contract for Air Conditioners etc." to the undersigned latest by 11 A.M. of 31.05.2022. The Bids shall be submitted in two parts: Technical bid and Commercial Bid. In the Technical Bid the bidder will submit documents to indicate their technical competence for carrying out the maintenance work alongwith the Bank Draft for earnest money. Original copies may be produced for verification at the time of opening of the bid or later, on being requested. The commercial Bid shall indicate the charges quoted for maintenance with all the relevant terms and conditions. The Bidders may inspect the site and the machines on any working day between 11.00 A.M and 4.00 PM. They may contact Shri Lalan Kumar Rahi, Administrative Officer, for this purpose.

The sealed Bids will be opened by the Tender Committee in the Conference Hall of this Office on 31.05.2022 at 03.00 PM. The bidders are requested to be present at the time of opening of the bids at the aforesaid date and time to witness the proceedings. Bidders may send their representatives with authorization letter also.



(Raminder Singh)

Assistant Commissioner

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