



TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai – 400 088.
(A Deemed University under Section 3 of the UGC ACT, 1956)

TISS/AMC-AC/2018

Dated:5 March 2018

**NOTICE INVITING TENDER FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT OF AIR CONDITIONERS**

The Tata Institute of Social Sciences (TISS) invites sealed bids from established, reputed and experienced firms to provide Comprehensive Annual Maintenance Contract in respect of Air Conditioners installed in the Offices of the TISS at V.N. Purav Marg, Deonar, Mumbai - 400 088. Details of the services required and other terms and conditions relating to the award of Contract are given in Annexure-I.

2. Tender Document is available on the website of the TISS i.e. www.tiss.edu. The intending bidders may download the tender document containing the terms and conditions and submit the same along with requisite amount of Earnest Money in the form of crossed Demand Draft in favour of "Tata Institute of Social Sciences" payable at Mumbai. Tenders received without the requisite EMD will be rejected.

3. All interested service providers are requested to submit their sealed quotations as per prescribed procedure to this office on or before 1500 Hrs. of 20.03.2018

4. The "Financial Bids" of only those firm(s) shall be opened who qualify the eligibility criteria of "Technical Bid" as stipulated in the tender document.

(M.P. Balamurugan)
Deputy Registrar (P&A)

ANNEXURE - I

TERMS & CONDITIONS

1. Last date & time of receipt of Quotations : 20.03.2018
1500 Hrs.
2. Date & time of opening of Technical Bid : 20.03.2018
1600Hrs.
3. Place of Submitting quotations: TATA Institute of Social Sciences, V.N. Purav Marg, Deonar, Mumbai-400 088.
4. No. of Air Conditioners installed

SNo.	ACs	Qty
1.	Split AC (1 ton)	17
2.	Split AC (1.5 ton)	94
3.	Split AC (2 ton)	59
4.	Window AC (1.5 ton)	9
5.	Window AC (1 ton)	8

5. **Site Visit** Before tendering, the tenders are advised to visit the site and satisfy themselves about equipment before submitting their quotes. Tenderer shall be deemed to have considered site and equipment conditions whether he has inspected it or not and to have satisfied himself in all respect before quoting his rates and no claim or extra charges whatsoever in this regard shall be entertained / payable by the TISS at a later date.
6. **Scope of work:** The selected Agency/Firm shall be responsible to provide comprehensive annual maintenance of all AC units. The comprehensive AMC will include:-
 - a) Wet Service all Air Conditioner Units once in a quarter
 - b) Periodical preventive maintenance (The firm has to give complete schedule of preventive maintenance with the technical bid).
 - c) All repairs
 - d) All spares
 - e) Gas charges
7. **Eligibility conditions:**
 - (a) The vendor should be authorized by the concerned brand of machine to service/repair and to take AMC of their machine. (Proof of document to be attached).

- (b) The agency/firm should be having experience of at least 05 years in the relevant field and must doing such services for various reputed organizations/departments of Government of India/Public Sector Undertakings/statutory bodies/MNCs.
- (c) The agency/firm should be registered under GST/ Service Tax Registration/TIN/VAT Registration No. (copy to be attached)
- (d) The agency/firm should have a minimum turnover of Rs.10 lakh per year during the last three years.
- (e) The details of inputs/information required to be submitted by the agency are listed in the format for Technical Bid (Annexure II).
- (f) The details of current and previous clients are to be submitted by the agency incorporating the following details :
 - (i) Name of Office
 - (ii) Contact Person (Tel.No./Email ID)
 - (iii) Period and volume of work with the manpower deployed

8. Responsibilities of the Firm/Agency:

- (a) The selected firm shall be responsible for all preventive check ups including the quarterly wet servicing.
- (b) The quoted amount shall include all repairs and replacement of parts.
- (c) All complaints must be attended to within two hours after reporting by the institute staff failing which will invite a penalty as follows:
 - (i) Attending to complaint between 02 hours to 06 hours of intimation- Rs. 200/-
 - (ii) Attending to complaint between 06 hours to 24 hours of intimation- Rs. 1000/-
 - (iii) Attending to complaint beyond 24 hours - Rs. 2000/-
- (d) If contractor is not able to rectify the fault in 48 hours, then the same defect will be rectified through some other agency at the risk and cost of contractor. The amount will be deducted from AMC bill in addition to the penalty as stipulated above will also be imposed. However, the decision of the TISS in this regard shall be final and binding.
- (e) In case the AC unit is not repairable within the Office, the same shall be carried to your workshop at your own expenses with written permission of competent authority.
- (f) The units carried to the workshop shall be repaired within two days failing which TISS shall be free to impose penalty @ Rs.500 per day.
- (g) New Air-conditioners installed and which are under warranty period presently will not come under the purview of this Contract immediately on awarding of AMC. When the Warranty period of these units expire during the period of AMC then, these units are to be maintained by the Contractor till the expiry period of AMC. Additional AMC Charges will be paid on the pro-rata basis for the period for which these units are to be maintained at the same unit rate as applicable to similar item in the original AMC and on the same terms and conditions of the AMC.
- (h) The Annual Maintenance Contract will be of comprehensive in nature and for a period of one year. TISS, at its discretion may extend the term further for a period of two years.
- (i) This comprehensive Contract includes replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays,

Thermostats, Fan Capacitors, Fan Motors, Selector switches, Power Contractors, Control Contractors, External Time Switch Units provided for specific time running of A.C's, Stabilizers, Rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, Remote Control units, etc at Contractor's cost including Gas charging and attending all complaints and breakdowns of all types of air-Conditioners.

(j) Only original spare parts/quality approved by the TISS will be permitted to be used for the maintenance during the AMC Period.

(k) Periodical preventive servicing has to be carried out once in three months for all the Air conditioners covered under AMC. During the quarterly servicing, the contractor should water service the AC unit including water washing of filter, drain tray and pipe cleaning, Evaporator brush cleaning, oiling/greasing of all Fans, checking of current consumption, checking of output performance, testing of Gas pressure if necessary, water washing of Condenser Coil, etc

(l) Defective spares compressors / condensers are to be replaced with new compressors /condensers and repairing of the old compressors is not permitted. Whenever new compressors / condensers are used, the Contractor has to produce original invoice and Warranty Card of the new Compressor /condenser at the discretion of the TISS. The compressor/condenser being replaced should match with the original star rating of the air conditioner.

(m) All the Air-conditioners covered in this contract have to be maintained as per the standards of the original manufacturing company. The contractor has to repair /service/ maintain the air conditioners under the AMC in as is where is condition when handed over to them under AMC. The TISS will not admit any claim from the contractor that the fault/damage is caused due to quality of power supply and it will not absolve the responsibility of the contractor in rectifying the fault.

(n) It is the primary duty of the successful contractor to ensure that all air-conditioners under the contract are in working condition including those in unmanned area such as Server Room, UPS Room etc.

(o) Technicians should have competency certificate in Air-conditioning issued by recognized Government Agency and shall have a minimum of 3 years' experience in the field of air conditioning maintenance. Those who are not having Competency Certificate should have minimum 5 years of continuous experience from reputed organizations acceptable to the TISS. Necessary proof shall be submitted along with application of tender and whenever demanded by the Bank. Each Technician should be in a position to independently attend and rectify all kind of servicing/breakdowns/faults in the air conditioners. The technicians have to attend periodical services and all breakdown complaints pertaining to the air-conditioners.

(p) Details of important programs / functions of the TISS that may be held in the institutes's premises will be informed to the technicians and they should assist TISS in maintaining smooth running of the air-Conditioners on that day without failure even if they are held on Holidays. Non-attendance of the technicians on such a day will attract penalty at the discretion of the TISS.

(q) Whenever technicians are attending to repairs and services, the information of location where repairs and services of air conditioners is being carried out must be recorded in the White Board existing in

Electrical Maintenance room along with time at which they have left . On returning back the same to be deleted from board.

(r) Following registers are to be maintained by technicians at Head Office without fail:

Service /Breakdown Register: The air conditioners serviced/ maintained / repaired has to be recorded in register and endorsement from End User Department has to be obtained in register. Also Further service reports are to be made after carrying out periodical servicing and endorsement (Sign, Name and Seal) to be obtained from End User Department

Complaint Register: All complaints received with respect to air conditioners under AMC are to be recorded with time and date of receipt, as and when complaints are received from end user departments. □

Spare Tool and Tackle Register: All the spares and tools and tackles are to recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time.

(s) The workers/supervisors should be properly dressed (preferably uniforms with company's logo) to be identified separately.

(t) The contractor must issue identity card to his workers/supervisors and submit police verification certificate for all work men engaged by him along with supervisors to TISS.

(u) Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made on this part. The Contractor shall indemnify the Institute from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor.

(v) It may be ensured that parts of authorized brand should only be used for repairs and replacement. If it is found at a later stage that sub-standard /inferior quality items are used during the AMC, necessary action will be taken against such firms, including forfeiture of their Performance Security and debarring them for quoting future tenders.

(w) It shall be responsibility of the Firm to hand over the AC units to this Office under contract in working condition at the expiry of the Contract.

9. **Earnest Money Deposit (EMD):** The bidder shall furnish an amount of Earnest Money of Rs.10000 (Rupees Ten Thousand only) by way of Demand Draft drawn in favour of "Tata Institute of Social Sciences" payable at Mumbai. The earnest money in cash or any other shape will not be accepted. Earnest money is liable to be forfeited, if the contractor selected for the work fails to sign the formal agreement within 07 days from the date of issue of work award letter. Earnest Money Deposit of unsuccessful bidder shall be returned after a decision on the tender is taken. EMD of successful bidder will be returned after receiving the Performance Security. No interest will be paid by "TISS" on the Earnest Money Deposit.

10. **Performance Security:**

(a) The successful bidder shall be required to deposit an amount equal

to 7% of the contracted and accepted value within 15 days of issue of letter of intent, as Performance Security.

(b) Performance security shall be submitted in the form of Demand draft drawn in favour of "Tata Institute of Social Sciences" and shall be valid for a period of 18 months.

(c) Performance Security will be discharged after completion of contractor's performance obligations including warranty obligations under the contract.

(d) If the contractor fails or neglects any of his obligations under the contract, TISS reserve the right to forfeit either whole or any part of Performance security furnished by the bidder as penalty for such failure.

11. Submission of Tenders:

(a) The technical and financial bids must be submitted in separate sealed cover in the format as prescribed in Annexure-II and Annexure-III respectively.

(b) Both the technical and financial bids along with third envelope containing EMD are to be kept in a big sealed envelope.

(c) The envelope containing EMD should not be sealed and kept open.

(d) The big envelope containing the three envelopes must be superscribed "Tender for AMC of AC".

(e) The sealed envelope containing all bids must be dropped in the Tender Box kept at the Admin section of TISS at Deonar, VN Marg, Mumbai by 1500 Hrs. of 20.03.2018

(f) Commercial/Financial bids of only those bidders whose technical bids are acceptable/qualified will be opened.

(g) Late/delayed tenders due to any reason, whatsoever, will not be accepted/considered, at all, under any circumstances.

(h) Rates quoted by the Firm shall remain valid for a period of 60 days or more.

12. Payment:

(a) Payment to the selected agency shall be released on half yearly basis i.e. 50% after six months of award of contract and balance 50% on completion of AMC.

(b) Payment shall be made upon submission of following documents:

i. Supplier's Invoice

ii. Copy of the aforesaid registers entry signed by the user & countersigned by the person in charge of the section/subsection of the institute.

13. Validity of the contract: The period of annual maintenance contract shall be valid for a period of one year from the date of award of contract. However, the contract may be extended for a further period of one year on mutual consent. TISS, however, reserves the right to terminate the contract by giving 15 days notice and without assigning any reason thereof.

14. Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, and instruction herein before mentioned and as to the quality of the materials, as to any question,

claim, right, matter or thing whatsoever, in any way arising out of or relating to the contract, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution of the same whether arising during the process of the work or after the completion or abandonment thereof shall be referred to the sole arbitration of a person nominated by the Director of Tata Institute of Social Sciences and if he is unable or unwilling to act to as the Sole Arbitrator or some other person appointed by him willing to act as such arbitrator. The submission shall be deemed to be submission to Arbitration under the meaning of the Arbitration Act, 1996 or any subsequent amendments of enactment thereof for the time being in force, conclusive and binding on all parties of the contract.

15. TDS and any other Government levies applicable shall be deducted on bill amount as per Government of India instructions issued from time to time.

16. TISS does not bound to accept the lowest tender and reserve the right to accept or reject any or all the Tenders.

17. TISS reserves the right to cancel the Contract any time during the currency of the Contract without assigning any reason, whatsoever, if the services provided by the firm are found to be unsatisfactory.

ANNEXURE - II**PROFORMA FOR TECHNICAL BID**

SNo.	Items	Information/ Inputs to be filled by the tenderer (If required separate sheets may be enclosed)
1	Name and Address of the firm/agency, telephone number, fax, mobile number, email address	
2	Type of organization (Whether proprietorship, partnership, private limited, limited company)	
3	Name and Address of the directors proprietor /partners	
4	Whether blacklisted by any Organisation	
5	Nature of business carried by the company	
6	Annual Turnover	
	2015-16	
	2016-17	
	2017-18	
7	Total number of employees of the firm	
8	Contact number in case of emergency	
9	Whether authorized service provider of any OEM/Manufacturer ?	
10	If yes, Name & Address of OEM (please furnish documentary proof)	
11	Details of registration with statutory authorities like PF and ESIC, etc (attach copies)	
12	(a) GST Details	
	(b) Service tax number/ Certificate	
	(c) PAN number	
13	Details of three prominent organizations served during the last three years with contact number of concerned officer	
14	Details of Earnest Money	
15	Infrastructure details	
16	Any other information	

Copies of relevant documents are to be enclosed in support of above information.

PROFORMA FOR FINANCIAL BID

1. Name, Address and Telephone Number :
of the Organisation
2. Name of CEO/Proprietor with Tel.No. :
3. Rates offered :

Comprehensive Annual Maintenance Contract

SNo.	AC Units	Qty	AMC Rate per unit	Total*
1.	Split AC (1 ton)	17		
2.	Split AC (1.5 ton)	94		
3.	Split AC (2 ton)	59		
4.	Window AC (1.5 ton)	9		
5.	Window AC (1 ton)	8		
			Total	

Place:
Date :

Signature.....
Name.....
Designation.....

Seal of the Company.....

Undertaking

I hereby certify that all the informations furnished above are true to my knowledge. I have no objection to TISS verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that , I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Signature of the authorized signatory of the agency
Official seal/ stamp

Date:
Place: