



ANNEXURE-1

FOR

Sub: CAMC services for standard Refrigeration & AC systems (i.e. Window / Split / Multi split / Vertical slim split / Cassette type / Tower air conditioners / Water coolers / Refrigerators / Walk in coolers / Mortuary cold storage system morgue freezer box,) at SDSC SHAR / Sullurupeta (AP) and ISRO guest houses at Chennai (TN) for a period of two years.

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INTRODUCTION: SDSC SHAR is looking for a qualified, reputed and well-established Contractor who has the potential to enter into the contract for carryout Comprehensive Annual Maintenance Contract (CAMC) services for Window/Split/Multi split/Vertical slim split/Cassette type/Tower air conditioners/Water coolers/Refrigerators/Walk in coolers/Mortuary cold storage/Morgue freezer box, at SDSC SHAR / Sullurupeta and ISRO guest houses at Chennai. Contractor have to deploy Skilled Technical Service Teams at various places of SDSC SHAR, Sriharikota, Sullurupeta & Chennai as per General Terms & Conditions for service & maintenance of R&AC units as per the BOQ.

NAME OF WORK: Comprehensive Annual Maintenance Contract (CAMC) services for Window / Split / Multi split / Vertical slim split / Cassette type / Tower air conditioners / Water coolers / Refrigerators / Walk in coolers / Mortuary cold storage / morgue freezer box, at SDSC SHAR / Sullurupeta and ISRO guest houses / Chennai **for a period of two years.**

1. The address and contact numbers for seeking clarifications regarding this ANNEXURE-1 are given below:

(a)	Bids/queries are to be addressed to	Sr. Purchase & Stores Officer, SCF
(b)	Postal address for sending the Bids	Tender Section Satish Dhawan Space Centre SHAR, ISRO, Dept. of Space, Govt. of India, Sriharikota - 524124, Tirupati District, Andhra Pradesh
(c)	Name/designation of the contact personnel	
(d)	Telephone & mobile numbers of the contact personnel	
(e)	e-mail ids of contact personnel	
(f)	Fax number	

2. This Annexure-1 is divided into three Parts as follows:

- A. PART I:** Contains General Information and standard conditions / instructions for the Bidders such as the time, place of submission and opening of tenders, validity period of tenders, etc.
- B. PART II:** Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Contract Period, etc.
- C. PART III:** Contains Evaluation Criteria and Annexures.

3. This Annexure-1&2 is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the Annexure-1&2, should it become necessary at any stage.

4. BID SUBMISSION

Bids duly filled in by the Bidder should invariably be submitted as stipulated in the Letter inviting bid. Bids shall be submitted in the following manner.

4.1 PART – I: UN PRICED TECHNO-COMMERCIAL PART OF THE BID FOR THE WORK

Complete Techno-Commercial part of the bid shall be filled online in the “Service Provider Specified Terms’ form of the e-tender. Any documents related (demand draft for EMD), technical literature and any other document as per the tender shall be scanned and uploaded to the e-tender under ‘Documents solicited from Vendor’ form only in ISRO e-procurement portal (<https://eprocure.isro.gov.in>). In case if the space is not adequate to upload, hard copy of the balance documents (without any price figures) shall be submitted before due date in envelope marked with following:

PART-I : TECHNO-COMMERCIAL BID	
Name of client	: Satish Dhawan Space Centre SHAR Indian Space Research Organisation
Title of the proposal	: CAMC services for Standard R&AC systems (i.e. Window / Split / Multi split / Vertical slim split / Cassette type / Tower air conditioners / Water coolers / Refrigerators / Walk in coolers / Mortuary cold storage system morgue freezer box) at SDSC SHAR / Sullurupeta and ISRO guest houses at Chennai for a period of two years .
Due date and time of the opening	:
From (Name of the bidder with address)	:
To:	Head, Purchase & Stores Satish Dhawan Space Centre SHAR ISRO, Dept. of Space, Govt. of India Sriharikota – 524124, SPSR Nellore Dist, Andhra Pradesh, India

4.1. PART – II: PRICE PART OF THE BID FOR THE WORK

- a) Price bid shall be filled in the on-line 'price bid' form of the e-tender only in ISRO e-procurement website <https://eprocure.isro.gov.in> . The cost of CAMC including spares & consumable etc. as per specifications mentioned in Annexuer-1&2 shall be filled in the respective forms available on-line in the e-portal. Any other terms and conditions given in this part by bidder shall not be considered and if insisted upon by the Bidder, bids are liable for rejection.
- b) SDSC SHAR may open Part – I of the bid on the due date of opening subject to meeting the minimum evaluation criteria. Price Bids (Part-II) of technically and commercially acceptable offers shall be opened at a later date.
- c) Unit rate for each of the item shall be indicated separately. The rate quoted shall be on F.O.R. DESTINATION BASIS i.e., Freight on road (F.O.R.) SDSC SHAR, Sriharikota & Guest houses at Chennai basis.
- d) The taxes applicable shall be indicated separately in terms of percentage. If the offers submitted by the tenderers are silent on taxes, it will be presumed that quoted rates are inclusive of taxes & duties and no claim in this regard will be entertained later.
- e) Contractor has to consider entire bill of material (BOM) required for providing CAMC services for Window / Split / Multi split / Vertical slim split /Cassette type/ Tower air conditioners / Water coolers / Refrigerator s / Walk in coolers / Mortuary cold storage / Morgue freezer box, at SDSC SHAR Sriharikota, Sullurupeta and ISRO guest houses at Chennai for a period of two years. Services are as per the requirements indicated in the Annexure-1&2.
- f) SDSC SHAR reserves the right to reject any or all the Bids without assigning any reasons thereof.
- g) ***Any bids/offers with price details in Techno-Commercial Offer (Part -I) shall be rejected.***

PART I – GENERAL INFORMATION & STANDARD CONDITIONS

Sl.No	Description	Vendor Compliance
<p>1.</p>	<p>DEFINITIONS:</p> <p>a) The term “Service Receiver” means Satish Dhawan Space Centre SHAR (SDSC SHAR), a Centre under the Indian Space Research Organization (ISRO) of the Department of Space (DOS) hereinafter called "Service Receiver" includes its Units/Entities / Groups / Divisions and facilities under the administrative control of SDSC SHAR (ISRO) and its offices located at P.O., Sriharikota - 524124, Sullurpeta-524121 & Chennai.</p> <p>b) The term "Service Provider" shall mean any registered Establishment which will be performing the CAMC activities.</p> <p>c) The term "CAMC" shall mean servicing & maintenance of various R&AC systems as mentioned below (Schedule of work PART II) to provide services at different Entities/Groups/ Divisions including Sullurupeta & Guest houses located at Adayar & Pallavaram at Chennai as per BOQ.</p> <p>d) The term "Technical Service Team" mean a team comprising 1 Technician & 1 supporting staff deployed by the Service Provider to carry out the CAMC tasks as defined in the BOQ.</p> <p>e) The term "Focal Point" shall mean the designated officials of Service Receiver, who will be from the technical stream of the Units/Entities/Groups/Divisions, who will be co-ordinating with the “Team Leader” of the Service Provider. The Focal Point of Service Receiver shall be Engineer-in-charge (EIC) / Area-In-Charge (AIC).</p> <p>f) The term " Team Leader" shall mean an identified person of the "Service Provider", who will co-ordinate the work carried out by the Technical Service Teams of “contractor”.</p> <p>g) The term "Paying Authority" shall mean the respective Sr. Accounts Officer/ Accounts Officer of the Division / Group / Entity of Service Receiver.</p>	
<p>2.</p>	<p><i>Prices quoted should be on the basis of F.O.R. SDSC SHAR, Sriharikota, Sullurpeta & Chennai</i></p>	
<p>3.</p>	<p>SITE VISIT: Prospective bidders may visit the sites and shall get themselves thoroughly acquainted with the local site condition. It is suggested that they conduct a demographic study to identify the local utility areas (markets, locality, communication and transportation conditions, Labour and materials availability), which will help the bidders to consider all such factors during the estimation for performing Statement of Work as indicated. Department holds no responsibility of arrangement of</p>	

Sl.No	Description	Vendor Compliance
	transportation / accommodation facilities for the bidders during their site visits except for giving permission in writing to access the premises. Claims and objections due to ignorance of existing conditions or inadequacy of information shall not be considered after submission of the Bid and during implementation.	
4.	CAMC CONTRACT: This contract is a CAMC Contract intended for carrying-out all the works enlisted under the scope of work and at no stage this shall be construed as a LABOUR CONTRACT.	
5.	OFFER VALIDITY: Bid shall remain valid for acceptance for a period of SIX months from the due date of submission of the Bid. The Bidder shall not be entitled during the said period to revoke or revise his Bid or to vary the Bid except and to the extent required by SDSC SHAR in writing. Bid shall be revalidated for extended period as required by SDSC SHAR in writing. In such cases, unless otherwise specified, it is understood that validity is sought and provided without varying either the quoted price or any other terms and conditions of Bid finalized till that time.	
6.	<p>CONTRACT VALIDITY: The proposed CAMC contract is valid for a period TWO YEARS.</p> <p>(a) Department reserves the right to cancel the contract at any time without assigning any reasons thereof, by giving one-month notice in writing without any financial implication to SDSC SHAR and the decision of SDSC is final in this regard.</p> <p>(b) The validity of the contract is for a period of two years and extendable by one more year on mutual consent, if the service is found satisfactory at the same terms and conditions.</p> <p>(c) If the successful bidder does not want to extend the contract, the same shall be intimated 03 months before the expiry of the contract period.</p>	
7.	GST (on service): GST @ 18% is applicable on services. Please indicate the GST accordingly for services. If not indicated it will be presumed that GST @18% is inclusive of your quoted prices.	
8.	INCOME TAX: Income tax at the prevailing rate and as applicable from time to time shall be deducted from the Contractor's bills as per Income Tax Act. and a certificate will be issued (TDS Certificate).	
9.	<p>PERFORMANCE SECURITY / SECURTY DEPOSIT</p> <p>The Contractor, whose tender is accepted, shall be required to furnish by way of Performance Security for the due fulfilment of the contract such a sum as shall amount to 3% of the contract</p>	

Sl.No	Description	Vendor Compliance
	<p>value of the work awarded.</p> <p>The performance security (bearing no interest) shall be held by the Department as security till satisfactory completion and for the due performance of all Contractors' obligations under the contract as per delivery period or extension granted thereof by the Department.</p> <p>The Contractor within 10 days of Purchase Order or signing of Contract, deposit with the Accounts officer, Satish Dhawan Space Centre SHAR, Sriharikota as detailed above by any one or more of the following modes namely.</p> <p>A. By a crossed demand draft in favour of Accounts officer, Satish Dhawan Space Centre SHAR drawn on SBI and payable at Sriharikota.</p> <p>B. By an acceptable bank guarantee. The bank guarantee shall be from a nationalized/scheduled bank & shall be valid for 60 days beyond completion period.</p> <p>In case of breach of contract, the Performance Security shall be forfeited in addition to other relief available to the Department under this contract.</p> <p>Central PSUs / PSEs / Autonomous Bodies, etc., are exempted from payment of SD, and instead, an Indemnity Bond shall be provided in lieu of SD. Such vendors shall provide a copy of documentary proof along with Techno-Commercial Bid.</p>	

Sl.No	Description	Vendor Compliance																					
10.	<p>PENALTY:</p> <p>Notwithstanding anything contained in the provisions of conditions of Contract, the CAMC Service provider shall be liable for forfeiture of its Security Deposit, penalty or termination for default, if and to the extent that, its' delay in performance or other failure to perform its obligations under the Contract.</p> <p>There shall be penalties, as stated below, for violation / dereliction as per terms and conditions of bid /agreement following are penalties which shall be levied:</p> <table border="1" data-bbox="277 622 1225 2072"> <thead> <tr> <th data-bbox="277 622 392 689">Sl. No</th> <th data-bbox="392 622 798 689">Description</th> <th data-bbox="798 622 1225 689">Penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="277 689 392 824"></td> <td data-bbox="392 689 798 824">For Window / Split / Multi split Air conditioners (Non Inverter & Inverter type units)</td> <td data-bbox="798 689 1225 824"></td> </tr> <tr> <td data-bbox="277 824 392 1149">(i.)</td> <td data-bbox="392 824 798 1149">For non-replacement of compressor / condenser coil / PCB boards</td> <td data-bbox="798 824 1225 1149">Up to 7days from the receipt of complaint: No penalty. After 7days from the receipt of complaint to until solve the complaint: Rs. 50/- per day.</td> </tr> <tr> <td data-bbox="277 1149 392 1473">(ii.)</td> <td data-bbox="392 1149 798 1473">For All other complaints</td> <td data-bbox="798 1149 1225 1473">Up to 5days from the receipt of complaint: No penalty. After 5days from the receipt of complaint to until solve the complaint: Rs. 30/- per day.</td> </tr> <tr> <td data-bbox="277 1473 392 1619"></td> <td data-bbox="392 1473 798 1619">For vertical slim split / Cassette ACs / Tower ACs.</td> <td data-bbox="798 1473 1225 1619"></td> </tr> <tr> <td data-bbox="277 1619 392 1944">(iii.)</td> <td data-bbox="392 1619 798 1944">For Non-replacement of compressor/ condenser coil / blower fan motor</td> <td data-bbox="798 1619 1225 1944">Up to 7days from the receipt of complaint: No penalty. After 7days from the receipt of complaint to until solve the complaint: Rs. 75/- per day.</td> </tr> <tr> <td data-bbox="277 1944 392 2072">(iv.)</td> <td data-bbox="392 1944 798 2072">For all other complaints</td> <td data-bbox="798 1944 1225 2072">Up to 5days from the receipt of complaint: No penalty.</td> </tr> </tbody> </table>	Sl. No	Description	Penalty		For Window / Split / Multi split Air conditioners (Non Inverter & Inverter type units)		(i.)	For non-replacement of compressor / condenser coil / PCB boards	Up to 7days from the receipt of complaint: No penalty. After 7days from the receipt of complaint to until solve the complaint: Rs. 50/- per day.	(ii.)	For All other complaints	Up to 5days from the receipt of complaint: No penalty. After 5days from the receipt of complaint to until solve the complaint: Rs. 30/- per day.		For vertical slim split / Cassette ACs / Tower ACs.		(iii.)	For Non-replacement of compressor/ condenser coil / blower fan motor	Up to 7days from the receipt of complaint: No penalty. After 7days from the receipt of complaint to until solve the complaint: Rs. 75/- per day.	(iv.)	For all other complaints	Up to 5days from the receipt of complaint: No penalty.	
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(i.)	For non-replacement of compressor / condenser coil / PCB boards	Up to 7days from the receipt of complaint: No penalty. After 7days from the receipt of complaint to until solve the complaint: Rs. 50/- per day.																					
(ii.)	For All other complaints	Up to 5days from the receipt of complaint: No penalty. After 5days from the receipt of complaint to until solve the complaint: Rs. 30/- per day.																					
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(iv.)	For all other complaints	Up to 5days from the receipt of complaint: No penalty.																					

Sl.No	Description		Vendor Compliance	
			After 5days from the receipt of complaint to until solve the complaint: Rs. 50/- per day.	
	For Water coolers / refrigerators			
	(v.)	For non-replacement of compressor/condenser	Up to 7days from the receipt of complaint: No penalty. After 7days from the receipt of complaint to until solve the complaint: Rs. 50/- per day.	
	(vi.)	For All other complaints	Up to 5days from the receipt of complaint: No penalty. After 5days from the receipt of complaint to until solve the complaint: Rs. 30/- per day.	
	For walk in coolers / mortuary cold storage system morgue freezer box systems,			
	(vii.)	For non-replacement of compressor/condenser	Up to 5days from the receipt of complaint: No penalty. After 5days from the receipt of complaint to until solve the complaint: Rs.100/- per day.	
	(viii.)	For All other complaints	Up to 3days from the receipt of complaint: No penalty. After 3days from the receipt of complaint to until solve the complaint: Rs. 50/- per day.	
	For not meeting the maintenance schedule			

Sl.No	Description		Vendor Compliance	
	(ix.)	In case of the contractor not meeting the maintenance schedule and not completing the maintenance activities.	No payment will be issued for respective item / items + Rs. 100/- Penalty for each item for not completing the maintenance activities	
	(x.)	Staff not in uniform / without ID - Card	Penalty @ Rs.50/- per day and maximum of Rs. 250/- per month per each staff	
	(xi.)	Misbehavior by service member.	Penalty @ Rs.1000/- per incident & action will be taken by the department.	
	(xii.)	Theft /damage of material / surface	Penalty and recovery of actual cost and action will be taken by the Department.	
	(xiii.)	Any service staff deputed by the contractor found smoking / chewing tobacco / consumption of alcohol in the SDSC SHAR Campus & working premises.	Rs. 500/- per occasion and action will be taken by the Department.	
	(xiv.)	Penal deduction will also be made for any other poor services on the basis of assessment by EIC / Contract Manager and the defaulting staff posted by you should be replaced immediately. Repeated defaults in services shall result in higher penal deductions. Decision of SDSC SHAR with respect to extent of penalties being levied shall be final and binding on the contractor.		
	(xv.)	Note: In case of any AC equipment which are beyond repairable condition shall be communicated in written to the Department/ EIC for taking decision to provide alternate. Based on the condition of the equipment, unrepairable/unserviceable AC units may be removed from the scope of contract with the approval of competent authority.		
11.	MODE OF PAYMENT: Our Bankers are State Bank of India, SDSC SHAR, Sriharikota – 524 124. Service Provider may furnish the banker details for transferring the payments through NEFT/RTGS/ECS through PFMS mode.			
12.	<u>SUBMISSION OF BILLS AND PAYMENT:</u>			

Sl.No	Description	Vendor Compliance
	<p>The payment shall be payable in the following manner upon on the certification by Engineer-In-Charge (EIC)/ Contract Manager and approved by competent authority.</p> <ol style="list-style-type: none"> i. The progressive payment (part payment) will be made on monthly basis for actual work done. The contractor shall submit the claim for preparation of bills. Contractor shall raise the invoice in triplicate for checking & verification of the work attended and amount billed, enclosing the service reports duly certified by Construction & Maintenance Division (CMD) representative at various locations & by EIC / Contract Manager. The service report shall clearly indicate the job carried out and all relevant information. ii. Security Deposit (SD) / Performance Bank Guarantee PBG shall be 3% as per the existing guidelines of SDSC SHAR. iii. Charges in the taxes shall be considered as per the actuals when there is a changes in Taxes as per Government rules. iv. The rates quoted by the tenderer shall be valid for the period of two years from the date of issue of Purchase Order (PO). However, the validity may be extended for one more year, if agreeable mutually (By the Department and Service Provider). v. No. of R&AC units may be added or removed based on site conditions by the Department. vi. The payment under the CAMC shall be inclusive the following components: <ol style="list-style-type: none"> a) Cost Spares b) Cost of workforce deployed Service Provider. c) Supervisory Charges to the Service Provider, if any d) Service Charges to the Service Provider, if any e) Cost of Identity cards, uniform, accommodation, food and transportation etc. of the personnel deployed by the service provider. f) Goods & Service Tax and all over heads etc. g) Cost of tools & consumables etc. for maintenance of R&AC units etc. h) Personnel protection equipment required for maintenance. vii. Income Tax or any other Tax/Taxes/Fees/Cess/Levy(ies) as applicable and payable by the Service Provider as per 	

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	<p>rules will be recovered from the monthly/Bi-monthly bills payable to the Service Provider.</p> <p>viii. In case Service Receiver is made liable to pay any statutory liability arising due to the default of the Service Provider in relation to the CAMC / work package Order(s), the Service Receiver shall be entitled to deduct / recover the same from the payment against the CAMC / work package Order(s) due to the Service Provider.</p> <p>ix. Payment shall be made only after approval by Competent Authority against submission of necessary certified required documents along with the invoices as required and deductions if any as per the contractual obligations.</p> <p>x. Contractor shall follow all the applicable rules as per labour act and the same.</p> <p>xi. The Service Provider's bills shall be submitted before 6th (Sixth) of every month with due certifications to the respective Paying Authority.</p> <p>xii. Service provider shall provide ID cards and Uniform (The uniform consists of Shirt /T-shirt, Pant & safety shoes) for their staff deployed at SDSC SHAR to carry out the works under this CAMC.</p> <p>xiii. GST, shall be paid by service provider and same shall be submitted to the Department.</p> <p>xiv. Contractor shall maintain material register for taking out to repair and bringing back after repair and new material too.</p>	
13.	Bidder shall note that the conditional discounts would not have edge in the evaluation process of tenders.	
14.	Non-acceptance of any conditions wherever called for related to security deposit, performance bank guarantee, liquidate damages are liable for disqualification of bids.	
15.	ARBITRATION: In the event of any question, dispute or difference arising under these conditions of any condition in the purchase order, (except as to any matters the decision of which is specially provided for by these conditions) the same shall be referred to the sole arbitration approved by Director, SDSC SHAR. The arbitration shall be conducted within India as per the Arbitration and Conciliation Act, 1996 and the applicable language shall be English. The award of the Arbitrator shall be final and binding on the parties of this purchase order.	

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16.	<p>APPLICABLE LAW AND JURISDICTION: The laws of India shall govern this purchase order for the time being in force. The Courts of Andhra Pradesh, India only shall have jurisdiction to be with and decide any legal matters or disputes what so ever arising out of the purchase order.</p>	
17.	<p>FORCE MAJEURE:</p> <p>(a) For purpose of this Clause, Force Majeure means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of SDSC either in its sovereign or contractual capacity, The Government Acts, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.</p> <p>(b) If a Force Majeure situation arises, the Service Provider shall promptly notify SDSC in writing of such conditions and the cause thereof. Unless otherwise directed by SDSC in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p>	
18.	<p>The service provider shall be responsible for the proper behaviour of the work-force deployed by him. He will also be responsible for any damage to the property of SDSC SHAR as result of negligence/improper workmanship of the Technical Service Teams. Any such damage or loss will be made good by the contractor.</p>	
19.	<p>The service provider should sign in all the pages of the tender as a token of acceptance.</p>	
20.	<p><u>SERVICE PROVIDER OR CONTRACTOR'S OBLIGATIONS:</u></p> <p>a. The successful bidder / vendor shall follow the directions & rules of Dept.</p> <p>b. The Contractor shall be responsible at its own cost for obtaining any applicable permissions and clearances for performance of the work.</p> <p>c. The Contractor shall, at all times, comply with all applicable labour and other related laws on its own. The Contractor shall keep Dept. indemnified against any claim, action or proceedings raised due to non-compliance of labour and other related laws.</p> <p>d. The Contractor indemnifies Department against any loss or damage suffered by Department due to any fault, omission</p>	

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	<p>or breach of any duty by the Contractor or its representatives.</p> <p>e. The Contractor shall indemnify and keep indemnified and compensate Department, if Department becomes liable to assume any liability towards the Technical Service Teams deployed by the Contractor for the purposes of this Work.</p> <p>f. The Contractor shall ensure that workmanship and quality of the work shall conform to the standards and shall ensure that works conform to the good industry practice.</p>	
21.	SUBCONTRACTING: Contractor should not give sub-contract for whole or part of this contract work to any other Contractor.	
22.	CONDUCT: In case, any personnel in Technical Service Teams found not working to the satisfactory level, the same worker should be replaced forthwith by you. Contractor will be solely responsible for their work force mis-conduct, injuries, illness or death etc., at work places.	
23.	INSPECTION: EIC/ Contract Manger and / or the staff will check quality of the services and materials brought by the contractor periodically. Contractor should make good the deficiencies, if any found during such inspections.	
24.	<p>COMPLAINT REGISTER: Mobiles are not allowed inside SDSC SHAR premises. Hence, a land line telephone is identified as a focal point for complaints throughout SHAR and for internal communication. Contractor shall register complaints on all working days (09:00 hrs to 17:30 hrs) including all Saturdays (09:00 hrs to 17:30 hrs).</p> <p>Contractor shall record & maintain complaint register (hard copy & soft copy) on daily basis and it shall be available at Zone-2 workshop. These complaints register shall be shown as and when required by the Department. Contractor agency shall follow-up the status of complaints and give feedback to the Department on daily basis.</p> <p>All complaints shall be recorded in a complaint record register in chronological order date, time, nature of complaint, location of complaint, complaint attended by, spares replaced, complaint rectified date & time etc. by contract agency.</p> <p>Note: Mobile phones are not allowed inside Gate-2 and offices located inside Gate-1.</p>	
25.	WORK PROGRESS & STATUS: Weekly status shall be presented to the respective site-in-charges related to work planed and completion status and complaints status. A consolidated list shall be submitted to the contract manager about maintenance work and breakdown calls including replaced spare list.	

Sl.No	Description	Vendor Compliance												
26.	SPARES & CONSUMABLES MANAGEMENT: It is in the scope of contractor to procure, store & utilise the same in time bound manner.													
27.	MATERIAL & TOOLS ENTRY AT GATE-1&2: All tools, equipment & materials shall enter / exit at Gate-1&2 on returnable Gate Pass. If entry pass is missed, tools may not be returned back to the contractor. Hence, Xerox copies shall be maintained to claim the tools & equipment. Note: All items / materials supplied by contractor shall have superior quality standards. These items will be inspected by Department on arrival at storage location.													
28.	TECHNICAL SERVICE TEAMS ENTRY INSIDE OFFICES PREMISES: All team members shall have valid entry pass and ID card issued by the contractor these two ID cards shall always wear along with uniform issued by the contractor.													
29.	<p>QUALITY ASSURANCE PLAN: All the R&AC units during servicing / break down maintenance, shall maintained as per IS standards / guidelines given by the respective manufacturers. Service provider shall inspect the units randomly and check for quality of work done by their work force. Contractors shall purchase all the materials / consumables having ISI mark / UL /CE standard items to get standard products. Service provider may also purchase spares directly from OEM also.</p> <p>Capacitors: Compressor starting/ running capacitors, condenser fan motor capacitors and indoor fan motor capacitor need to be inspect as per check lists. In case capacitors not in the range as mentioned on the capacitor, capacitor need to be replaced irrespective of its working condition during maintenance. Example:</p> <table border="1" data-bbox="276 1272 1233 1552"> <thead> <tr> <th data-bbox="276 1272 359 1339">1.</th> <th data-bbox="359 1272 531 1339">Capacitor range</th> <th data-bbox="531 1272 703 1339">Working Range</th> <th data-bbox="703 1272 1233 1339">Remarks</th> </tr> </thead> <tbody> <tr> <td data-bbox="276 1339 359 1444">2.</td> <td data-bbox="359 1339 531 1444">50±5%</td> <td data-bbox="531 1339 703 1444">47.5 - 52.5MFD</td> <td data-bbox="703 1339 1233 1444">Capacitor need to be replaced if the capacitance found below 47.5MFD.</td> </tr> <tr> <td data-bbox="276 1444 359 1552">3.</td> <td data-bbox="359 1444 531 1552">40±5%</td> <td data-bbox="531 1444 703 1552">38.0 - 42.0MFD</td> <td data-bbox="703 1444 1233 1552">Capacitor need to be replaced if the capacitance found below 38.0MFD.</td> </tr> </tbody> </table> <p>Department approved makes with P3/P2 safety (Pressure sensitive interrupter mechanism) shall be procured. The indoor unit's capacitors shall be with P3/S3 safety only. All the capacitors shall have UL certification & CE certification etc. This work includes to check PCB mounted capacitors for indoor blower by de-soldering the capacitor from PCB once in every year.</p> <p>During Annual/Half-yearly maintenance of R&AC units, capacitance shall measure & recorded. Necessary instruments shall be available during maintenance.</p>	1.	Capacitor range	Working Range	Remarks	2.	50±5%	47.5 - 52.5MFD	Capacitor need to be replaced if the capacitance found below 47.5MFD.	3.	40±5%	38.0 - 42.0MFD	Capacitor need to be replaced if the capacitance found below 38.0MFD.	
1.	Capacitor range	Working Range	Remarks											
2.	50±5%	47.5 - 52.5MFD	Capacitor need to be replaced if the capacitance found below 47.5MFD.											
3.	40±5%	38.0 - 42.0MFD	Capacitor need to be replaced if the capacitance found below 38.0MFD.											
30.	CONTRACT SUPERVISION: It is in the scope of contractor to supervise complaints, work progress & status, spares management, entry of their staff, required material & tools entry at Gate-1&2 including Quality Assurance.													

Sl.No	Description	Vendor Compliance
	<p>Service provider may need to allot maintenance & complaints to their Technical Service Teams on daily basis. Contractor need to take Department suggestions/requirement to complete the maintenances smoothly.</p> <p>The Contractor shall continuously follow-up the maintenance & complaints received at workshop to complete within prescribed time to avoid penalties.</p> <p>The service provider shall submit maintenance check lists on weekly basis to the respective area –in-charges for review and the same original copies shall submit to Department for recommendation of payment.</p>	
31.	<p>LABOUR LAW COMPLIANCE : The Contractor shall comply with all requirements of any applicable law relating to the deployment of personnel under this CAMC contract including but not limited to matters relating registrations under the applicable statutes, timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of workmen’s compensation, working hours, safety, maternity benefits, holidays, framing of standing orders, disciplinary action against employees, payment of provident fund contributions, payment of gratuities and payment of bonuses etc.</p>	
32.	<p>INELIGIBLE TO TENDER:</p> <p>(i.) A retired officer of the Govt. executing services is disqualified from tendering for a period of two years from the date of retirement without the prior permission of the Government.</p> <p>(ii.) The bidder who has employed any retired officer as mentioned above shall be considered as an ineligible tenderer.</p> <p>(iii.) The bidder himself or any of his employees is found to be Gazetted Officer who retired from Government Service and had not obtained permission from the Government for accepting the contractor’s employment within a period of 2 years from the date of his retirement.</p> <p>(iv.) The bidder or any of his employees is found at any time after award of contract, to be such a person who had not obtained the permission of the Government as aforesaid before submission of the tender or engagement in the bidder’s service.</p> <p>(v.) Bidder shall not be eligible to tender for services where any of his near relatives are employed in Department of Space. The bidder shall intimate the names of persons who are working with him in any capacity or are subsequently employed. He shall also furnish a list of Gazetted / Non-Gazetted, Government Employees related to him.</p> <p>Note: Near relatives include</p>	

Sl.No	Description	Vendor Compliance
	<ol style="list-style-type: none"> 1. Sons, step sons, daughters, and stepdaughters. 2. Son-in-law, and daughter-in-law. 3. Brother-in-law, and sister-in-law. 4. Brothers and Sisters. 5. Father and Mother. 6. Wife / Husband. 7. Father-in-law and Mother-in-law 8. Nephews, nieces, uncle and aunts 9. Cousins and 10. Any person residing with or dependent on the bidder. 	
33.	<p>CONFIDENTIALITY: The Service Provider either during the term or within three (3) years after expiration of this Contract, should not disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without prior written consent of the Client.</p>	
34.	<p>LEGAL:</p> <p>a) The Service Provider shall abide by the law of the land including, Contract Labour (Regulation & Abolition) Act, Minimum Wages Act and all labour related laws/Acts or any new regulations / legislations enacted in this regard and its compliance as applicable during the tenure of the CAMC Order. Service Receiver shall in no way be responsible for any default of the Service Provider regarding statutory obligation. The Service Provider has to ensure compliance of the above provisions. at the time of submission of bill to the Service Receiver and while making payments to their work-force at all times during the currency of the CAMC. The Service Provider shall provide an undertaking to this effect as at Annexure-II.</p> <p>b) The Service Provider(s) shall mandatorily undertake to insure their workforce comprehensively against any risks during the course of work undertaken by them in Service Receiver's Work Place through a Comprehensive All Risk Insurance (ARI) Policy obtained from any of the Insurance Companies as approved by the Insurance Regulatory & Development Authority of India (IRDA). The Service Providers shall have to furnish originals of the ARI Policy along with premium receipts and other papers related thereto the Officer concerned of the Service Receiver within 15 days from the date of commencement of Purchase Order(s). Entry Passes will be issued to the workforce of the Service Provider only after receipt of the original policy</p>	

Sl.No	Description	Vendor Compliance
	<p>documents from the Service Provider concerned. Insurance policies with a minimum coverage of Rs. 10 Lakhs per person (in the name of the Service Provider's Workforce) shall be taken by the Service Provider.</p> <p>c) The Service Provider shall discharge all the legal obligations in respect of the work- force engaged by them for the execution of the work in respect of their remuneration and Service conditions and shall also comply with all the rules and regulations and provisions of the law in force that may be applicable to them from time to time. The Service Provider shall indemnify and keep indemnify the Service Receiver from any claim, loss or damages that may be caused to it on account of any failure to comply with the obligations under various laws. In case of any dispute, the decision of the Service Receiver shall be final and binding on the Service Provider.</p> <p>d) The timely payment of remuneration to the work-force, remittance of EPF and ESI shall be the sole responsibility of the Service Provider. For any default with regard to statutory obligation, the Service Provider is solely responsible.</p> <p>e) The Service Provider shall also be liable for the remittance of all Taxes, Levies, Cess etc., on account of service rendered by them to the concerned authorities from time to time as per extant rules and regulations in the matter.</p> <p>f) The Service Provider shall completely be responsible to maintain the Attendance, acquaintance of remuneration paid, EPF, ESI and Comprehensive Medi-claim Policy as the case may be. Governmental authorities shall have the right to inspect these records at any time and take necessary penal action for non-compliance of these provisions, if any.</p> <p>g) The Service Provider is fully responsible for timely claiming and disbursing monthly payment of remuneration to their work-force engaged in the campus of the Service Receiver, within the time limit prescribed in the relevant Act/Rules.</p> <p>h) Payment disbursement shall be made to the Service Provider by the Service Receiver on monthly basis for the actual units of work completed on piece rate and part thereof and on receipt of the invoice/bill which is duly certified by the Focal Points and approved by Divisional Head/Group Head in the Campus of the Service Receiver and submitted to the respective Sr./Accounts Officer in the prescribed format.</p> <p>i) The Service Provider, upon being served with the CAMC Order(s) shall deploy the Technical Service Teams as per the</p>	

Sl.No	Description	Vendor Compliance
	<p>service & Annual maintenance schedule & complaints rectification and requirements sought for by the Service Receiver.</p> <p>j) In case, the Service Provider fails to comply with any statutory/taxation liability under the appropriate law, and as a result, if Service Receiver is put under any loss / obligation, monetary or otherwise, Service Receiver will be entitled to get itself reimbursed either out of the outstanding bills against any of the Purchase orders or from the Security Deposit to the extent of the loss or obligation in monetary terms.</p> <p>k) The Service Provider shall be bound by the details furnished by them to the Service Receiver while submitting the tender or at any subsequent stage(s). In case, any of the documents furnished by them is found to be false at any stage, it would be deemed to be a breach of the Terms and Conditions of the CAMC order making the Service Provider liable for legal action besides termination of CAMC Order(s) and forfeiture of Security Deposit.</p> <p>l) The Service Provider shall not be allowed to transfer, pledge, assign or sub Contract its rights and liabilities under this Purchase Order to any other agency.</p> <p>m) The Service Provider shall be solely responsible for the redressal of grievances / resolution of disputes relating to the work-force engaged by them. Service Receiver shall in no way be responsible for the settlement of such disputes. Service Provider should maintain a record of grievances received from their deployed Technical Service Teams and action taken for settlement.</p> <p>n) Any other terms, conditions or clauses not covered in this document shall be in accordance with other statutory Rules/ Acts applicable to DOS/ISRO.</p> <p>o) In case of termination of the purchase Order(s) on its expiry or otherwise, the work-force engaged by the Service Provider shall not be entitled to and shall have no claim whatsoever for any kind of employment in Service Receiver's establishment and shall be made known by the Service Provider to their workforce before being engaged.</p> <p>p) The status of the Service Provider shall be that of an independent Service Provider. The Service Provider and its work-force performing under this contract shall not be the employees of Service Receiver. Neither the Service Provider nor its work-force shall be considered as employees of Service Receiver. Such work-force has no right for subsequent</p>	

Sl.No	Description	Vendor Compliance
	<p>regularization.</p> <p>q) The Service Provider shall not assign, transfer or convey in whole or in part, this Work/CAMC Order(s) to anyone. The Service Provider shall also not delegate any of its obligations or duties under this CAMC Order(s) to anyone. The Service Provider shall not assign, pledge as collateral, grant a security interest in, create a lien against or otherwise encumber any payments that may or will be made to the Service Provider under this CAMC Order(s).</p> <p>r) The Service Provider shall be bound to accept all instructions/ directions issued by the Focal Point or any other person duly authorized by them relating to the execution of the CAMC Order(s).</p> <p>s) The Service Provider shall maintain a register for the execution of the work and get endorsement of the same from the Focal Point of the Service Receiver every day for having completed the work satisfactorily.</p> <p>t) The details of work handled by the Service Provider should be kept secret and should not be divulged to any person or outside agencies. An undertaking in this regard shall be mandatorily provided by the Service Provider as specified in Annexure.</p> <p>u) The Service Receiver reserves the right to reject any of the work-force engaged by the Service Provider, if the presence or activity of such workforce is detrimental to the interest or discipline or security of the Service Receiver.</p> <p>v) The Government of India has enacted the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006 and the preferences that are extendable to the MSME Units including Women and SC/ST Entrepreneur's as issued by the Government of India from time to time and wherever feasible, will be applicable. In order to avail of the benefits extended by the Government of India to Micro and Small Enterprises, Service Providers are requested to submit Entrepreneur Memorandum Part-II duly signed by the General Manager, District Industries Centre or NISIC Registration / Udhyog Aadhar details.</p>	
35.	<p>RISK AND COST PURCHASE: Timely delivery of goods/services is of prime importance and where the vendor fails to fulfil their contractual obligations, the Procuring Entity shall be entitled, and it shall be lawful on his part, to procure Stores and/ or services similar to those ordered/cancelled, with such terms and conditions and in such manner as it deems fit at the “Risk and</p>	

Sl.No	Description	Vendor Compliance
	<p>Cost” of the Contractor and the Contractor shall be liable to the Procuring Entity for the extra expenditure, if any, incurred or accrued by the Procuring Entity for arranging such procurement. However, the Contractor shall not be entitled to benefits if any, from such procurements.</p> <p>Prior to resorting to risk purchase the Purchaser shall consider impact of the default by the contractor, proper notice to the contractor to invoke risk purchase clause and method of recovering the additional amount spent by the Purchaser. The cost as per risk purchase exercise may be recovered from the Earnest Money Deposit/ Security Deposit/ Performance Security of the supplier and/or bills submitted by the supplier against the same contract or any other contract. GST will be charged / levied on Risk Purchase as per the provision of GST Act Rule thereon.</p> <p>Risk purchase action may be initiated under any of the following conditions.</p> <ol style="list-style-type: none"> a. When the supplier / contractor fails to deliver the materials even after extending the delivery period. b. When the supplier/contractor fails to respond to purchasers request for supply of the materials / services and fails to provide any genuine and bonafide reason for the delay in supply. c. When the supplier breaches any of the terms and conditions of the supply order/ contract and as a result fails to execute the order satisfactorily. 	
36.	<p>ISSUE OF ENTRY PASS: For arranging Entry Pass to enter the Service Receiver's premises, the Service Provider should submit the details of their work force to the respective Focal Point and the same shall contain the following documents. The respective Focal Point shall scrutinize the same and shall forward it to the Senior Administrative Officer, GAD/P & GA duly approved by the Contract Manager:</p> <ol style="list-style-type: none"> (i.) POLICE CLEARANCE CERTIFICATE: It is the responsibility of the Service Provider to arrange the character and antecedents of the work-force engaged for duty. The Service Provider shall engage the work-force who is not having any criminal background. The character and antecedents shall be got verified through record check by Service Provider at their own cost from the concerned Police authorities (Police Clearance Certificate) and submit the original report. (ii.) ID CARD ISSUED BY THE SERVICE PROVIDER: The 	

Sl.No	Description	Vendor Compliance
	<p>Service Provider shall issue tamper proof necessary Identity Card in their firm's / society's /agency's /company's logo to the work force deployed by them to Service Receiver.</p> <p>(iii.) Service provider shall submit Aadhar Card and Two copies of stamp size photographs of the staff who are deployed in this CAMC.</p>	
37.	<p>DEPLOYMENT OF EXPERIENCED QUALIFIED TECHNICAL SERVICE TEAMS:</p> <p>Each Technical Service Team shall consist qualified and experienced Technician & supporting staff. These teams shall carryout R&AC unit's maintenance as per Terms & conditions in Annexure-1 and maintenance check lists given in Annexure-2 & breakdown maintenance (Break down calls) in a professional manner. Technical service teams shall understand the terms and conditions mentioned in Annexure-1 and maintenance check lists given in Annexure-2 to service/maintain R&AC units accordingly.</p>	
38.	<p>TECHNICAL SERVICE TEAMS DEPLOYED BY THE CONTRACTOR: The antecedent of Technical Service Teams shall be proposed to the Department by the contractor for verification and only after verification they shall be deployed for the CAMC work.</p>	
39.	<p>During the contract the same Team shall be maintained as much as possible. Change of Team shall be done with the prior permission of Department.</p>	
40.	<p>In case of partnership firm, "power of attorney" should be signed by one person on behalf of others. Any breach of these conditions by the Service Provider in relation to the Bidding Establishment or Partner or Shareholders or Directors or Executives or Office Bearers, the tender / CAMC contract will be cancelled and Security Deposit will be forfeited at any stage whenever it is so noticed. The Service Receiver will not pay any damages to the Service Provider. The Service Provider will also be debarred from further participation in the concerned unit of the Service Receiver.</p>	
41.	<p>The quantity mentioned in the CAMC may vary and is subject to change based on actual requirement of the Service Receiver.</p> <p>The Service Provider has to complete any additional or sporadic requirement as required by the Service Receiver by deploying Technical Service Teams, if any required.</p> <p>The payment will be based on the quantum of services completed which shall be duly certified by the authorized official of the Service Receiver.</p>	

Sl.No	Description	Vendor Compliance
	Additional quantities of up to 25% shall be accepted with the quoted rates with the approval of Department. In case exceeding more than 25%, based on the mutual agreement of contactor and Department can be added in the contract as per the Department procedure.	
42.	<p>SAFETY & SECURITY:</p> <p>a) The Service Receiver's premises being a High Security Area, the work-force engaged for the work by the Service Provider, will be required to follow the security requirements such as possessing a valid Entry Pass issued by the Service Receiver and ID Card issued by the Service Provider while entering in to the campus, maintaining high order of discipline while on duty. It should be ensured by the Service Provider that only Indian Nationals between the age of above 18 years and up to 60 years are included in the work-force and they should not have any criminal back ground.</p> <p>b) The Service Provider shall take all safety precautions required for the execution of the work. They shall also be responsible for any loss or damage caused to Service Receiver's Property/Personnel due to negligence of the work-force and shall make good the losses by the Service Provider at their own cost, failing which cost thereof, shall be recovered from the outstanding / running bills / Security Deposit of the Service Provider.</p> <p>c) The Service Receiver shall not be responsible for any damages, losses, claims, financial or other injury to any of the member of Technical Service Teams deputed by the Service Provider in the course of their performing the functions / duties, or for payment towards any compensation. The Technical Service Teams shall adequately be insured by the Service Provider against accidents including loss of life.</p> <p>d) The Service Provider shall solely be responsible for any theft, pilferage or misbehaviour committed by any of their Technical Service Teams while carrying out the Service(s) and the Service Receiver reserves the right to forfeit the Security Deposit / Running Bills / any outstanding payment to the Service Provider.</p> <p>e) In case, the Technical Service Teams deployed by the Service Provider commits any act of omission/commission that amounts to misconduct/indiscipline/ incompetence, the Service Provider shall forthwith remove such person under intimation to the Focal Point. The Service Provider shall replace immediately any of its team member of Technical</p>	

Sl.No	Description	Vendor Compliance
	<p>Service Teams including team leader who is/are found unacceptable because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from Service Receiver.</p> <p>f) The Technical Service Teams engaged by the contractor at the Service Receiver's Campus should not carry any Technical / Electronic Gadgets inside the Service Receiver's Campus and shall follow all Security and Safety norms as prescribed by the Service Receiver, from time to time.</p> <p>g) The contractor shall ensure that the Technical Service Teams engaged by them are disciplined and do not participate in any acts prejudicial to the interest of the Service Receiver.</p> <p>h) The Service Provider shall solely be responsible for the redressal of grievances / dispute relating to work-force engaged.</p> <p>i) The workforce engaged by the Service Provider at Service Receiver's Campus shall wear Cotton Uniform Dress while they are at work and the colour of the said uniform shall be decided by the Service Provider in consultation with the Service Receiver.</p>	
43.	<p>JOINT AND SEVERAL LIABILITY: If the Service Provider is a joint entity, consisting of more than one, partnership, corporation or other business organization, all such entities shall be jointly and severally liable for carrying out the activities and obligations of this CAMC Order(s) and for any default of activities and obligations</p>	
44.	<p>SEVERABILITY: If any provision of this CAMC Order (s) is determined by a Court of competent jurisdiction to be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other part or provision of this CAMC Order (s).</p>	
45.	<p>IMMUNITY FROM LIABILITY: Every person who is a party to the CAMC Order(s) is hereby notified and agrees that the State, Service Receiver and all its employees, agents, successors and assigns are immune from liability and suit for or from Service Provider's activities involving third parties and arising from the CAMC.</p>	
46.	<p>INTELLECTUAL PROPERTY: The Service Provider agrees that they should not use the Name/logos of the Service Receiver in any manner, including commercial advertising or as a business reference, including ID cards without the approval of the Service Receiver. Any violation will result in cancellation of the CAMC</p>	

Sl.No	Description	Vendor Compliance
	Order(s) including forfeiture of Security Deposit.	
47.	The Service Provider is responsible to complete the quantum of work as specified in the CAMC Order(s) and as required by the Service Receiver and in case of absence of the Technical Service Team/Teams/Team leader, the successful Service Provider should provide suitable replacement and for this purpose to ensure timely completion and the Service Provider shall keep a panel of Technical Service Teams whose Character and Antecedents are verified.	
48.	<p>TERMINATION AND SHORT CLOSING OF CONTRACT:</p> <p>a) Under the normal circumstances, termination / short closing of the CAMC Order(s) is not foreseen. However, in case of repeated non-performance of the CAMC Order(s), owing to deficiency of service or breach of Order conditions or cessation of the requirement, the Service Receiver reserves the right to terminate the CAMC Order(s) wholly or partly by giving a prior notice of not less than 30 days, without any obligation on its side.</p> <p>b) If the Service Provider want to withdraw the CAMC Order(s) voluntarily, a prior notice of 90Days is required.</p> <p>c) The CAMC Order (s) is liable to be terminated without notice and the Security Deposit under the CAMC Order(s) shall be liable to be forfeited in the following circumstances: -</p> <p>(i.) For the breach of any material term, condition or provision of this CAMC Order(s) by the Service Provider.</p> <p>(ii.) In case the Service Provider provides any statement, representation or certification and the same is found false, deceptive or materially incorrect or incomplete.</p> <p>(iii.) The Service Provider or any of its workforce and agents commits or has committed or engages/engaged in fraud, misappropriation, embezzlement, malfeasance or misfeasance.</p> <p>(iv.) If the Service Provider terminates or suspends their business, without giving prescribed notice.</p> <p>(v.) The Service Provider's license or certification is suspended, terminated, revoked or forfeited.</p> <p>(vi.) If the Service Provider failed to comply with any applicable law of the land.</p> <p>(vii.) In the event of sustenance of loss by the Service Receiver due to the premature termination of CAMC</p>	

Sl.No	Description	Vendor Compliance
	Order(s) by the Service Provider, the same shall be recovered from the Security Deposit.	
49.	Split order is not allowed in this CAMC contract. Hence only overall L1 will be considered.	
50.	SUBMISSION OF FORGED DOCUMENTS: If any of the Service Provider submits any forged or false documents along with their Tender/Bid, such Tenders/Bids will be summarily rejected and such Service Providers will be blacklisted for all future tenders/bids.	
51.	<p>VALIDITY OF THE CONTRACT: This work Contract / work order shall be valid for a period of Two years unless otherwise extended. However, performance of the service provider will be reviewed and extended one more year based on mutual agreement between Service provider & Service receiver If found satisfactory.</p> <p>The tentative date of commencement of contract is 01-01-2025</p>	
52.	<p>VENDOR QUALIFYING CRITERIA:</p> <p>Capacity, Expertise and experience requirement of the tenderer for quoting this work.</p> <p>The tenderer shall have expertise and experience in the field of CAMC for CAMC services for standard refrigeration and Air-Conditioning units, namely Window ACs, Split ACs, Multi split ACs, Vertical slim split, Cassette type, Tower ACs, Water coolers etc., The tenderer shall have completed CAMC services for standard refrigeration and air-conditioning units of similar nature of work and magnitude in the past 07 years.</p> <p><u>Similar nature of work means</u> CAMC services for standard refrigeration and air-conditioning units, namely window ACs (OR) split ACs (OR) Multi split ACs (OR) Vertical slim split (OR) Cassette type (OR) Tower ACs (OR) Water coolers etc.,</p> <p><u>Similar Magnitude of work means:</u></p> <p>(a) Completed value of three works of 27 Lakhs during the last 07 years. OR Completed value of two works of 41 Lakhs during the last 07 years. OR Completed value of one work 54 Lakhs during the last 07 years.</p> <p>(b) Tenderers should have satisfactorily completed the</p>	

Sl.No	Description	Vendor Compliance
	<p>contract/work order as mentioned above during the last 07 years.</p> <p>(c) Tenderers should have minimum three years of experience in CAMC for CAMC services for standard refrigeration and air-conditioning units, namely window ACs (OR) split ACs (OR) Multi split ACs (OR) Vertical slim split (OR) Cassette type (OR) Tower ACs (OR) Water cooler etc.,</p> <p>(d) Tenderers should have average annual turnover for the last three years of Rs. 80Lakhs.</p> <p>(e) The tenderers should submit work orders, completion certificates and Labour License in support of their experience along with quotation. Completion certificates issued by private parties shall be supported by TDS certificates.</p> <p>(f) Tenderers should possess EPF, ESI, Labour licence and GST registrations and should submit the copies.</p> <p>(g) The Service provider should furnish the Registration certificate of either under company Act, Societies Act, partnership and proprietorship.</p> <p>(h) Any conditional offer is liable for rejection.</p>	

Signature of Authorised Person with Seal

PART II : ESSENTIAL DETAILS OF ITEMS / SERVICES REQUIRED

1. The proposed equipment's are to be serviced / maintained by the maintenance agency are located in different areas as below:

Satish Dhawan Space Centre (SDSC) SHAR, Sriharikota: In SHAR, there are two main gates are available namely GATE-1 & GATE-II and different areas are available listed as below:

Sl. No.	Area name	R&AC units available	UOM	Distance	Remarks
In side GATE-I of SDSC SHAR Sriharikota, AP					
1.	Zone-1	1425	Nos.	Zone1 lies between Gate-1 and Gate-2 inside Sriharikota. All the buildings are spread in 3Km radius in Zone-1.	Window AC: 126Nos. Split AC: 1055Nos. Multi split: 02Nos. Tower AC: 64Nos. Cassette AC: 64Nos. Walk in coolers: 05Nos. Refrigerator: 39Nos. Water coolers:68Nos. Mortuary cold storage: 01Nos. morgue freezer box: 01Nos.
In side GATE-II of SDSC SHAR Sriharikota, AP (Distance between Gate-I & Gate-II is around 1 Km					
2.	Zone-2	527	Nos.	Zone2 lies inside Gate-2 and at a starting distance of around 1km from Gate-2. All the buildings are spread in 3Km radius	Window AC: 33Nos. Split AC: 407Nos. Multi split: 08Nos. Vertical Slim: 05Nos. Tower AC: 34Nos. Cassette AC: 27Nos. Refrigerator: 02Nos. Water coolers:11Nos.
3.	Zone-3	416	Nos.	Zone3 lies inside Gate-2 and at a starting distance of around 10km from Gate-2. All the buildings are spread in 4.0 Km radius	Window AC: 55Nos. Split AC: 319Nos. Tower AC: 11Nos. Cassette AC: 04Nos. Refrigerator: 02Nos. Water coolers:25Nos.
4.	Zone-4	295	Nos	Zone4 lies inside Gate-2 and at a starting distance of around 7km from Gate-2. All the buildings are spread in 2-3 Km radius	Window AC: 11Nos. Split AC: 216Nos. Multi split: 01Nos. Tower AC: 12Nos. Cassette AC: 36Nos. Refrigerator: 01Nos. Water coolers:18Nos.
5.	Zone-5	219	Nos.	Zone5 lies inside Gate-2 and at a starting distance of around 7km from Gate-2 All the buildings are spread in 4.0 Km radius	Split AC: 171Nos. Tower AC: 02Nos. Cassette AC: 27Nos. Water coolers:19Nos.
6.	Zone-6	146	Nos.	Zone6 lies inside Gate-2 and at a starting distance of	Window AC: 34Nos. Split AC: 107Nos. Water coolers:05Nos.

Sl. No.	Area name	R&AC units available	UOM	Distance	Remarks
				around 6km from Gate-2 All the buildings are spread in 1-2 Km radius	
7.	Zone-7	219	Nos.	Zone7 lies inside Gate-2 and at a starting distance of around 7km from Gate-2. All the buildings are spread in 2-3Km radius	Window AC: 48Nos. Split AC: 135Nos. Multi split: 01Nos. Tower AC: 05Nos. Walk in coolers: 01Nos. Water coolers:29Nos.
In Sullurpeta, Tirupati District, AP					
8.	Zone-8 SULLUR PETA	122	Nos.	Zone8 lies in Sullurupeta town and is at a distance of 15Kms from Gate-1 of SHAR. Zone-8 area is spread around 3-4 Kms	Window AC: 03Nos. Split AC: 99Nos. Tower AC: 05Nos. Mortuary cold storage: 01Nos. Refrigerator: 03Nos. Water coolers:11Nos.
In Chennai, Tamil Nadu					
9.	Zone-9 Guest Houses at Chennai	106	Nos.	Zone9 lies in Chennai, Tamil Nadu and is at a distance of 120Kms from Gate-1 of SHAR. Zone-9 area is spread around 10Kms. Two numbers of guest houses are available at Adayar & pallavaram at Chennai.	Split AC: 98Nos. Refrigerator: 04Nos. Water coolers:04Nos.

Note: Mobiles are not permitted inside Gate-II (i.e. in Zone-2 to 7). However, inside Gate-I mobiles are allowed except in office buildings. Mobiles are permitted for communication at work places of Sullurpeta & Chennai.

2. SCOPE OF THE WORK: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) SERVICES FOR WINDOW/SPLIT/MULTI SPLIT/VERTICAL SLIM SPLIT /CASSETTE TYPE/TOWER AIR CONDITIONERS/WATER COOLERS/ REFRIGERATORS/WALK IN COOLERS/ MORTUARY COLD STORAGE / MORGUGE FREEZER BOX, AT SDSC SHAR/SULLURUPETA AND, ISRO GUEST HOUSES AT CHENNAI.

2.1. SCHEDULE OF WORK:

SL No	Description	UNIT	Qty.	VENDOR COMPLIANCE
	PART -A: Comprehensive Annual Maintenance Contract (CAMC) for AC & Refrigeration Units for a period of TWO years as per Terms and Conditions of Annexure-1. The following items SL.No:01 to 14 are defined under Quarterly Service (once in 3 months) :			
1.	CAMC FOR AC: Window AC 1.5/2.0 TR (Non-	Nos.	310	

SL No	Description	UNIT	Qty.	VENDOR COMPLIANCE
	Inverter) PART-A (Quarterly Service of AC units)			
2.	CAMC FOR AC: Split AC 1TR (Non-Inverter) PART-A (Quarterly Service of AC units)	Nos.	8	
3.	CAMC FOR AC: Split AC 1.5/2.0 TR (Non-Inverter) PART-A (Quarterly Service of AC units)	Nos.	2440	
4.	CAMC FOR AC: Inverter type Split AC, 1.5/2.0TR PART-A (Quarterly Service of AC units)	Nos.	159	
5.	CAMC FOR AC: Multi Split AC 2.0 TR PART-A (Quarterly Service of AC units)	Nos.	10	
6.	CAMC FOR AC: Multi Split AC 3.0 TR PART-A (Quarterly Service of AC units)	Nos.	2	
7.	CAMC FOR AC: Vertical Slim Line Split AC 3TR (2 x 1.5 TR single phase compressors) PART-A (Quarterly Service of AC units)	Nos.	5	
8.	CAMC FOR AC: Tower AC 3.0 TR PART-A (Quarterly Service of AC units)	Nos.	133	
9.	CAMC FOR AC: Cassette AC 1.5/2.0TR (1 No compressor, single phase) PART-A (Quarterly Service of AC units)	Nos.	125	
10.	CAMC FOR AC: Cassette AC 3TR to 4TR (1 No compressor, three phase) PART-A (Quarterly Service of AC units)	Nos.	33	
11.	CAMC FOR AC: Walk in cooler (1 No compressor, single phase) PART-A (Quarterly Service of AC units)	Nos.	4	
12.	CAMC FOR AC: Walk in cooler (1 No compressor, three phase) PART-A (Quarterly Service of AC units)	Nos.	2	
13.	CAMC FOR AC: Morgue Freezer Box (Below 1 TR:) PART-A (Quarterly Service of AC units)	Nos.	1	
14.	CAMC FOR AC: Mortuary cold storage (Around 2.0 TR) PART-A (Quarterly Service of AC units)	Nos.	2	
	PART-B: CAMC for AC & Refrigeration Units for a period of TWO years as per Terms and Conditions of Annexure-1. The following item SL. No: 15 is defined as Bi-monthly.			
15.	CAMC FOR AC: Drinking water cooler (Capacity 15 to 150 Litres/hr) PART-B (Bi-Monthly Service of AC units)	Nos.	190	
	PART-C: CAMC for AC & Refrigeration Units for a period of TWO years as per Terms and Conditions of Annexure-1. The following item SL. No: 16 is defined as once in 6 months.			
16.	CAMC FOR AC: Refrigerator (Capacity ranging from 50 to 380 Litres) PART-C: (Once in 6 months Services of AC units)	Nos.	51	
	PART-D: CAMC for AC & Refrigeration Units for a period of TWO years as per Terms and Conditions of Annexure-1.			

SL No	Description	UNIT	Qty.	VENDOR COMPLIANCE
	The following items SL. No: 17 to 21 are defined as one Time Job.			
17.	Service charges for removal of Window Air Conditioners. (One time Job as & when required)	Nos.	20	
18.	Service charges for relocation of Window Air Conditioners. (One time Job as & when required)	Nos.	10	
19.	Service charges for removal of Split Air Conditioners. (One time Job as & when required)	Nos.	100	
20.	CAMC FOR AC: Service charges for installation of Split Air Conditioners. (One time Job as & when required)	Nos.	40	
21.	Service charges for relocation of Split Air Conditioners. (One time Job as & when required)	Nos.	150	

SERVICES REQUIRED

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
1.	CAMC FOR SERVICING AND MAINTENANCE OF WINDOW / SPLIT / MULTI SPLIT / VERTICAL SLIM SPLIT / CASSETTE TYPE/ TOWER AIR CONDITIONERS / WATER COOLERS / REFRIGERATORS / WALK IN COOLERS / MORTUARY COLD STORAGE / MORGUGE FREEZER BOX, AT SDSC SHAR / SULLURUPETA AND CHENNAI, ISRO GUEST HOUSES.	
2.	Sriharikota Island (SDSC, SHAR) is located 100 KM North of Chennai, 18 KM away from Sullurupeta the nearest railway station. Sriharikota is well connected to the Chennai – Kolkata (NH5) National Highway and is easily accessible. The equipment's to be serviced / maintained by the contract agency are located in different facilities in various zones as mentioned above which are well connected by internal roads. Some of the R&AC units are also located in Sullurupeta and Chennai city.	
3.	<p>TYPE OF SERVICE CONTRACT AND DETAILS OF ITEMS COVERED</p> <p>The service contract is a Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spare parts & Consumables for the equipment's listed in the enquiry.</p> <p>This also includes replacement of remote control for Split AC/ Window AC/ Tower AC / Cassette AC including battery cells and water filter (POLYPROPYLENE YARN FILTER AND ACTIVATED CARBON FILTER) for Water coolers etc.,</p> <p>The standard units are of different makes, models and capacities and all of them are to be serviced under this contract.</p> <p>Multi-split air conditioner indicates two independent refrigeration systems consisting two numbers of indoor units and one number of outdoor unit having two compressors with single condenser fan</p>	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	& condenser coil. Mortuary cold storage consists of a 3 Tier tray with a refrigeration capacity of 2.0 TR	
4.	Servicing of standard units shall confirm to relevant standards of the industry	
	<u>SERVICE & MAINTENANCE OF R&AC UNITS:</u>	
5.	<p><u>SERVICE & MAINTENANCE FOR UNITS LISTED UNDER PART – A OF SCHEDULE OF QUANTITY (FOR TWO YEARS):</u></p> <p>Servicing of Split AC / Window AC / Multi split AC / Tower AC Cassette AC / Walk in coolers / Mortuary cold storage / Morgue freezer box as below:</p> <p>No. of maintenances for each AC unit in 2 years as below:</p> <p>Quarterly Maintenance: 4 Times</p> <p>Half yearly Maintenance: 2 Times</p> <p>Annual Maintenance: 2 Times</p> <p><u>The total maintenances for 2 years is 8 times per each AC unit.</u></p> <p>Detailed checklists check lists for Quarterly, Half- yearly & Annual Maintenance for split AC / window AC / tower AC / cassette AC/ water cooler / mortuary cooler etc. was given in Annexure -2. The same shall be followed by the contract agency during maintenance.</p> <p>Note: During maintenance the following points need to be considered:</p> <ul style="list-style-type: none"> A. Some rusted units may require, scraping of rusted parts and necessary painting and as directed by the Engineer in charge / Head, CMD-AC. B. Some R&AC units need to be removed from its Location, dismantling the various components of the unit clearing, tinkering, painting, testing, assembling, repainting and re-installation at their respective places. Units may have to be taken to the work shop as directed by the Engineer-in - charge / Head, CMD-AC with their own transport arrangement including handling man power. C. In all the air conditioners & refrigeration units, starting / running capacitors are to be electrically checked for required values. If it is not meeting the specification, it shall be replaced with metallic enclosure having Pressure sensitive interrupter (pressure sensitive interrupter mechanism) capacitors with UL, BIS, CE certifications and min. P2 safety capacitors for outdoor unit and capacitors with P3 safety with metallic / PVC / plastic 	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<p>enclosure for indoor units / PCB with necessary UL, BIS, CE certifications wherever necessary with concurrence of as directed by the Engineer in charge / Head, CMD –AC. Makes shall be approved by Department.</p> <p>D. In all air conditioners the defective thermal insulation in refrigerant lines need to be replaced with standard nitrile rubber tubes with approved thickness (Min.11mm) and make.</p> <p>E. Drain water leakages in drain pipes are to be repaired or replaced</p> <p>F. Straightening of damaged fins for cooling coils / condenser coils with required tools (Coil comb etc.) and cleaning.</p> <p>G. Painting of outdoor unit wherever required as directed by the Engineer in charge / Head, CMD-AC.</p> <p>H. Capacitor for indoor fan motor (If available) shall be de-soldered and removed from the PCB and measuring the capacitance is very much important during annual maintenance of split AC units. Necessary soldering unit & lead and soldering paste shall be maintained by each technical service teams.</p> <p>I. Necessary tools, spares & consumables etc. to carry out the above maintenance work is in the scope of the contractor.</p> <p>J. Check lists will update time to time to meet Department requirement and the same shall be followed while servicing the R&AC units.</p>	
6.	<p><u>SERVICE & MAINTENANCE FOR UNITS LISTED UNDER PART – B OF SCHEDULE OF QUANTITY:</u></p> <p>Servicing of water coolers as below:</p> <p>No. of maintenances for each water cooler in 2 years as below:</p> <p>Bi-Monthly Maintenance: 8 times</p> <p>Half yearly Maintenance: 2 times</p> <p>Annual Maintenance: 2 Times</p> <p><u>The total maintenances for 2 years is 12 times per each water cooler.</u></p> <p>Detailed checklists check lists for Bi-monthly maintenance, Half-yearly Maintenance & Annual Maintenance for water coolers was given in Annexure –2. The same shall be followed by contract agency during maintenance.</p> <p>Note: During maintenance the following points need to be considered:</p>	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<ol style="list-style-type: none"> 1. The filter element of filters (POLY PROPELENE YARN FILTER AND ACTIVATED CARBON FILTER type filters) is to be replaced as and when they are found unserviceable if below 6 months or every 6 months and as directed by Engineer-In-charge / Head, CMD-AC under the CAMC without extra claim. 2. Necessary water inlet connection from the Department supply point to the water cooler and necessary drain line to the nearest drain point shall be in the contractor's scope. 3. Contractor shall under take cleaning of units internally and externally. Some rusted units may require, scraping of rusted parts and necessary painting and as directed by the Engineer in charge / Head, CMD-AC. 4. Some water coolers need to be removed from its Location, dismantling the various components of the unit clearing, tinkering, testing, assembling, repainting and re-installation at their respective places. Units may have to be taken to the work shop as directed by the Engineer-in -charge / Head, CMD-AC with their own transport arrangement including handling man power. 5. Check lists will update time to time to meet Department requirement and the same shall be followed while servicing the R&AC units. 6. Necessary tools, spares, consumables etc. to carry out the above maintenance works is in the scope of the contractor. 	
7.	<p><u>SERVICE & MAINTENANCE FOR UNITS LISTED UNDER PART-C OF SCHEDULE OF QUANTITY:</u></p> <p>The servicing of Refrigerators as below:</p> <p>No. of maintenances for each Refrigerator in 2 years as below:</p> <p>Half yearly Maintenance: 1 Time</p> <p>Annual Maintenance: 1 Time</p> <p><u>The total maintenances for 2 years is 4 times per each Refrigerator.</u></p> <p>Detailed checklists check lists for Half-Yearly Maintenance & Annual Maintenance for refrigerators was given in Annexure-2. The same shall be followed by contract agency during maintenance.</p> <p>Note: During maintenance the following points need to be considered:</p> <ol style="list-style-type: none"> 1. Check lists will update time to time to meet Department requirement and the same shall be followed while servicing 	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<p>the R&AC units.</p> <p>2. Cleaning of refrigerators inside & outside and some rusted units may require, scraping of rusted parts and applying necessary painting and as directed by the Engineer in charge / Head, CMD-AC.</p> <p>3. Necessary tools, spares, consumables etc. to carry out the above maintenance works is in the scope of the contractor.</p>	
8.	<p><u>REMOVAL / INSTALLATION / RELOCATION OF SPLIT & WINDOW AC UNITS UNDER PART-D OF SCHEDULE OF QUANTITY:</u></p> <p>Air conditioning units needs to be shifted as and when required with the approval of Engineer in charge / Head AC instructions. Some AC units under CAMC contract may require change of location during the currency of the contract (Two years). The Contractor shall arrange to remove, transport and reinstall the same as required by the Department. Necessary civil and electrical works will be arranged by the Department at free of cost to the contractor.</p> <p>In case of any outdoor unit mounting brackets sets, extension of copper pipes, power cable is required, the same will be provided by Department at free of cost.</p> <p>Relocation charges / installation charges / removal charges will be paid in the respected monthly bills as per the quoted rates.</p> <p>Note: Necessary tools & items to carry out the above work is in the scope of the contractor.</p>	
9.	<p>VACUUM THE R&AC UNITS: In case of refrigerant leakage / replacement of compressor / condenser / filters / expansion device / cooling coil, the entire refrigerant circuit shall be vacuum min. single time to remove moisture & unwanted gases. This is applicable for water coolers / Split AC units / Cassette ACs (equal or below 2.0TR units).</p> <p>Triple vacuum is required in case of Cassette ACs / Vertical Slim / tower ACs / walk-in-coolers / Mortuary cold storage etc. which is above 2.0TR.</p>	
10.	<p>In case compressor is filled with POE type oils / eco-friendly refrigerants, refrigerant leaks shall be attended as quickly as possible to arrest leak to seal the refrigerant circuit from ambient to protect compressor.</p>	
11.	<p>Refrigerant recovery: Contractor should not intentionally release the refrigerants in to air. Local regulations shall be followed to release/recover the refrigerants.</p>	
12.	<p>WATER WASH: All the Indoor & outdoor heat exchangers shall be cleaned min. twice during Annual & Half-yearly maintenance programme as mentioned in check lists. High pressure water</p>	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<p>washers shall be used to clean R&AC systems. Some R&AC units may require more frequency than specified in the checklists need to be clean the same at no-extra cost. All the cleaning activities shall be planned to reduce the breakdowns to increase the availability of R&AC units.</p> <p>Note: Excessive water pressure may damage the aluminium fins. Hence, care shall be taken while cleaning the condenser or evaporator coils with high pressure water washer.</p>	
13.	<p>REPLACEMENT OF DEFECTIVE COMPONENTS</p> <p>Contractor shall satisfy himself about the specification and adequacy of the Components / parts while replacing the same and it shall be approved by Department.</p>	
14.	<p>REPLACEMENT OF CAPACITORS: In all the Refrigeration & air conditioning units, starting / running capacitors are to be electrically checked for required values. If it is not meeting the specification, it shall be replaced with metallic enclosure having Pressure sensitive interrupter (pressure sensitive interrupter mechanism) capacitors with UL, BIS, CE certifications and min. P2 safety capacitors for outdoor unit and capacitors with P3 safety with metallic / PVC / plastic enclosure for indoor units / PCB with necessary UL, BIS, CE certifications wherever necessary with concurrence of as directed by the Engineer in charge / Head, CMD –AC. Makes shall be approved by Department.</p> <p>Capacitor for indoor fan motor (If available) for split AC units shall be de-soldered and removed from the PCB and measuring the capacitance is very much important during annual maintenance of split AC units. Necessary soldering unit & lead and soldering paste shall be maintained by the contractor while attending the Annual maintenance of R&AC systems.</p>	
15.	<p>REPLACEMENT OF DEFECTIVE COMPRESSORS:</p> <p>All the compressors are of hermetically sealed reciprocating/rotary type etc. and are of different makes & models. The defective compressors need to be replaced with new compressors only. In case of compressor model is outdated, equivalent model compressor need to be selected and procured with the prior approval of Department.</p> <p><u>Note: Before procuring the compressor, proposed makes need to be submitted to the Department for prior approval</u></p>	
16.	<p>REPLACEMENT OF DEFECTIVE CONDENSER / EVAPORATOR COILS:</p> <p>Defective/blocked condenser coils shall be replaced with copper coil & al fins condensers / evaporator coils</p>	
17.	<p>THE REWINDING / REPAIRS IN RESPECT OF VARIOUS FAN</p>	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<p>MOTORS FOR R&AC SYSTEMS:</p> <ol style="list-style-type: none"> 1. Rewinding / repairs of fan motors (indoor / outdoor) for Split AC/Window ACs/Cassettes AC/Tower AC/Water coolers/mortuary cold storage/walk-in-coolers are not allowed in this contract. 2. Only new motors shall be used for replacement. 	
18.	<p>PCB BOARDS (CONTROLLERS):</p> <p>PCB boards / controllers may be repaired/replaced with new controllers of same make & model preferably. If the controllers/PCBs are obsolete, the same may be replaced with equivalent model PCBs with the prior approval from Department.</p>	
19.	<p>HANDING OVER OF DEFECTIVE MATERIALS/ITEMS:</p> <p>Damaged/Defective components like compressor, condenser fan motor, blower fan motor, PCB boards etc. are the property of Department. It shall be handed over to the Department.</p>	
20.	<p>ELECTRICAL:</p> <ol style="list-style-type: none"> 1. Jointing of power cables are strictly not allowed. Service provider need to be replaced the existing defective cable with new electrical cable of same or higher capacity. 2. All cables shall be neatly terminated with proper lugs by using crimping tool to avoid loose connections. Necessary crimping tools shall be available with all Technical service teams. 3. ELMCBs functioning status need to be recorded in the maintenance check lists. 	
21.	<p><u>CONSUMABLES / SPARES:</u></p> <ol style="list-style-type: none"> 1. Cleaning brushes, cleaning powders, cleaning agents, banyan waste shall be made available. 2. Consumables like refrigerant, lubricating oil etc. 3. Min. 5 Nos. of 1.5TR rotary compressor need to be stocked 4. Min. 3 Nos. of 2TR rotary compressor need to be stocked 5. Min. 2 Nos. of compressors (1 nos. of 40 litres & 1 nos. for 150 litres) for water cooler shall be stocked 6. Min. 1 Nos. of 3 TR rotary / reciprocating compressor need to be stocked 7. Min. 10 Nos. of different types of indoor fan motors 8. Min. 10 Nos. of different types of indoor fans/blowers 9. Min. 10 Nos. of different types of outdoor fan motors 10. Min. 10 Nos. of different types of outdoor fan blades 	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<p>11.Min. 20 Nos. of capacitors of each model.</p> <p>12.Min. 6 Nos. of each single pole / double pole contactors.</p> <p>13.Min. 500 Nos. of quick connecting lugs for compressor (Flag type) and straight pin type lugs with insulators of make M/s ASWIN TOOLS.</p> <p>14.3 core and 4 core approved make power cables 2.5Sq mm each Min. 100 meters shall be stocked.</p> <p>15.Contactors shall be Total line / carrier / approved make.</p> <p>16.Compressors shall be same make or approved make.</p> <p>17.5% of fast moving spares/critical spares which are not mentioned above should be stocked at the work shop at Zone-2, SDSC SHAR, Sriharikota to meet the immediate requirement.</p> <p>Refrigerants (Consumables) shall be kept as stock as below:</p> <ol style="list-style-type: none"> 1. R-22: Min. 60 Kgs. 2. R-407C: Min. 16 Kgs. 3. R-410a: Min. 16 Kgs. 4. R-32: Min. 20 Kgs. 5. R-134a: 10 Kgs. 6. Any other refrigerant which is not mentioned in this document shall be maintained min. 5 Kgs each. <p>Note: Re-order quantity: 50% of the stock mentioned above shall be refilled. Refrigerant quantity mentioned above is tentative only. Refrigerant may require to stock more based on the actual need.</p> <p>The details of spare parts replaced/repairs undertaken for each unit shall be prepared and submitted along with monthly bills.</p>	
22.	<p>TRANSPORTATION OF COOLING (R&AC) APPLIANCES</p> <p>Transportation of cooling appliances from site to Contractor's workshop and back to site will be at sole risk and cost of the contractor for the damages caused in transit. The rates quoted shall include all the incidents like transportation of the units from site to workshop and vice-versa wherever necessary.</p> <p>Dedicated 4 wheeler vehicle with sufficient space to transport the material shall be stationed in Sriharikota during entire period of contract.</p>	
23.	<p>TOOLS & INSTRUMENTS:</p> <p>The Contractor shall take up the job immediately as per work requirements and complete the same without any delay what so ever. The contractor shall possess all the tools and fixtures including testing instruments like clamp meter (to measure</p>	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	current/resistance/capacitance), Thermometer, spanners, charging hoses, single manifold gauges, double end and ring spanners, Allen key sets etc., and shall also made them available to each Technical Service Teams for carrying out the jobs.	
24.	SPECIAL TOOLS: Water pressure washers, Air blowers, indoor unit washing bags & capacitance & current measuring instruments, small capacity vacuum pumps etc., shall be available with each service team to carry out the maintenance works.	
25.	The contractor shall ensure that the facility would not suffer at any time and the contractor shall make alternate arrangement, in case there is any delay in replacing the defective compressors and repairing other components. In case there is a delay in rectifying the problem of the unit/making alternate arrangements for more than a week from the date of the receipt of the complaint, notice will be served by the Department to the contractor and necessary amount will be deducted from the monthly bill on a pro-rata basis. The decision of the Head CMD-AC shall be final and binding on the Contractor.	
26.	GENERAL CONSUMABLES: The general consumables listed in Table-2 shall be stocked as per the mutually agreed quantity (if it is not mentioned in this document). However, other than the consumables listed in table-2, any other items which are mandatory to carry out the safe and professional maintenance of the R&AC system, the contractor is advised to maintain the stock at any point of time.	
27.	Maintenance / Service card is to be printed by the Contractor in the format stipulated and the same is to be maintained by them in respect of each unit at no extra cost. The card shall be maintained at user end, if required shall be displayed with unit. Bi-monthly/Quarterly/Half yearly/Annual maintenance checklists for all R&AC systems mentioned in Annexure-2. The same shall be printed/Xeroxed by the contractor in the format stipulated and the same is to be used during maintenance by them in respect of each unit at no extra cost.	
28.	Contractor shall plan for execution of jobs as desired by the Department and submit the job plan (Annual Maintenance schedule) to the Department zone wise for approval. Note: Bi-monthly/Quarterly/Half yearly/Annual maintenance of R&AC systems shall be completed by the contractor as per the maintenance schedule approval by Department without any slippage/delay. Work-force shall be planned to meet the maintenance schedule.	
29.	The contractor shall co-ordinate with SDSC SHAR for CAMC works as well as other related matters.	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
30.	The contractor shall have good relation with all OEMs to get spares which is not available in the open market.	
31.	<p>Service provider shall have capability to attend complaints & maintenance calls in a professional manner and work-force shall be deployed accordingly.</p> <p>No items shall be damage during maintenance of R&AC systems. Contractor agency shall ensure that whoever is handling the R&AC equipment for maintenance or complaint rectification must be qualified to avoid accidents (Electrical / mechanical) or damage of service receiver equipment.</p> <p>In case of any item/items/equipment damaged due to negligence /poor workmanship of contract agency may need to be replace the defective / damaged items at free of cost. If contractor is not repaired / replaced the item to bring back the system in to normalcy as per Department guidelines, the cost of the respective item will be deducted from contractor's bill.</p>	
32.	<p>TRANSPORT ARRANGEMENT:</p> <p>The contractor has to make their own arrangements for transport of their personnel like Scooter/Moped/motor cycle which may require for attending the complaints/maintenance of R&AC units at SDSC SHAR (Zone-1-7) & Sullurpeta (Zone-8).</p> <p>Similarly, suitable own transport arrangement for transport of his personnel shall be planned for servicing R&AC units at guest houses located at Chennai (Zone-9).</p> <p>Distance between Gate-I, Gate-II and zone-1to7 are given in table for your reference.</p> <p>A dedicated four wheeler also need to be kept at Zone-2 work shop to transfer the equipment's/tools/cylinders etc. inside SHAR (Zone-1 to 7) and Sullurpeta (Zone-8).</p>	
33.	Ladders shall carry by service provider to carryout maintenance / break down calls to avoid damages of wall paint etc. Desks/tables /office furniture shall not use by contractor for servicing/ attending complaints.	
34.	<p>CAMC STAFF WORKING PATTERN:</p> <p>Working Days: Department Office hours on Monday to Friday General Shift: 09:00 to 17:30 Hrs.</p> <p>Saturday: Only some facilities may open on Saturdays inside Gate-II. In Zone-1, 8&9, all guest houses, hospitals and CMG offices, Gyms will be in open and Technical Service Teams shall attend all complaint calls and maintenance works. Contractor need to be plan to complete maintenance works in time as per maintenance schedule without any slippage / delay.</p> <p>Public Holidays (Holidays given by SHAR): SHAR will be closed</p>	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<p>on Sundays & public holidays but during launching/VVIP visits / on public holidays, required Technical Service Teams shall be deployed to attend urgent break down calls as per intimation over phone / e-mail etc.</p> <p>Launch Support: Required Technical Service Teams shall be deployed to attend the urgency breakdown calls on 24x7 basis during countdown to until launch.</p> <p>VVIP visit support: In addition to the service & maintenance of R&AC systems, emergency Technical Service Teams shall be available to attend emergency breakdown calls during launching/VVIP visits. Towards this requirement, checking of all the R&AC units as per the Department guidelines and give feedback to the Department.</p> <p>The CAMC Technical Service Team shall be available in SDSC SHAR on 6 days (0900 to 1730 Hrs), irrespective of SDSC SHAR Holidays. Minimum Technical Service Teams may be deployed, after 17.30 Hrs., on working days and also on Saturdays and Sundays, for attending urgent complaints as instructed by Engineer-in -charge/Head CMD(AC).</p> <p>Technical Service Teams shall enter in to GATE-I&II before 08:50AM and leave at Gate-I&II after 17:30PM. They may extend services (Beyond office hours/Saturdays) as per site conditions by taking prior approval from the building in-charges. Sometimes they need to attend complaints Sundays/public holidays based on the requirement.</p> <p>Zone-9: Offices area only closed but all other rooms will be open as and when required on 7 days for servicing & maintenance of R&AC units</p>	
35.	The Contractor shall furnish the details of his staff who shall undertake the job at site for obtaining Department's clearance.	
36.	<p>DEPARTMENT SCOPE FOR THIS CONTRACT: Water and electrical power will be provided for maintenance & testing of AC systems at free of cost. Water may be taken by the contractor from the nearest point of supply by their technical service teams for servicing of R&AC units.</p> <p>A centrally located small workshop with the following equipment will be made available to the contractor. No rental charges are proposed either for the building or for the equipment.</p> <p>Telephone connection, at Zone-2 work shop will be provided by the department. internal calls within SDSC SHAR is free.</p> <p><u>The Contractor has to make his own arrangements in regard with the accommodation/Telephone connection at Sullurpeta.</u></p> <p><u>List of equipment proposed to be made available for contractor by Department to use during the contract period.</u></p>	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<p>1. Gas welding set with gas (1 Set.): Oxygen and acetylene gas for brazing purpose will be made available by the Department at free of cost to the tenderers. The tenderers shall make necessary vehicle & manpower arrangement for collection/ deposit of cylinders from central stores of the Department. This equipment shall be returned to the Department at the end of the contract period in good serviceable condition.</p> <p>2. Nitrogen cylinders: Nitrogen cylinders for pressure testing will be made available by the Department at free of cost to the tenderers. The tenderers shall make necessary vehicle & manpower arrangement for collection/deposit of cylinders from central stores of the Department.</p> <p>Note: Providing Nitrogen cylinders & brazing set for servicing the units located at Chennai is in the scope of contractor.</p> <p>3. Recovery Units: Refrigerant recovery units are available with Department. These recovery units may use by contractors whenever requirement arises. This facility is purely on availability basis only.</p> <p>4. Vacuum pumps: Vacuum pumps are available with Department. These vacuum pumps may use by contractors whenever requirement arises. This facility is purely on availability basis only. This facility is only for AC unit's capacity more than 2.0TR.</p> <p><u>Note: Smaller capacity vacuum pumps shall be made available and maintained by the contractor.</u></p> <p>5. Electricity: Free electricity will be available at Zone-2 work shop for testing of R&AC equipment.</p> <p>6. Water: Free water will be available to the nearest buildings. Contractor shall arrange manpower to bring water from nearest points to service R&AC units.</p>	
37.	<p>TAKING OVER OF THE R&AC UNITS FROM THE DEPARTMENT FOR THE CONTRACT:</p> <p>The service contract shall be valid for a period of two years form the date of handing over of the R&AC units to the contractor. These units will be handed over for servicing either all the units at a time or in batches depending up on the requirements.</p> <p>Some of the units may be added during the currency of the contract. However, the two-year period will be counted from the date of first batch of unit handed over for servicing.</p> <p>The process of handing over and taking over of units will be carried out directly by the Construction and Maintenance Group (CMG) of the air conditioning section with the approval of</p>	

Sl. No	DESCRIPTION	VENDOR COMPLIANCE
	<p>competent authority.</p> <p>The Department reserves the right to add any number of units for servicing/maintenance under this contract during the currency of the contract.</p> <p>The units handed over for maintenance may be withdrawn by the Department from the service contract at any time on any ground, if felt not required to be serviced.</p>	
38.	<p>HANDING OVER OF THE R&AC UNITS TO THE DEPARTMENT AT THE END OF THE CONTRACT:</p> <p>At the end of the contract period all the units shall be handed over To the Department or its authorized agency in serviceable condition.</p>	

Maintenance Plan: Technical Service Teams shall deploy by the contractor to complete Annual maintenance schedule as per plan.

A simple form to understand the Annual maintenance schedule as below:

Table-1

Sl. No.	Equipment need to be maintained	Bi-monthly	Quarterly	Bi-monthly	Half-yearly	Bi-monthly	Second Quarterly	Bi-monthly	Annually
1.	Refrigerators				√				√
2.	Water coolers	√		√	√	√		√	√
3.	All other R&AC units (Window/ Split/multi split /Cassette/ tower/ vertical slim AC units & walk-in-cooler/ mortuary clod storage/ morgue freezer box etc.)		√		√		√		√

Check lists for above maintenances is given in separate Annexure-2. Before quote, it is requested you to read all the documents (Annexure-2 for check lists & Annexure-1 for terms and conditions etc.) to know the work content to deploy Technical service teams.

General Consumables:

The following general consumables shall be stocked as per the mutually agreed quantity (if it is not mentioned in this document). However, other than the consumables listed below, any other items which are mandatory to carry out the safe and professional maintenance of the R&AC system, the contractor is advised to maintain the stock at any point of time.

Table-2

Sl.No.	Description of items
1.	Banian cloth
2.	Batteries for remote (AA or AAA) Make: Nippo/Novino/Panasonic/Sony/Eveready/Duracell

Sl.No.	Description of items
3.	Teflon tapes of various size : 1/2"
4.	Teflon tapes of various size: 3/4"
5.	Teflon tapes of various size: 3/4", 1" inch
6.	Electrical insulation tapes with ISI mark
7.	Feviqwik adhesive
8.	M-Seal & Araldite
9.	Terminal clips (Flag/Straight/pin type of various sizes) with insulation Make: Aswin tools / Approved by Department
10.	Brazing torch (Mobile type) including gas, brazing rods (2% silver & 98% copper, 100% copper) and brazing flux (Cu/Silver)
11.	Refrigerant cylinders as per site requirement or as directed by contract manager.
12.	White cement to close/seal indoor wall opening to avoid rodent entry
13.	Water cooler filters (specifications mentioned in this document) (Max. every six months or when it found block/not useful).
14.	Inlet/outlet connection hose for water coolers

Signature of Authorised Person with Seal

PART III – EVALUATION CRITERIA & ANNEXURES

VENDOR EVALUATION FORMAT

SDSC SHAR seeks response to the following questionnaire for assimilating data which would be used for evaluating the capability of the Contractor for executing the referred work. Hence, the Contractor is requested to provide only genuine data and any discrepancy found at a later point of time may result in rejection of the Contractor from purchase process. Furnishing of data cannot be construed as automatic qualification for participation in the tender. Questionnaire should be signed by a responsible and authorized person of the Company / Agency.

Sl. No	Description	Contractor Response
1.	Name of the company/firm	:
2.	Statutory Requirements: Please state whether the agency is Registered Co./Proprietary/Society/ or Registered under Shops & Establishment Act. Please enclose copy of registration accordingly.	:
3.	Year of Inception	:
4.	Experience (03 Years) in the field of providing of CAMC services and maintenance of standard units like window or split or multi split or vertical slim or Cassette type or Tower air conditioners or Walk in coolers.	:
5.	Nature of any other Business carried by your company	:
6.	Registered address	:
7.	Name & Address of the Office of the Chief Executive	:
8.	Contact person for this tender with name & address, email and contact number	:
9.	Locations of the Branches (if any)	:
10.	Number of Employees	:
11.	EPF/ESI Registration Nos. (As per norms) (Copy of registration to be enclosed)	:

Sl. No	Description	Contractor Response
12.	Are you covered by Labour Legislations such as EPF, ESI, Gratuity Acts etc.?	:
13.	Have you registered under ESI Act 1948? If so, enclose copy of registration.	:
14.	Enclose copy of latest remittance made by Bidder's Agency towards ESI	:
15.	Have you registered with any other Public Health Authorities State/Central? (Optional) If so, enclose copy of registration	:
16.	Have you registered under Employees Provident Fund & Miscellaneous Provision Act 1952? If so, enclose copy of Registration.	:
17.	Enclose copy of latest remittance made by Bidder's Agency towards EPF	:
18.	Are you registered under Gratuity Act 1972? (Optional)	:
19.	Specify whether there are/have been any issues/ disputes against Bidder's Agency before Commissioner Provident Fund, Commissioner ESI, Income Tax authorities, Labour Tribunal State/Central Public Health Authorities, etc.	:
20.	Satisfaction certificates from at least two (2) from past and existing clients	:
21.	Has bidder company been blacklisted by any of his/her clients? If yes, document/certificates with details to be submitted	:
22.	What is the time limit you require to take over the services if you are selected?	:
23.	Banker's Name and Address	:
24.	Current Annual turn-over	:
25.	The major customers for whom similar works are provided (Enclose copies of the Purchase Orders)	:

Sl. No	Description	Contractor Response				
26.	<p>The Profit & Loss Account details for the last 3 years which is duly audited and Submitted as part of the Annual Report (In Rs. Lakhs only).</p> <p>Note: Consolidated annual report shall be prepared and signed by auditor for any three years need to be submitted for review.</p>		For any 3 Years			
27.			2020-21	2021-22	2022-23	2023-24
	Total assets	:				
	Turnover	:				
	Profit/Loss	:				

Signature of Authorised Person with Seal

A. MINIMUM QUALIFICATION CRITERIA OF SERVICE PROVIDER:

The following are the minimum essential criteria to further validate/accept the bid. Vendor is requested to provide all the necessary supporting documents. If any deviation/non-compliances/lack of supporting document bid shall be summarily rejected.

Sl. No.	Clause Description	Compliance by bidder (Enclose Supporting Documents)
1.	The tendering agency should be having Minimum 3 Years' experience in CAMC for CAMC services for standard refrigeration and air-conditioning units , namely window ACs / split ACs / Multi split ACs / Tower ACs / Water coolers / Refrigerators / Walk-in-cooler etc.,	Forms A duly filled along with Supporting Documents
2.	Tendering agency must have PAN and GST registration.	
3.	The Agency/Firm should register under shops and establishment Act/ Companies Act/ Registrar of Firms, as the case may be.	
4.	The tendering agency shall have average annual turnover arising out of such contracts should be Rs. 80Lakhs per annum for the last three financial years. Please enclose copies of income tax returns for the last three financial years supporting the annual turnover value. (certified copy shall be furnished, for the annual financial turnover and balance sheet showing profit and loss)	
5.	Registration Certificates with all authorities/bodies concerned with Labour, EPF, and ESIC shall be provided. Supporting documents with respect to meeting the criteria listed in the above clauses should be enclosed, which is an important requirement for evaluation. Tender document without these enclosures will be summarily rejected. Preferably, registration under Gratuity, Workmen Benevolent Fund, and with labour welfare schemes undertaken various Yojanas, Schemes, shall be an advantage.	
6.	Bidder should have satisfactorily completed the *similar works during the last 7 years (as on 30.03.2024) as mentioned below: a) One order value of similar work costing not less than 54 Lakhs. b) Two orders value of similar works each costing not less than 41 Lakhs. c) Three orders value of similar works each costing not less	Annexure -I&II duly filled along with Supporting Documents

Sl. No.	Clause Description	Compliance by bidder (Enclose Supporting Documents)
	<p>than 27 Lakhs.</p> <p>* CAMC for CAMC services for standard Refrigeration and Air-Conditioning (R&AC) units, namely window ACs (OR) split ACs (OR) Multi split ACs (OR) Vertical slim split (OR) Cassette type (OR) Tower ACs (OR) Water cooler etc.,</p>	
7.	<p>Technical proposal of the bidder, which is not able to substantiate/satisfy the claims made by it with respect to the technical requirements laid down in this Annexure-1, is liable to be rejected</p>	
8.	<p>Declaration in Affidavit on Non-Judicial Stamp Paper of Rs.10/- duly countersigned by Notary that they have not been banned or debarred by any Govt./Quasi Government Department or PSUs.</p>	
9.	<p>Offers of those bidders taking full scope of the work as per the requirements indicated in the Annexure-1 only will be considered.</p>	

B. EVALUATION CRITERIA: The broad guidelines for evaluation of Bids will be as follows:

- (a) Only those Bids will be evaluated which are found to be fulfilling both technical and commercial requirements including the eligibility and qualifying criteria of the Annexure-1,
- (b) During evaluation, SDSC SHAR may request Bidder for any clarification on the bid, additional documents.
- (c) Bidder must provide the point by point compliance to the technical specifications should be provided by the tenderer along with deviations as per Form-J. The tender can be rejected if the deviations are not acceptable to the Department.
- (d) Performance of Bidder on similar nature of works executed/ under execution shall be taken into consideration before selecting the Bidder for opening his price bid.
- (e) The time schedule for completion is given in the Proposal document. Bidder is required to confirm the completion period unconditionally.
- (f) Total price inclusive of all taxes, duties will be considered for arriving L1 and awarding the contract as per the procedures.
- (g) In respect of Two Part-Bid system, the technical Bids forwarded by the Bidders will be evaluated by the Buyer with reference to the technical characteristics as mentioned in the Annexure-1. The compliance of Technical Bids would be determined on the basis of the parameters specified in the Annexure-1. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.
- (h) The Lowest Bid will be decided upon the **overall lowest landed price** quoted by the particular Bidder including all taxes and duties.
- (i) Splitting of the order / Work is not acceptable.
- (j) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
- (k) The Lowest Acceptable Bid will be considered further for placement of CAMC contract after complete clarification and price negotiations as decided by the Buyer.
- (l) Offers of those bidders taking full scope of the work only will be considered.

(SIGNATURE OF BIDDER)

DETAILS OF SIMILAR NATURE OF ASSIGNMENT COMPLETED

SIMILAR NATURE OF WORKS: CAMC SERVICES FOR REFRIGERATION & AIR CONDITIONING (R&AC) RELATED WORKS – COMPLETED WORKS			
Sl.No.	DESCRIPTION		DETAILS TO BE PROVIDED BY VENDOR
1)	Name of work	:	
2)	Location	:	
3)	Description of the Work.	:	
4)	Total value of the Work (Rs. In Lakhs)	:	
5)	Maintenance Area	:	
6)	Duration in Months	:	
7)	Name & Address of Employer / Organization, Telephone No. of officer to whom reference may be made	:	

Note :

- a) Each work to be submitted in a separate sheet
- b) Supporting documents such as completion certificate from the clients is to be attached
- c) Bidder by those firms who do not submit “Performance Certificates” for the similar works as per above, from their previous employers / clients are liable to be rejected and will not be considered for evaluation.

Signature of Authorised Person with Seal

NAME OF THE WORK : _____

NAME OF BIDDER : _____

EXCEPTIONS AND DEVIATIONS (FORM-J)

In line with Proposal Document, Bidder may stipulate Exceptions and deviations to the Proposal conditions if considered unavoidable.

SL. NO	Reference in Specification		Dept. Spécification	Offered Spécification	DEVIATION
	PAGE NO	CLAUSE NO			

NOTE :

Only deviations are to be written in this **FORM-J**.

Any deviations taken by the Bidder to the stipulations of the Proposal document shall be brought out strictly as per this format and enclosed along with the bid.

Any deviations not brought out as per this Proforma (FORM-J) and written elsewhere in the Proposal document shall not be recognized and the same is treated as null and void.

Any wilful attempt by the Bidders to camouflage the deviations by giving them in the covering letter or in any other documents that are enclosed may render the Bid itself non-responsive.

(SIGNATURE OF BIDDER)

DECLARATION BY THE SERVICE PROVIDER

(To be provided by the Service Provider with their bid on the letter head of the Service Provider)

- 1) I/We, Son/Daughter/Wife/
Husband of Shri/Smt.
.....(Proprietor /Partner/Director/
Authorized Signatory of the Firm), I am competent to sign the declaration and execute this Bid.
- 2) I/We have carefully read and understood all the enclosed terms and conditions and undertake to abide by the same.
- 3) The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/We am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of our Tender at any stage besides liabilities towards prosecution under appropriate law.
- 4) I/We agree to pay the Remuneration to the work-force in time not less than the Minimum Remuneration fixed by the Ministry of Labour and Employment, Government of India/State Government and remit the EPF and ESI or Medi-Claim Policy of both Employee's as well as Employer's without fail to the concerned Government Authorities regularly.
- 5) I/We also agree to strictly abide by all the statutory requirements/provisions relating to labour laws as prevailing from time to time.
- 6) I/We also agree to engage Technical service teams & Team leader whose character and antecedents are verified through Police Clearance Certificate for carrying out the work at SDSC SHAR.
- 7) I/We also agree to submit the monthly bills/invoices to the Paying Authority before 6th of the following month itself with due certification.
- 8) I/We also agree to strictly provide self-attested proof of crediting remuneration to the Bank Account of our work-force as per labour laws/rules.
- 9) I/We also agree to adhere to all the Clauses of the General Terms and Conditions of the CAMC

Company Seal
(Authorised Signatory of Company)

Place : _____

Date : _____

UNDERTAKING BY THE SERVICE PROVIDER

(to be submitted by the Service Provider in their letter head to the Service Receiver)

I/We,:..... (authorized person of the Service Provider),.....(Designation) of M/s.....
.....

(Service Provider's name & address) participating in the tendering process for award of work under the CAMC Order(s) in Satish Dhawan Space Centre SHAR, Sriharikota do hereby undertake that:

- 1) I/We have carefully read and understood the General Terms and Conditions of the Annexure-1.
- 2) I/We as well as the workforce to be deployed by me/our firm/society/agency/ company will maintain confidentiality of the work awarded to us and will not divulge any information that has come to my/our knowledge during the course of the execution of the Work in Service Receiver's establishment.
- 3) I/We as well as the work force to be deployed for carrying out the work will not retain or remove any drawings, electronic records or any documents related to such work from the premises/establishments of the Service Receiver and do not take any photograph or make copies or extracts from them.
- 4) I/We as well as the work force do not divulge any information or matters either during or after the term of the CAMC Order(s)/Service Contract for my or our own benefit or for the benefit of others.
- 5) I/We have understood that in case of violation of the terms and conditions of the CAMC and this undertaking, the Service Receiver has the right to cancel the CAMC Order(s) including forfeiture of Security Deposit in addition to initiation of appropriate legal action/remedies.
- 6) I/We have understood that strict compliance of this undertaking is a condition for award of the work under CAMC.

Company Seal
(Authorised Signatory of Company)

Place : _____

Date : _____

CHECK LIST

S.No	Description	Response by Contractor
1.	The detailed scope of work and technical specifications are under stood (Annexure-1 & Detailed check lists Annexure-2) and price is quoted accordingly.	Yes / No
2.	Validity of Offer is 6 months	Yes / No
3.	Supporting documents is attached for Minimum Evaluation Criteria	Yes/No
4.	Please indicate the service tax applicable. If not mentioned it shall be assumed that the price quoted are inclusive of taxes	Yes / No
5.	Accepted the Department Payment Terms	Yes / No
6.	3 % of the Order Value shall be submitted as Performance Security for the performance of the contract, valid till completion of the contract period.	Yes / No
7.	The contract will be valid for a period of Two year and will be extended for one more year based on the satisfactory performance.	Yes / No

Signature of authorized person

Date: Full

Name:

Place: Seal