

**GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
SATISH DHAWAN SPACE CENTRE SHAR SRIHARIKOTA (SDSC SHAR)
NELLORE**

**Tender for CAMC FOR AIR CONDITIONING & REFRIGERATION
SYSTEMS AT SDSC SHAR SRIHARIKOTA, SULLURPETA & CHENNAI**

Bids to be submitted online

**Tender No.: SDSC SHAR/SCF-2(CMG, TEL, SFS, MSA, EF&HD, SR, TOMD,
CANTEEN, F&AD, P&S, SCS, SCEND)/SH202400132601 dated 08-11-2024**

A. Tender Details

Tender No :	SDSC SHAR/SCF-2(CMG, TEL, SFS, MSA, EF&HD, SR, TOMD, CANTEEN, F&AD, P&S, SCS, SCEND)/SH202400132601
Tender Date :	08-11-2024
Tender Classification:	SERVICES
Purchase Entity :	SCF-2(CMG, TEL, SFS, MSA, EF&HD, SR, TOMD, CANTEEN, F&AD, P&S, SCS, SCEND)
Centre :	SATISH DHAWAN SPACE CENTRE SHAR SRIHARIKOTA (SDSC SHAR)

CAMC FOR AIR CONDITIONING & REFRIGERATION SYSTEMS AT SDSC SHAR SRIHARIKOTA, SULLURPETA & CHENNAI

CAMC FOR AIR CONDITIONING & REFRIGERATION SYSTEMS AT SDSC SHAR SRIHARIKOTA, SULLURPETA & CHENNAI

A.1 Tender Schedule

Bid Submission Start Date :	08-11-2024 17:00
Bid Clarification Due Date :	15-11-2024 12:00
Bid Submission Due Date :	29-11-2024 14:00
Bid Opening Date :	29-11-2024 14:05
Price Bid Opening Date :	31-12-2024 14:00

B. Tender Attachments

Technical Write-up/Drawings

Document : ANNEXURE-1

Document : ANNEXURE-2

Instructions To Vendors

3. Tender- Two part Instructions

1. This requirement can be quoted only through online e-procurement mode using ISRO portal <https://eproc.isro.gov.in>. No manual tender will be considered.
2. The vendors have to get themselves registered in above site to download the tender details. To register in above ISRO portal (<https://eproc.isro.gov.in>) the vendors need to have digital certificate. The digital certificate can be obtained from any digital certifying authority like M/s (n)Code solutions; M/s Tata Consultancy Ltd., M/s Satyam Information System etc.
3. The parties are advised to download the tender and submit the bid online at least two days prior to tender closing date to avoid last minute network problem. The due date shall not be extended due to network or computer related problems.
4. Tender fee is not applicable.
5. This being a two part tender i.e. Technical & Commercial Part and Price Part, the tenderer should not attach any documents containing Pricing information along with Technical & Commercial Bid. Normally we do not open PART-II (Price bid), if PART-I (Technical Offer) does not meet with our technical specification requirements. Price bid opening date mentioned in the tender document/Schedule is tentative only. However, price bid opening will be made only after satisfactory completion of Part-I technical bid evaluation and with prior intimation to vendors.
6. Our Tender Enquiry contains technical requirements and specification. The detailed technical specification of your offer should be covered in the technical part. The Technical documents need to be attached online as a single PDF file without any prior information. The tender attachments containing Price details will be treated as unsolicited offers and rejected.
7. The quote should indicate quantity wise unit rate separately which have to be filled online. The Prices are to be mentioned both in figures as well as in words. The taxes, duties etc. are to be calculated and indicated in the column provided in online forms explicitly.
8. Bidders are expected to comply with the technical & commercial and other terms and conditions given in vendor specified terms of this tender. In case of any deviation, the reasons thereof should be clearly specified in the vendor specified terms column.
9. The vendors have to compulsorily submit the compliance statement online otherwise their offer will not be considered for further evaluation. Before entering the compliance statement, vendors are advised to refer the detailed specification provided in the Technical Write-up/ Drawings document. The

specification offered by the vendors may also be indicated in the compliance statement wherever necessary.

10. The Technical Specification / Drawing / Product Catalogues / Works carried by vendor / Make offered etc. as a single PDF file without any financial details has to be uploaded online mode by the vendor. This being TWO PART TENDER the PDF document uploaded should not contain any commercial/pricing details. If the attached PDF contains any pricing detail the offer will be treated as unsolicited and will be summarily rejected.

11. Original Equipment Manufacturer (OEM) or their representative can submit bid. Indian agents while quoting on behalf of their principals are requested to attach necessary authorization letter from their Principals in their bid.

12. Instructions on Indian Agent (if any):- Bidders are required to provide the following information in respect of their authorized Indian Agent, if any, alongwith technical bid as the same is mandatory as is required for consideration of the bid. Name, Address, Telephone no. , fax no., email of the Indian Agent including the contact person.

13. A letter from the OEM in the current date certifying that the said Indian Agent is their authorized Indian Agent and also indicating the responsibilities/role of the Indian Agent under the proposed purchase. Remuneration/service charges payable to the Indian Agent under the proposed purchase.

14. The offer should be valid for a minimum period of 120 days from the date of tender opening or as specified in the tender document.

15. Due date & time: Sufficient time has been allotted for Bid submission. Vendors are requested to complete Bid submission well in advance. Last minute requests for due date extension citing server problems etc. will not be entertained. Bids will not be entertained after the due date and time.

17. The vendors may contact +91471 2565454/4574/2527/3753/3289 or eproc@vssc.gov.in for any technical assistance in bid submission.

18. Once the offer is submitted in on line mode by the vendor and bid submission period is over, vendor will not be able to provide revised offer.

19. Request for the extension of the due date will not be considered.

20. Tender which are not prepared in terms of these instructions are liable to be rejected.

21. Based on the response to the e-Public Tender Notice, SDSC SHAR reserves the right to change any milestone date of the tendering activity.

22. SDSC SHAR reserves the right to verify all claims made by the bidder.

23. Tender Opening : The Technical and Commercial Bid [Part-I] will be opened on the specified day mentioned in the schedule and in case any further clarification/ discussion are required, such clarification/discussion shall be called for before opening the Price Bid.

24. The exact date and time of opening of price bid of successful tenderers will be intimated later.

25. Tenderers can participate in the said tender opening to know the details on for which, the representative of the firm shall be duly authorized by Competent Authority. Against proper authorization only such representatives shall be allowed to attend the tender opening. Tenderer Presence is not mandatory to consider the Quote for evaluation.

26. SDSC SHAR, SRIHARIKOTA reserves the right to accept or reject any/or all the tenders in part or full without assigning any reasons thereof.

4. STANDARD TERMS & CONDITIONS

1. Tele No.08623-/225174/226043

Fax No.08623-225170/22-5028

e-Mail ID : hps@shar.gov.in, psoscf2@shar.gov.in

1. Instruction to Indigenous Suppliers:

a) Payment Terms shall be as specified in RFP. If not specifically mentioned Our Normal payment term is 100% within 30 days after receipt and acceptance of the item at our site. Please confirm acceptance in your quotation.

b) GST/IGST: Please specify GST percentage, if any, in your offer. Please mention HSN code in your offer.

c) Purchase / Price preference to MSEs : Purchase/Price preference will be applicable to the product reservation admissible to the Micro and Small Enterprises. Purchase/Price Preference shall be extended to the MSEs under the Public Procurement Policy for MSEs formulated under the Micro, Small and Medium Enterprises Development Act, 2006. The participating MSEs in a tender, quoting price within the band of L-1 + 15% may also be allowed to supply a portion of the requirement by bringing down their price to the L-1 price, in a situation where L-1 price is from someone other than an MSE. Such MSEs may be allowed to supply up to 25% of the total tendered value. In case of more than one such eligible MSE, the supply will be shared equally. Micro & Small Enterprises which have technical capability to deliver the goods & Services as per prescribed technical & quality specifications and may not be able to meet the qualification criterion relating to prior experience-prior turnover may be relaxed as per guidelines issued by Ministry of MSMEs & as amended from time to time. Interested vendors shall specifically claim the benefit with supporting documents.

d) Purchase / Price preference to Make-in-India Products: Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs. 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in-India) order 2017 dated 04.06.2020. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

2. Instruction to Foreign Suppliers:

a) Payment Terms shall be as specified in RFP. If not specifically mentioned Our normal payment term is SIGHT DRAFT, Please confirm acceptance in your offer, if you insist for L/C, and all bank charges shall be to your account. Confirm acceptance.

b) Please specify whether any export clearance is required in case of an order on you.

c)Warranty/Guarantee applicable for the item shall be mentioned in your offer

d) Special Certification for packing Material : as per Plant Quarantine (Regulation of Control into India) Order 2003, Articles packed with packing material of plant origin viz., hay, straw, wood shavings, wood chips, saw dust, wood waste, wooden pallets, Dunn age Mats, wooden packages, coir pith, pear or sphagnum moss etc., will be allowed entry by Customs only with a Phytosanitary Certificate. In case if a Purchase Order, if you propose to us any of the above material for packing such a certificate issued by your local Plant Quarantine Authority shall be furnished.

e) Confirm whether any Export License is required and for which End User Certificate is to be provided by us, in case of an Order on you. (Enclose format for EUC, if applicable).

f) Either Indian Agent on behalf of the foreign principals or the foreign principal directly can quote against this order, but not both. In either case an Indian agent cannot represent more than one principal against the same tender.

g) In case the quote is in INR we prefer to execute the same on HSS Basis and for which Concessional Customs duty as per Notification no.50/2017 Customs dated 30.06.2017, Serial No.539(A) as amended by Notification no.05/2018 dated 25.01.2018. In case the quote is on Indian Rupee (Outside High Sea Sale), the price shall include taxes and duties if any. We shall not able to provide any duty or IGST tax exemption/concession certificates. If the item quote is of USA make, please quote for all-inclusive price since we prefer to get the item on FOR destination basis.

h) Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with Competent Authority as specified in Office Memorandum no.F.No.6/18/2019-PPD, Ministry of Finance, Department of Expenditure, Public Procurement Division dated 23rd July 2020. All the conditions mentioned in the above OM is applicable for this tender.

Common terms to Indigenous and foreign suppliers:

3. Warranty : You shall provide applicable warranty for the items offered by you without fail. For the applicable period you shall provide necessary warranty certificate.

4. Performance Bank Guarantee : Towards the performance of the systems during the warranty period you shall submit a performance bank guarantee equivalent to 3% of the order value to cover the warranty period. This PBG shall be interest free and the same shall be returned to you on successful completion of all contractual obligations. The said PBG shall have a further claim period of 2 months.

5. Security Deposit : On acceptance of the order, you shall submit an interest free amount equivalent to 3% of the total contract/order value towards security deposit. This security deposit is collected towards the performance of the Contract. The said Security Deposit shall be submitted either in the form of Bank Guarantee/Demand Draft/FDR receipts duly endorsed in the name of the centre. The Security Deposit will be returned to you on successful completion of the Contractual obligations; failing which it shall be forfeited/adjusted.

6. Offer Validity : Your offer shall be valid for 180 days in case of 2 part / 90 days in case of single part from the date of tender opening. In case you offer validity is less than the mentioned above, the said offer is liable for rejection which may please be noted.

7. Liquidated Damages: If you fail to deliver the ordered items satisfactorily within the time specified or any extension thereof, Liquidated Damage @ 0.5%(zero point five percent) of the order value or part thereof the un-delivered items for each calendar weeks of delay shall be recovered from your bill. However total Liquidated Damage shall not exceed 10% (ten percent) of the order value.

8. FORCE MAJEURE: Should a part or whole work covered under this contract be delayed in delivery/completion of work due to reasons of Force majeure which shall include legal lockouts, strikes, riots, civil commotion, fire, accidents, quarantines, epidemic, acts of God & War, stoppage of deliveries by the Government , freight embargoes etc; the delivery period/completion of work referred to in this Contract shall be extended by a period not in excess of duration of such Force Majeure. The occurrence shall be notified by either party within reasonable time.

9. Offers received through post, courier, fax or email will not be considered.

10. Technical and commercial bid (Part-I) shall not contain any price details. Optional accessories or other price details, if any shall be uploaded in Supporting documents related to Price Bid, to be opened along with Price Bid.

11. In respect of FIM being issued, the fabricator shall submit Bank Guarantee for equivalent sum compulsorily. In case, submission of Bank Guarantee is not possible, the reasons there for shall be clearly mentioned. However, for such cases the fabricators at their cost shall secure such FIM through Insurance Policy with Director, SDSC SHAR as beneficiary. In case of PSU and Government Organization, Indemnity Bond in lieu of Bank Guarantee is acceptable. Balance FIM/Scrap, if any shall be returned along with the supply of the items. Please confirm acceptance in your quotation.

12. SDSC SHAR shall have the right to place part order among the parties for the items for which they are the lowest.

13. Arbitration: In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act 1996 as amended from time to time. The arbitration shall be conducted in Bengaluru in the Arbitration and Conciliation Centre Bengaluru (Domestic and International) as per its rules and regulations. The expenses for the Arbitration shall be shared equally or as may be determined by the Arbitrator. The considered and written decision of the Arbitrator shall be final and binding between the Parties. The applicable language for Arbitration shall be English only. Work under the Contract shall be continued by the CONTRACTOR during the pendency of arbitration proceedings, without prejudice to a final adjustment in accordance with the decision of the Arbitrator unless otherwise directed in writing by the DEPARTMENT or unless the matter is such that the works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained.

14. As per Rule 144 (xi) to GFR any bidder from a country - for any goods/services including consultancy and non consultancy services and turnkey projects -- that shares a land border with India, will have to be registered with a competent authority.

5. General Instructions to Vendor

1. Instructions to tenderers

Tele No.08623-225174/226043

Fax No.08623-225170/22-5028

e-Mail ID : hps@shar.gov.in, psoscf2@shar.gov.in

1. Interested tenderer s may, at their option, login to <https://eproc.vssc.gov.in> and submit your offers.

2. TENDER FEE IS NOT APPLICABLE.

3. EARNEST MONEY DEPOSIT IS NOT APPLICABLE IF NOT MENTIONED IN THE RFP SPECIFICATION.

4. Indian agents while quoting on behalf of their principals are requested to attach Principals original

quote, necessary authorization letter from their Principals, copy of agency agreement etc. in their bid.

5. TWO PART BIDS: In case of Two part tender, price details shall not be uploaded in the Technical & Commercial Bids (Part I), failing to which the bid will be treated as INVALID.

6. The offer should be valid for a minimum period of 180 days for 2 part / 90 days for single part from the date of opening.

7. Due date & time: Sufficient time has been allotted for Bid submission. Vendors are requested to complete Bid submission well in advance. Last minute requests for due date extension citing server problems etc. will not be entertained. Bids will not be entertained after the due date and time.

7 (A). Request for the extension of the due date will not be considered.

8. (a) Bid Opening for Public Tender: In case of Public Tender-Two Part Tenders: Technical and Commercial Bids will be opened on the first day specified for Tender opening. Interested vendors can attend the tender opening session to know the bidding details (Bidders presence is not mandatory to consider the quote for evaluation). Price Bid opening of the selected vendors will be scheduled later and it will be intimated to the selected Bidder (s).

(b) For Limited Tender: Bidders participation is not allowed.

9. Prices are required to be quoted according to the units indicated.

10. Preference will be given to those tenderers offering supplies from ready stocks and on the basis of FOR destination delivery at site.

11. (a) All available technical literature, catalogues and other data in support of the specifications and detail of the items should be furnished as attachments.

(b) Samples, if called for, should be submitted free of all charges by the tenderer and the Purchaser shall not be responsible for any loss or damage thereof due to any reason whatsoever. In the event of non-acceptance of tender, the tenderer will have to remove the samples at his own expense.

(c) Approximate net and gross weight of the items offered shall be indicated in your offer. If dimensions details are available the same should be indicated in your offer.

(d) Specifications: Stores offered should strictly conform to our specifications. Deviations, if any, should be clearly indicated by the tenderer in their quotation. The tenderer should also indicate the Make/Type number of the stores offered and provide catalogues, technical literature and samples wherever necessary. Test certificates wherever necessary should be attached. Whenever options are called for in our specifications, the tenderer should address all such options. Wherever specifically mentioned by us the tenderer could suggest changes to specifications with appropriate response for

the same.

12. The purchaser shall be under no obligation to accept the lowest or any tender and reserves the right of acceptance of the whole or any part of the tender or portion of quantity offered and the tenderers shall supply the same at the rates quoted.

13. All amounts shall be indicated both in words as well as in figures. Where there is difference between amounts quoted in words and figures, amount quoted in words shall prevail.

14. The tenderer will be required to furnish a document containing the name of his bankers as well as the latest income-tax clearance certificate duly counter signed by the Income-tax Officer of the Circle concerned under the Seal of his office, if required by the Purchaser.

15. The Purchaser reserves the right to place order on the successful tenderers for additional quantity up to 25% of the quantity offered by them at the rates quoted.

16. Sr. Head, Purchase and Stores, SDSC SHAR SRIHARIKOTA reserves the right to accept or reject any bid in part or full without assigning any reason thereof.

17. Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with Competent Authority as specified in Office Memorandum no.F.No.6/18/2019-PPD, Ministry of Finance, Department of Expenditure, Public Procurement Division dated 23rd July 2020. All the conditions mentioned in the above OM is applicable for this tender.

C. Bid Templates

C.1 Technical Bid - CAMC FOR AIR CONDITIONING & REFRIGERATION SYSTEMS AT SDSC SHAR SRIHARIKOTA, SULLURPETA & CHENNAI

1. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF WINDOW AIR CONDITIONER 1.5 / 2.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

Sl No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Window AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		

4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

2. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF SPLIT AIR CONDITIONER 1.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Split AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		

3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

3. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF SPLIT AIR CONDITIONER 1.5 / 2.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

Sl No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		

2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Split AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

4. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF SPLIT AIR CONDITIONER 1.5 / 2.0 TR (INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

Sl No	Specification	Value	Compliance	Offered Specification	Remark
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1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Split AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

5. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF MULTI SPLIT AIR CONDITIONER 2.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Multi split AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

6. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF MULTI SPLIT AIR CONDITIONER 3.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

Sl No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Multi split AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

7. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF VERTICAL SLIM LINE SPLIT AIR CONDITIONER 3.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Vertical slim line split AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

8. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF TOWER AIR CONDITIONER 3.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Tower AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

9. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF CASSETTE AIR CONDITIONER 1.5 / 2.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Cassette AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

10. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF CASSETTE AIR CONDITIONER 3.0 / 4.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of cassette AC once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

11. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF WALK IN COOLER AROUND 2.0 - 3.0 TR FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Walk-in-cooler once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

12. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF WALK IN COOLER AROUND 3.0 - 4.0 TR FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Walk-in-cooler once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

13. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF MORGUE FREEZER BOX (AROUND 1.0 TR) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Morgue freezer box once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

14. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF MORTUARY COLD STORAGE (AROUND 2.0 TR) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY

SERVICE)**Item specifications for CAMC FOR AC**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Quarterly maintenance (Total services for two years is 8 times.): Technical team shall carryout service of Mortuary cold storage once in every three months (i.e. Quarterly maintenance -4 times, Half-yearly maintenance -2 times & Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance checklists:	Quarterly, Half-yearly & Annual maintenance checklists given in Annexure-2 and the same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

15. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING

AND MAINTENANCE OF DRINKING WATER COOLER (CAPACITY 15 - 150 LITERS) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1 (BI-MONTHLY SERVICE)

Item specifications for CAMC FOR AC

Sl No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years.	Yes / No / Explain		
2	Maintenance program:	Bi-Monthly maintenance (Total services for 2 years is 12 times): Technical team shall carryout service of water coolers once in every two months (i.e. Bi-monthly maintenance-8 times, Half-yearly maintenance-2 times, Annual maintenance-2 times as per enclosed check lists in Annexure-2)	Yes / No / Explain		
3	Maintenance checklists:	Bi-monthly, Half-yearly & Annual maintenance checklists for water cooler is given in Annexure-2. The same checklists shall be followed while servicing.	Yes / No / Explain		
4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor.	Yes / No / Explain		

5	Replacement of water filter element:	Polypropylene yarn with activated carbon filter shall be replaced minimum once in 6 months irrespective of its condition.	Yes / No / Explain		
6	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

16. CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF REFRIGERATOR (CAPACITY 50 TO 150 LITERS) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (HALF-YEARLY SERVICE)

Item specifications for CAMC FOR AC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Type of contract:	Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spares & consumables for a period of two years	Yes / No / Explain		
2	Maintenance Program	Half yearly maintenance (Total services for two years is 4 times.): Technical team shall carryout service of Refrigerators once in every six months (i.e. Half-yearly maintenance-2 times and Annual maintenance -2 times as per enclosed check lists in Annexure-2).	Yes / No / Explain		
3	Maintenance Checklists	Half-yearly & Annual maintenance checklists for Refrigerators is given in Annexure-2. The same checklists shall be followed while servicing.	Yes / No / Explain		

4	Complaints / Break down calls:	All complaints / breakdown calls shall be attended in time and necessary spares & consumables shall be replaced by the contractor at his own cost.	Yes / No / Explain		
5	Specifications to be followed:	All specifications and terms & conditions mentioned in the Annexure-1&2 shall be followed	Yes / No / Explain		

17. Service charge: SERVICE CHARGES FOR REMOVAL OF WINDOW AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1

Item specifications for Service charge

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Scope of work:	Removal of window air conditioner.	Yes / No / Explain		
2	Work involved:	This work includes removal of window AC unit, electrical power cables etc.	Yes / No / Explain		
3	Tools	Required tools and tackles shall be brought by the contractor	Yes / No / Explain		

18. Service charge: SERVICE CHARGES FOR RELOCATION OF WINDOW AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1

Item specifications for Service charge

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Scope of work:	Relocation of window air conditioner.	Yes / No / Explain		
2	Work involved:	This work includes removal of window AC unit and installation of window AC unit and to connect electrical power cable to the nearest ELMCB / power socket.	Yes / No / Explain		

3	Department scope :	Closing the wall / window at removed AC location & opening the wall / window to install window AC is under Department scope	Yes / No / Explain		
4	Material supplied by the contractor:	Required screws, wooden plugs to install window AC	Yes / No / Explain		
5	Tools:	Required tools and tackles shall be brought by the contractor	Yes / No / Explain		

19. Service charge: SERVICE CHARGES FOR REMOVAL OF SPLIT AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1

Item specifications for Service charge

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Scope of work:	Removal of split air conditioning unit	Yes / No / Explain		
2	Work involved:	This work includes Pump down of refrigerant, removal of electrical connections, removal of indoor unit, outdoor unit, copper piping, drain piping & outdoor unit mounting wall brackets etc.	Yes / No / Explain		
3	Material supplied by the contractor	Required white cement to close indoor unit hole shall be supplied by the contractor.	Yes / No / Explain		
4	Tools	Required tools and tackles shall be brought by the contractor	Yes / No / Explain		

20. Service charge: SERVICE CHARGES FOR INSTALLATION OF SPLIT AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1

Item specifications for Service charge

SI No	Specification	Value	Compliance	Offered Specification	Remark
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1	Nature of work:	Installation of split air conditioner.	Yes / No / Explain		
2	Work involved:	Installation work involves making 63-75mm hole in brick / RCC wall, installation of indoor unit, outdoor unit on wall mounting brackets, laying of copper piping with insulation, connection of copper piping with indoor & outdoor units, releasing of refrigerant, leak checks and electrical connections to indoor & outdoor and power connections. Note: Any brazing required to joint copper pipe is in the scope of contractor.	Yes / No / Explain		
3	Scope of Material supplied by Department :	Supply of required copper pipes and thermal insulation & drain pipes (CPVC / PVC / Flexible hose), wall mounting bracket for outdoor will be issued the Department at free of cost.	Yes / No / Explain		
4	Scope of Material supplied by the contractor scope	Supply of required screws to install indoor unit, wooden plugs, white cement to close indoor unit hole, required anchor fasteners are in the scope of contractor.	Yes / No / Explain		
5	Scope of tools	Required tools and tackles shall be brought by the contractor	Yes / No / Explain		

21. Service charge: SERVICE CHARGES FOR RELOCATION OF SPLIT AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1

Item specifications for Service charge

SI No	Specification	Value	Compliance	Offered Specification	Remark
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1	Scope of work:	Relocation of split air conditioner	Yes / No / Explain		
2	Work involved:	<p>This work includes:</p> <p>1). Removing work involves Pump down of refrigerant, removal of electrical connections, removal of indoor unit, outdoor unit, copper piping, drain piping & outdoor unit mounting stand etc.</p> <p>2). Installation work involves making 63-75mm hole in brick / RCC wall, installation of indoor unit, outdoor unit on wall mounting brackets, laying of copper piping with insulation, connecting the copper piping with indoor & outdoor units, releasing of refrigerant, leak checks and electrical connections to indoor & outdoor and power connections etc.</p> <p>Note: Any brazing required to joint copper pipe is in the contractor scope.</p>	Yes / No / Explain		
3	Material supplied by Department:	Required copper pipes and thermal insulation & drain pipes (CPVC), Wall mounting bracket for outdoor and power cables will be issued by the Department	Yes / No / Explain		
4	Material supplied by contractor:	Required screws to install indoor unit, wooden plugs, white cement to close indoor unit hole (both holes), required anchor fasteners.	Yes / No / Explain		
5	Tools:	Required tools and tackles shall be brought by the contractor	Yes / No / Explain		

Common Specifications (Applicable for all items)

Sl No	Specification	Value	Compliance	Offered Specification	Remark
1	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC):	The service contract is a Comprehensive Annual Maintenance Contract (CAMC) covering preventive & break-down maintenance with all spare parts & Consumables for the equipment's as per terms and conditions of Annexure-1&2 for two years	Yes / No / Explain		
2	CONTRACT VALIDITY:	The proposed contract is valid for a period TWO YEARS.	Yes / No / Explain		
3	REPLACEMENT OF DEFECTIVE COMPRESSORS:	All the compressors are of hermetically sealed reciprocating / rotary type and are of different makes & models. The defective compressors need to be replaced with new compressors only. Preferably same make & model. In case of compressor model is outdated, equivalent model compressor need to be selected and procured with the prior approval of Department.	Yes / No / Explain		
4	REPLACEMENT OF DEFECTIVE CONDENSER / EVAPORATOR COILS:	Defective/blocked condenser coils shall be replaced with copper coil & al fins condensers / evaporator coils	Yes / No / Explain		
5	REPLACEMENT OF DEFECTIVE FAN MOTORS:	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. Only new motors shall be used for replacement.	Yes / No / Explain		

6	REPAIR / REPLACEMENT OF PCB BOARDS (CONTROLLERS):	PCB boards / controllers may be repaired / replaced with new controllers of same make preferably. If the controllers / PCBs are obsolete, the same may be replaced with equivalent model PCBs with the prior approval from Department.	Yes / No / Explain		
7	REPLACEMENT OF CAPACITORS :	All the air conditioners & refrigeration units starting / running capacitors are to be electrically checked periodically for required values. If it is not meeting the specification, it shall be replaced with metallic enclosure having Pressure sensitive interrupter (burst proof) 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.	Yes / No / Explain		

8	Water wash:	All the Indoor & outdoor heat exchangers shall be cleaned min. twice during Annual & Half-yearly maintenance program as mentioned in check lists. High pressure water 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.	Yes / No / Explain		
9	Vacuum the R&AC units	<p>In case of refrigerant leakage or replacement of compressor / condenser / filters / expansion device / cooling coil, the entire refrigerant circuit shall vacuum single time to remove moisture & unwanted gases. This is applicable for water coolers & Split AC units.</p> <p>In case of Cassette ACs / Vertical Slim / tower ACs triple vacuum is required.</p> <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 the compressor.</p>	Yes / No / Explain		
10	Refrigerant recovery:	Contractor should not intentionally release the refrigerants. Local regulations shall be followed to recover the refrigerants.	Yes / No / Explain		

11	Launching support / VVIP visit support:	In addition to the service & maintenance of R&AC systems, emergency technical 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. During launch activities: Required service teams shall be deployed to attend the urgency services on 24x7 basis.	Yes / No / Explain		
12	Quality Assurance Plan:	All the R&AC systems during servicing / break down maintenance, shall maintained as per IS standards / guidelines given by the respective manufacturers. Co-ordinator 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 or items may purchase directly from OEM.	Yes / No / Explain		
13	SUBCONTRACTING:	Contractor should not give sub-contract for whole or part of this contract work to any other Contractor.	Yes / No / Explain		
14	CONDUCT:	In case, any working personnel found not working to the satisfactory level, the same worker should be replaced forthwith by you. You will be sole responsible for your work force misconduct, injuries, illness or death etc., at work places.	Yes / No / Explain		

15	INSPECTION:	Contract Manger and / or His 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.	Yes / No / Explain		
16	Maintenance / Service card:	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. Quarterly / Half yearly / Annual maintenance checklists for all R & AC systems mentioned in the contract shall be printed / Xeroxed 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.	Yes / No / Explain		
17	COMPLAINT MANAGEMEN T & REGISTER	All complaints shall be recorded in chronological order date, time, nature of complaint, location of complaint, complaint attended by, spares replaced, complaint rectified date & time etc. Contractor shall maintain & update complaint register (hard copy & soft copy) on daily basis and it shall be available at O-point work shop. This shall be produced to the Department as and when required or during submitting monthly bills.	Yes / No / Explain		

18	CONSUMABLES / SPARES / TOOLS :	Necessary spares, consumables & tools shall be procured and maintained as per Annexure-1. Re-order quantity: 50% of the stock mentioned in Annexure-1	Yes / No / Explain		
19	TRANSPORTATION OF COOLING APPLIANCES ON FOUR WHEELER:	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. 4 wheeler vehicle with sufficient space to transport the material shall be stationed in Sriharikota during entire period of contract.	Yes / No / Explain		
20	TOOLS & INSTRUMENTS:	The Contractor shall take up the job immediately as per work requirements and complete the same without any delay whatsoever. The contractor shall possess all the tools and fixtures including testing instruments like clamp meter (current / resistance / capacitance), Multi meter, Thermometer, spanners, charging hoses, single manifold gauges, pressure gauges, Allen key sets etc., and shall also made them available to each technician / technical team for carrying out the jobs.	Yes / No / Explain		

21	SPECIAL TOOLS:	Water pressure washers, Air blowers, indoor unit washing bags & capacitance measuring instruments, etc., shall be available to carry out the maintenance works.	Yes / No / Explain		
22	Handing over of Defective components:	Damaged / Defective components like compressor, condenser fan motor, blower fan motor, PCB boards etc. shall be handed over to the Department.	Yes / No / Explain		
23	Transport arrangement for Technical Service Teams:	The contractor has to make his own arrangements for transport of his personnel. Scooter / Moped / motor cycle for each team may require for attending the complaints / maintenance of R&AC units. Similarly, suitable own transport arrangement shall be planned for servicing R&AC units at guest houses located at Chennai.	Yes / No / Explain		

24	Communication:	<p>One telephone number (land line) in work shop at O-point area is available for receiving complaints inside SHAR, Sullurpeta & Chennai. This work shop telephone is the focal point to communicate technical teams and all Department Area –In-Charges.</p> <p>All service teams shall communicate to Work shop land line number to know about the complaints and these teams need to be inform the status of completed complaints to record in log book. A dedicated person shall be available to record the complaints log book and to follow-up the status of complaints. This data shall be informed to the Department daily. One room is allotted to the service teams in each area to keep their tools and equipment.</p> <p>Note: Mobile phones are not allowed inside Gate-2 and offices located inside Gate-1.</p>	Yes / No / Explain		
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25	TEAM LEADER:	Team leader may need to allot maintenance & complaints works to respective teams on daily basis. The team leader need to be take Department suggestions / requirement from Department to complete the work smoothly. The team leader shall continuously follow-up the maintenance teams & complaint receiver at work shop to know the complaints and pending works to complete within prescribed time to avoid penalties. The team leader shall communicate with their teams and complaint receiver at work shop and also with Area-in-charges etc. The team leader shall submit maintenance check lists on weekly basis to the respective area-in-charges for review and the same copies shall submit to the approving authority for recommendation of payment	Yes / No / Explain		
26	Basis of price:	Prices quoted should be on the basis of F.O.R. SDSC SHAR, Sriharikota & Chennai	Yes / No / Explain		
27	AWARDING THE CONTRACT:	OVER ALL L1 WILL BE CONSIDERED TO AWARD THE CONTRACT	Yes / No / Explain		
28	CAMC STAFF WORKING PATTERN:	As per Annexure-1	Yes / No / Explain		

29	DEPLOYMENT OF EXPERIENCED QUALIFIED TECHNICAL SERVICE TEAMS	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.	Yes / No / Explain		
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 etc. as per Annexure-1	Yes / No / Explain		
31	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.	Yes / No / Explain		

32	MATERIAL & TOOLS ENTRY AT GATE-1&2:	All tools, equipment & materials shall enter / exit at Gate-1&2 on returnable Gate Pass.	Yes / No / Explain		
33	SUBCONTRACTING	Contractor should not give sub-contract for whole or part of this contract work to any other Contractor.	Yes / No / Explain		
34	PENALTY:	Penalties mentioned in the Annexure-1 shall be accepted by contractor.	Yes / No / Explain		
35	Acceptance of tender terms and conditions:	Tenderer should sign in all the pages of the tender document (Annexure-1&2) as a token of acceptance.	Yes / No / Explain		

Supporting Documents required from Vendor

1. Profit & Loss Account details for the last 3 years which is duly audited and Submitted as part of the Annual Report. Consolidated annual report shall be prepared and signed by auditor for last three financial years.

2. Similar nature of works completed during the last 7 years with PO /POs & completion certificates (As per vendor qualifying criteria mentioned in Annexure-1)

3. Copy of PAN and GST registration

4. 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

5. Signed copy of Annexure-2 (Checklists) as a token of acceptance of works need to be carried out (Price Bid Related)

6. Signed copy of Annexure-1 (RFP) as a token of acceptance of all terms & conditions (Price Bid Related)

7. Registration Certificates for Labour, EPF, and ESI shall be provided

8. Experience certificate (Min. 03 Years) in the field of providing of CAMC services and maintenance of standard units

9. whether your agency is Registered Co./Proprietary/Society/ or Registered under Shops &

Establishment Act. Please enclose copy of registration.

10. Land border sharing compliance certificate

11. latest udyam certificate

5 additional documents can be uploaded by the vendor

C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	All materials and items will be inspected by Department inspection team at the time of entry to ensure quality products.	Yes / No / Explain	
2	GST/IGST if any, Please mention only in percentage. (SAC code shall be indicated for each item and accordingly mention the GST Rate applicable as per prevailing guidelines.) Note:	Yes / No / Explain	
3	PAYMENT TERM: As per the RFP, Part-I- general Information & Standard Conditions;Clause no.12.	Yes / No / Explain	
4	CONTRACT PERIOD: The Contract shall be valid for 2 years from the date of placement of Order and extendable by one more year on mutual consent.	Yes / No / Explain	
5	DELIVERY TERM: On site SDSC SHAR, Sriharikota	Yes / No / Explain	
6	PENALTY CLAUSE: As per the RFP, Part-I- general Information & Standard Conditions;Clause no.10.	Yes / No / Explain	
7	ARBITRATION:- As per the RFP, Part-I- general Information & Standard Conditions;Clause no.15.	Yes / No / Explain	
8	SECURITY DEPOSIT (SD) : If the Order value exceeds 5 Lakh, a Bank Guarantee for the faithful execution of the contract / PO for 3% of the order value shall be provided immediately after receipt of the order towards the performance of the contract. The Bank Guarantee should be from a Nationalised / Scheduled Bank in Rs.100 non-judicial stamp paper valid till the completion of scope of work / supply as per the order plus 60 days. This will not carry any interest and shall be returned to you after successful completion of scope of work / supply against your request. In case of non performance/poor performance the Bank Guarantee shall be forfeited. If you are not submitted the BG within the specified period, this order is liable to be cancelled.	Yes / No / Explain	

9	VALIDITY OF OFFER: - In two part tender - 120 days from the date of opening of Part-I bid and 60 days from the date of opening of Part-II bid. Tenders shorter than offer validity mentioned above will not be considered for evaluation.	Yes / No / Explain	
10	DOWN-TIME COMPENSATION: In case the break-down calls are not attended to within 48 hours of intimation and if reported problem is not solved within 96 hours without valid reasons, down time compensation @ 0.5% (of the annual maintenance charges) per day shall be recovered from you subject to a maximum of 5%.	Yes / No / Explain	
11	All other Terms & conditions are as per RFP annexure- 1 & 2.	Yes / No / Explain	

C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
1	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF WINDOW AIR CONDITIONER 1.5 / 2.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	310.00 Nos.		-		

2	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF SPLIT AIR CONDITIONER 1.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	8.00 Nos.		-		
3	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF SPLIT AIR CONDITIONER 1.5 / 2.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	2440.00 Nos.		-		

4	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF SPLIT AIR CONDITIONER 1.5 / 2.0 TR (INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	159.00 Nos.		-		
5	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF MULTI SPLIT AIR CONDITIONER 2.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	10.00 Nos.		-		

6	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF MULTI SPLIT AIR CONDITIONER 3.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	2.00 Nos.		-		
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7	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF VERTICAL SLIM LINE SPLIT AIR CONDITIONER 3.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	5.00 Nos.				
8	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF TOWER AIR CONDITIONER 3.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	133.00 Nos.				

9	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF CASSETTE AIR CONDITIONER 1.5 / 2.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	125.00 Nos.				
10	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF CASSETTE AIR CONDITIONER 3.0 / 4.0 TR (NON-INVERTER TYPE) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	33.00 Nos.				

11	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF WALK IN COOLER AROUND 2.0 - 3.0 TR FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	4.00 Nos.				
12	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF WALK IN COOLER AROUND 3.0 - 4.0 TR FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	2.00 Nos.				

13	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF MORGUE FREEZER BOX (AROUND 1.0 TR) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	1.00 Nos.		-		
14	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF MORTUARY COLD STORAGE (AROUND 2.0 TR) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (QUARTERLY SERVICE)	2.00 Nos.		-		

15	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF DRINKING WATER COOLER (CAPACITY 15 - 150 LITERS) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1 (BI-MONTHLY SERVICE)	190.00 Nos.		-		
16	CAMC FOR AC: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVICING AND MAINTENANCE OF REFRIGERATOR (CAPACITY 50 TO 150 LITERS) FOR A PERIOD OF TWO YEARS AS PER TERMS AND CONDITIONS GIVEN IN ANNEXURE-1&2 (HALF-YEARLY SERVICE)	51.00 Nos.		-		

17	Service charge: SERVICE CHARGES FOR REMOVAL OF WINDOW AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1	20.00 Nos.		-		
18	Service charge: SERVICE CHARGES FOR RELOCATION OF WINDOW AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1	10.00 Nos.		-		
19	Service charge: SERVICE CHARGES FOR REMOVAL OF SPLIT AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1	100.00 Nos.		-		

20	Service charge: SERVICE CHARGES FOR INSTALLATION OF SPLIT AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1	40.00 Nos.		-		
21	Service charge: SERVICE CHARGES FOR RELOCATION OF SPLIT AIR CONDITIONER (ONE TIME JOB AS & WHEN REQUIRED) AS PER ANNEXURE-1	100.00 Nos.		-		

Common charges (Applicable for all items)

Additional Charges, if any (P&F, Freight etc.)	
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