

TENDER FOR COMPREHENSIVE AMC OF AIR CONDITIONERS

OFFICE OF THE STATE COORDINATOR, NRC
ACHYUT PLAZA (1ST FLOOR), BHARALUPAR, BHANGAGARH, GUWAHATI-781005
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Website: www.nrcassam.nic.in

No: SPMU/NRC/ Office Equipment/ 58/2014/Pt-II/2

Dated: 9th August 2022

SECTION 1

NOTICE INVITING TENDER FOR COMPREHENSIVE AMC OF AIR CONDITIONERS

Tender in two Bid System – Technical Bid and Price Bid affixing Court Fee Stamp of Rs 8.25/- only are invited by the Office of the State Coordinator, National Register of Citizens (NRC), Assam from reputed/authorized Manufacturer/Dealer/Distributor/Firm for the Annual Maintenance Contract (AMC) of Air Conditioners installed/used in NRC state Office upto March 2023 from the date of issuing of work order, which may be extended at the discretion of the Office.

Interested parties are requested to submit their Tender along with required documents including non-refundable Tender Fee of Rs. 500/- (Rupees Five Hundred only) and an Earnest Money Deposit of Rs. 20,000/- (Rupees Twenty Thousand) only drawn on any Nationalized Bank favouring 'The Secretary, Home & Political and State Coordinator, NRC, Assam' payable at Dispur which will be received till **29-08-2022 upto 2:00 p.m.** The downloaded Tender document (www.nrcassam.nic.in) may be sent by Speed Post/Registered Post/Courier Services/in person in sealed cover addressed to 'The Office of the State Coordinator, National Register of Citizen (NRC), Assam, Achyut Plaza, 1st Floor, Bharalupar, Bhangagarh- 781005'. Tender submitted/received after closing date & time will not be accepted. Date and Time of opening Qualifying Bid on **30-08-2022 at 4:00 p.m.** Date and Time of opening Financial Bid on **01-09-2022 at 4:00p.m.** (if this date is a Holiday, then the next working day will be considered for opening of Tenders). Any change in the date & time of bid opening shall be updated in the above mentioned website.

Sd/-

Secretary to the Govt. of Assam, Home and Political Deptt.
& State Coordinator, NRC Assam

SCOPE OF WORK AND TECHNICAL SPECIFICATION OF IT ITEMS**1. SCOPE OF WORK**

- a) The AMC service has to be given onsite only.
- b) Maintenance & Service of Air Conditioners installed in NRC State Office on comprehensive basis including replacement of all spare parts, any electrical work related to Air Conditioners, oiling, cleaning and repairing of compressor and water motor, gas charging, arrangement of ladder for outside work etc. The office will not provide any kind of equipment, electrician etc.
- c) The vendor shall be responsible to depute technical personnel onsite within 24(twenty four) hours from the time of reporting about any break down, issues/ problems or any such requirements, failing to do so will attract penalty as mentioned under "Terms & conditions" section of this document.
- d) The firm shall be with experience of minimum 03 years in the similar field in Government Offices/ Reputed Organization. Technical personnel provided by the firm for AC maintenance must qualified and of atleast 3 (three) years' experience holder.
- e) Police verification related to staff will be handled by the successful bidder. This office does not have any role in it.
- f) Preventive maintenance would be carried out once in 3 (three) months by the service provider so that equipments runs properly.
- g) This Office has the right to modify/ cancel the quotation without assigning any reason thereof.

SECTION 2**PARTICULARS OF THE BIDDER**

Sl. no.	Particulars	Details
1	Name of the Bidder	
2	Registration No and Valid Up to	
3	Address of the Registered Office	
	Phone No:	
	Fax No:	
	Official Email ID:	
4	Year of Establishment	
5	Type of Organization (Govt. Undertaking/ Corporation/ Public Limited/ Private Limited/etc)	
6	Name & Designation of the Authorized Signatory	
7	Contact Person	

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	Name:	
	Designation:	
	Phone No:	
	Fax No:	
	Mobile No:	
	Email ID:	
5	Website, if any	
6	Address of Guwahati/Assam Office	
7	Contact Person of Guwahati/Assam Office	
	Name:	
	Designation:	
	Phone No:	
	Fax No:	
	Mobile No:	
	Email ID:	
8	Date of Operational of Service in India	
9	Date of Operational of Service in Assam	
10	Brief Description of the organization	

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SECTION 3 INSTRUCTION TO BIDDERS

- i) The Tender document may be downloaded from the official website- nrcassam.nic.in. Bids will be opened in the presence of bidders or their authorized representatives on **30-08-2022 at 4:00 PM and 01-09-2022 at 4:PM**
- ii) The tender needs to be submitted in two bid system - Technical Bid and Price Bid. Both the bids should be submitted in two separate sealed envelopes mentioning the subject on the cover respectively and put inside a third envelope mentioning tender name, closing date & time, information of the bidder written in the bottom left corner including contact numbers. If both the bids are submitted inside a single envelope or if the envelopes are not sealed, those bids shall not be accepted and will be returned without evaluation.
- iii) The technical bid envelope shall consist of tender document (signed in all pages), court fee stamp, EMD, tender fees and all supporting documents.
- iv) In no circumstances the financial bid shall be put inside technical bid envelope which if found shall be rejected.
- v) At any time prior before the date of submission of bid, the Tender Inviting Authority may, for any reason, whether on his own initiative or in response to a clarification requested by a prospective bidder, modify the Tender document by issuing a corrigendum. The change(s) in the Tender document shall be uploaded on the official website nrcassam.nic.in only.
- vi) The bidders are advised to check the website before submission of Tender document in order to make necessary changes in the bid, if any. In order to provide reasonable time to take the amendment into account in preparing the bid, the Tender Inviting Authority, may at its discretion, extend the date and time for submission of the bid.
- vii) Interested and eligible bidders, if they so desire, may also obtain further information/clarification from Administrative Cell of the Office of the State Coordinator, National Register of Citizens, Achyut Plaza, Bharalupar, Bhangagarh- 781005 during office hours only.
- viii) In case any of the document/information(s) furnished by a bidder found to be false or forged, such proposal will be rejected and will not be considered for further process. The bidder shall be liable to be blacklisted and any penal action deemed fit by this Office may be initiated against the bidder. Excuses like typographic error, etc. shall not be entertained.
- ix) The bidder shall sign and put official seal in each page of the proposal document.
- x) The Bid shall remain valid for a period of 90 days after opening of the Bid. Tender Inviting Authority may solicit bidders' consent for an extension of validity period.
- xi) The period of contract will be upto March 2023 which may be extended at the discretion of the Office. The contract will be effective after signing of agreement with the office.
- xii) Bidder shall have to quote rate for all the items. Any bid quoting rate for selective items only will be disqualified.
- xiii) The State Coordinator, NRC Assam reserves the right to accept the Tender or to reject the Tender for all items or for any one or more of the items at any point of time without assigning any reason.
- xiv) **Terms and condition and method of calculation of AMC cost:** The contract will be awarded initially upto March 2023 from the date of issuing of work order and it may be extended at the discretion of

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the Office.

- xv) **Performance Bank Guarantee:** The selected bidder will be required to furnish a Performance Guarantee of 10% of work value by way of Bank Guarantee drawn on Nationalized Bank within 7 days of receipt of the letter of intent. Performance Bank Guarantee should be valid up to 90 days beyond the date of completion of Contract Period.
- xvi) **Force Majeure Clause:**
- a. Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract) if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and any other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
 - b. In such circumstances the time stipulated for the performance of an obligation under the present contract may be extended accordingly for completion of works.
 - c. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (ten) days from the moment of their beginning.
 - d. Certificate from Chambers of Commerce (Commerce and Industry) or other competent authority shall be a sufficient proof of commencement and cessation of the above circumstances.
 - e. If the impossibility of complete or partial performance of an obligation lasts for more than one month's either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 1 (one) month to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.
- xvii) **Evaluation Criteria- The broad guidelines for evaluation of bids will be as follows:** Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the tender, both technically and commercially.
- a. The Technical bids forwarded by the bidders will be evaluated by the office with reference to the eligibility criteria mentioned in the tender. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation. The price bid(s) of the technically unsuccessful bidder(s) will be kept unopened.
 - b. The bidder will be decided upon the lowest acceptable price quoted by the particular bidder as per the Price Format. All taxes and duties quoted by the bidders will be taken into account. The ultimate cost to the office would be the deciding factor for ranking of bids.
 - c. However, the office shall offer to negotiate for change of rate of item(s) as per any other bidder found to be lower than L1.

Terms and Conditions:

- i) **Preventive Maintenance:** The firm/ company shall carry out preventive maintenance regularly and shall plan the activities, as per schedule of quantities, in such a manner that maintenance is

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carried out for each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment and get signed by Administrative Cell.

The firm/ company shall carry out replacement of all spare parts, any electrical work related to Air Conditioners, oiling, cleaning and repairing of compressor and water motor, gas charging, arrangement of ladder for outside work etc. The office will not provide any kind of equipment, electrician etc.

- ii) **Penalty:** The following penalty clauses shall be in force during the contract period with the vendor.
- a. If the firm does not attend to the complaint within 24 (twenty four) hours from the time of registration of the complaints, a penalty @3% of the value of bill submitted for the period.
 - b. In case of requirement of replacement of any spare parts of any equipment, the same should be replaced within 3 days (even if the 3rd day falls on holiday) and in case of Compressor, Motor, Fan etc, same should be replaced/ repair within 7(seven) days (even the 7th day falls on holiday). Penalty shall be levied @2% of the value of AMC charges for that equipment for each day in case of delay in the replacement of the parts.
- iii) **Forfeiture of PBG:** Non-compliance of the contract provisions shall make the successful bidder liable to be disqualified to participate in any tender floated by this Office. The Performance Security submitted by the bidder shall be forfeited in the event of non-completion of AMC Order.
- iv) **Payment Terms:** No advance payment will be made to the firm/ company in any case. Payment shall be made pro-rata on quarterly basis at the end of each quarter after certification of satisfactory work by the Administrative Team of State NRC Office. Bills to be submitted in triplicate along with necessary supporting.

SECTION 4

ELIGIBILITY CONDITIONS

Sl. no.	Eligibility conditions	Documentary proof
1.	The bidder must have at least 3 (three) years of experience of providing similar services to any Government/ PSUs/ Reputed private organizations etc.	Copies of Work Orders to be submitted in chronological manner (beginning from the latest).
2.	The bidder must have turnover of Rs. 500000/- (five lakhs) per year in last three financial years.	CA certificate to be enclosed as a supporting document.
3.	Submission of Bid Security/Earnest Money	Bid Security/Earnest Money of Rs.20,000/- (Rupees twenty thousand) only in the form of Demand Draft issued by Nationalized Bank of India in favour of 'The Secretary, Home and Political Department, Dispur, Guwahati- 781006, Assam' payable at Guwahati with a validity period of 90 days from the date of issue of Tender Document.
4.	Should have HO/RO/Branch office in Guwahati.	Document proving establishment in Guwahati.

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9.	Registration Certificate as per existing norms	Attested copy of registration certificate.
10.	10.1 GST Registration Certificate 10.2 Trade License 10.3 Income Clearance. 10.4 Dealership Certificate (wherever applicable)	Attested copies of the up to date certificates including up to date GST clearance certificate needs to be submitted along with the bid.
11.	Should have a valid PAN issued by the Income Tax Office.	Attested copy of PAN.
13.	Tender Fee (Non-refundable)	Bid document fee of Rs. 500/- (Rupees Five Hundred) only in the form of Demand Draft drawn from nationalized bank.
14.	Signature & Seal	The Tender Document shall be signed by the Proposer in all the pages with official seal. The pages of the Tender Bid should be arranged chronologically as per the information sought.
15.	Dealership/Authorization Certificate.	Dealership/Authorization Certificate from the manufacturer if not a manufacturer.
16	Blacklisted	The firm should give an undertaking that it has not been blacklisted by any organization, Govt./Pvt./PSUs in the letter head.
17	Last three years (Profit & Loss)	Audited Balance Sheet along with annual turnover statement needs to be submitted
16.	Other	Any other information which may be useful in the process of evaluation.

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SECTION 5

FINANCIAL BID

The price quoted against an item shall be considered as the cost of AMC for one year

Sl. No.	Item Description	Make/Model	Quantity (in numbers)	Unit Price (excluding GST)	GST	Unit Price (Including GST)	Total Price (Including GST)
1	Split AC	2 ton Hiwall Carrier	13				
2	Split AC	1 ton Hiwall Carrier	6				
3	Split AC	1.5 ton Hiwall Carrier	4				
4	Tower AC	2.5 ton Tower Blue Star	1				
5	Tower AC	3.0 ton Tower Voltas AC	2				
TOTAL			26				

-----End of Tender Document-----