

F.No.4/1/2013-Genl./904
Government of India
Ministry of Commerce and Industry
Directorate General of Foreign Trade
Udyog Bhavan, New Delhi

New Delhi, the 11th March, 2013

Tender Notice

Sub: Annual Maintenance/repairing of Air Conditioners (Window/Split), Voltage Stabilizers and Water coolers belonging to Office of DGFT(Hqr.).

Sealed quotations are invited from reputed/registered firms for the award of Annual Maintenance Contract for the maintenance/repair of Air Conditioners(Window & Split), Voltage Stabiliser and Drinking Water Coolers installed in DGFT(Hqr.) located at Udyog Bhawan on the terms and conditions enumerated in the following paragraphs. Only reputed firms having adequate experience of 8-10 years in the field with Govt. Departments/Public Sector undertakings are requested to submit their rates in the attached proforma duly completed and signed. The prospective firms also furnish a copy of PAN, EPF & ESIC registration number, Service Tax & VAT registration and Experience Certificate from at least 5-10 Govt. Ministries/Department with their quotations.

2. Completed Tender documents should be in a sealed cover superscribed with "Quotation for Annual Maintenance/repairing of Air Conditioners (Window/Split), Voltage Stabilizers and Water coolers for Technical bidding'. The other sealed envelop containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted super scribed with "Quotation for Annual Maintenance/repairing of Air Conditioners (Window/Split), Voltage Stabilizers and Water coolers for Financial bidding". Thereafter, both the envelops may be placed in a third sealed cover superscribed with "Quotation for Annual Maintenance/repairing of Air Conditioners (Window/Split), Voltage Stabilizers and Water coolers" addressed to FTDO, General, Room No. 202, Udyog Bhawan, New Delhi-110011 by 3.00 P.M on 25th March, 2013 along with **earnest money of Rs. 20,000/-(Rupees Twenty thousand)** in the form of Demand Draft in favour of CPAO(DGFT), New Delhi. Earnest money will be refunded to the concerned bidders after finalization of AMC. The technical and financial quotations will be opened on the same date at 3.30 P.M. **The technical bid and financial bid will be as per Annexure-I and Annexure II.** The successful bidder will have to deposit a **security amount equal to 5% of value of the contract** within 15 days of awarding of contract which shall be refunded within 60 days of completion of the job.

3. All the tenderers are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending their quotations, as no change or violation of the aforesaid terms and conditions are permissible once the quotation is accepted by this Department.

Haritkumar
11.3.13

(Harit Kumar Shakya)
Foreign Trade Development Officer
Tel. No. :23063451
Email address: haritk.shakya@nic.in

Copy to:-

1. FTDO(EDI), with the request to place the aforesaid Notice on the website of the DGFT for wider publicity.
2. CPP Portal to publish Tender Notice.

Terms and conditions of the contract :-

- (i) Period: The successful firm will be required to start working immediately after award of the contract. The Department shall, however, has the right to terminate the contract at any time without assigning any reason thereof.
- (ii) The firm shall have to attend all complaints filed electronically on receipt of such information from the users with the prior approval of General Section. The services shall be provided on regular basis during office hours and in case of emergency beyond office hours or on holidays etc.
- (iii) The firm will be required to undertake maintenance of equipments at our office located at H & G wing of Udyog Bhavan, New Delhi.
- (iv) The existing numbers of Air Conditioners (Window/Split) and Water Coolers mentioned above may change during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted proportionately from the payment due to the contractor.
- (v) Payment will be released on Quarterly basis through Electronic Clearing System (ECS).
- (vi) No increase in amount shall be considered at all during the currency of the AMC. No other charges like transportation fare etc. will be payable.
- (vii) Conditional tender will not be entertained. Similarly, quotations received after stipulated date and time will also not be considered under any circumstances.
- (viii) The terms "Maintenance" shall include oiling, cleaning, greasing, servicing and repair of motor/compressor, electrical parts, air filters and gas charging during the currency of the contract at the exclusive risk, responsibility and the cost of contractor.
- (ix) They shall be required to inspect all the Air-conditioners and put these into operation immediately failing which the contract may be cancelled without assigning any reasons and the security money deposited by the contractor shall be forfeited.

- (x) For regular and proper maintenance of the air conditioners, water coolers etc., and for attending to the complaints received from General Section or officers, it shall be obligatory on the part of the firm to depute sufficient number of qualified mechanics (minimum two) on all working days from 9.30 A.M to 6.00 P.M throughout the currency of the contract. In case of emergency, the complaints would also be required to be attended to on holidays.
- (xi) As far as possible, the repair work shall be carried out in the premises i.e. in Udyog Bhavan. Only such repairs which are not possible to be undertaken in the premises of the DGFT may be allowed to be done in the workshop of the firm with prior approval. In no case, an air conditioner, or part thereof, shall be taken out of the premises without formal written permission of this Department. No transportation charges will be paid on this account. The Air Conditioners or part thereof, taken to the workshop will have to be brought back within two days, failing which the cost of the machine/part will be recovered from the firm and, if considered necessary, the contract will be terminated without further notice.
- (xii) The contractor shall be responsible for smooth and satisfactory working of the air conditioners.
- (xiii) The firms are also required to prove their competence for undertaking the jobs of providing required services and shall, therefore, furnish their standing and goodwill through attested certificate/documentary proof from at least five Ministries/Departments. The firm shall also indicate their registration number, Income Tax Number and PAN Number, EPF & ESIC registration number. The firm should have at least annual turnover of Rs. 20/- Lakhs.
- (xiv) The security deposit shall be in the form of fixed deposit on any of the scheduled bank & pledged in favour of the Accounts Officer, DGFT. The security deposit will be refunded only after the completion of the contract subject to satisfactory service/performance during the period of the contract. The security deposit will be forfeited if during the period of contract, the services of the firm are found to be unsatisfactory.
- (xv) The rate may be quoted as per Annexure-I. Taxes (VAT, Service Tax) if any, may be specifically and separately indicated in the quotation.
- (xvi) The firm will depute at least two engineers having 4-5 years working experience in the field on all working days from 9.30 A.M. to 6.00 P.M. The firm is also required to provided with mobile phones to ensure their availability. Amount will be deducted if any service engineer remains absent/on leave without providing of substitute.
- (xvii) If any AC/accessory is not repaired within two days, the firm will provide a stand by AC/accessory. If, however, the firm fails to repair or provide a stand by PC/accessory within 2 days, then a penalty of Rs. 200/-(Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time the PC/accessories are repaired.

- (xviii) The necessary support for maintaining VIRUS free computer environment in the Dept. and help in upgrading the Software's/ Virus Detection mechanism would be provided by the firm.
- (xix) It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Directorate, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Directorate on maintenance of machine for the balance period of contract through alternative means.
- (xx) The above act of backing out would automatically debar the firm from any future dealing with this Directorate & the EMD amount would also be forfeited.
- (xxi) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
- (xxii) The contract is not transferable.

PROFORMA FOR TECHNICAL BID

To,

The Deputy Director General of Foreign Trade
Directorate General Of Foreign Trade
Room No-202, Udyog Bhawan
New Delhi-110011

Sub:- Annual Maintenance/repairing of Air Conditioners (Window/Split), Voltage Stabilizers and Water coolers belonging to Office of DGFT(Hqr.).

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General Of Foreign Trade letter No. 4/1/2013-Gen/ dated 11th March, 2013. The information regarding technical details as desired is as per following details:-

1. Name of tendering Company/Firm/Agency : _____
2. Name of Proprietor/Director of Company/Firm Agency. : _____
3. Full Address of Reg. Office : _____
Telephone No : _____
Fax No. : _____
Email Address : _____
4. The details of the PAN, Service tax number and other Statutory Registration.(Attached Copy) : _____
5. Name of the organizations with similar contract : _____
(Copies of contracts & Satisfactory certificates from concerned Departments/PSUs etc. is to be enclosed)
6. EMD details (Amount, Name of the Bank, Branch: _____
DD date and No. etc.)

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, through fraudulent means/concealment of information.

(Signature of Authorised Signature)

Name of the bidder:

Complete Address:

Address(Work), If any,

Contact Nos.

PROFORMA FOR FINANCIAL BID

To

The Deputy Director General of Foreign Trade
Directorate General Of Foreign Trade
Room No-202, Udyog Bhawan
New Delhi-110011

Subject- Annual Maintenance/repairing of Air Conditioners (Window/Split), Voltage Stabilizers and Water coolers belonging to Office of DGFT(Hqr.).

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General Of Foreign Trade letter No. 4/1/2013-Genl/ dated 11th March, 2013. The information regarding financial details as desired is as per following details:-

Sl. No.	Items	Rate
1.	Maintenance charges (rate per AC/Water cooler including Oiling, Chemical washing and General Service) (a) Window type (b) Split Type (c) Water Cooler (d) Voltage Stabiliser	
2.	Replacement of Components with new ones (where applicable)	
(a)	Compressor	
	(i)1.5 Ton AC (a) Window type (b) Split Type (c) Water Cooler	
	(ii)2 Ton AC (a) Window type (b) Split Type (c) Water Cooler	

	Buy back of old compressor (a) Window type (b) Split Type (c) Water Cooler	
(b)	Running capacitor (a) Window type (b) Split Type (c) Water Cooler	
(c)	Fan Motor	
	(i) Rewinding (a) Window type (b) Split Type (c) Water Cooler	
	(ii) Replacement (a) Window type (b) Split Type (c) Water Cooler	
	Buy back of old motor (a) Window type (b) Split Type (c) Water Cooler	
(d)	Grill (a) Window type (b) Split Type (c) Water Cooler	
(e)	Chasis (a) Window type (b) Split Type (c) Water Cooler	
(f)	Remote of Split AC	
	(ii) Repair (a) Window type (b) Split Type (c) Water Cooler	
	(iii) Replacement (a) Window type (b) Split Type (c) Water Cooler	

(g)	Refrigeration pipe-Rate (per mtr.) (a) Window type (b) Split Type (c) Water Cooler	
(h)	Replay (a) Window type (b) Split Type (c) Water Cooler	
(i)	Thermostat (a) Window type (b) Split Type (c) Water Cooler	
(j)	Drain pipe (per mtr.) (a) Window type (b) Split Type (c) Water Cooler	
(k)	Compressor oil (a) Window type (b) Split Type (c) Water Cooler	
(l)	Flushing, Vaccum & pressure the system & brazing pipe without unit and indoor unit (a) Window type (b) Split Type (c) Water Cooler	
(m)	Rubber gasket (a) Window type (b) Split Type (c) Water Cooler	
(n)	AC plug/iron clad (a) Window type (b) Split Type (c) Water Cooler	
(o)	Air Filter (a) Window type (b) Split Type (c) Water Cooler	
(p)	Valve	

	(a) Window type (b) Split Type (c) Water Cooler	
(q)	Wire (per mtr.) (a) Window type (b) Split Type (c) Water Cooler	
3.	Gas charging (a) Window type (b) Split Type (c) Water Cooler	
4.	Installation charges (a) Window type (b) Split Type (c) Water Cooler	
5.	De-installation charges (a) Window type (b) Split Type (c) Water Cooler	

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorised Signature)

Name of the bidder:

Complete Address:

Address(Work), If any,

Contact Nos.