



सत्यमेव जयते
भारत सरकार

GOVERNMENT OF INDIA

काजू और कोको विकास निदेशालय

DIRECTORATE OF CASHEWNUIT AND COCOA DEVELOPMENT

कृषि एवं किसान कल्याण मंत्रालय Ministry of Agri. & Farmers Welfare
कृषि, सहकारिता एवं किसान कल्याण विभाग -Dept. of Agri. Co-operation & Farmers Welfare
केरा भवन, कोच्ची - 682 011, केरल Kera Bhavan, Kochi - 682 011, Kerala.

प.सं. F. No.

ES.10/A05/2020-21

दिनांक Date : 27/07/2020

NOTICE INVITING QUOTATIONS (NIQ)

The Directorate of Cashewnut and Cocoa Development, Kochi – a subordinate office under the Union Ministry of Agriculture & Farmers Welfare (Department of Agri., Co-opn. & Farmers Welfare), Government of India, Kochi invites sealed quotations from reputed service providers/vendors for providing comprehensive annual maintenance for Air conditioners installed in its office located at 8th Floor, Kera Bhavan, SRV School Road, Kochi, Kerala.

I. Eligibility Criteria

The firm should be an experienced service provider having good track record and client satisfaction in undertaking similar job. The firm may attach list of Purchase Order/Work Order where the similar type of work etc. of reputed organizations executed during the last three years. The firm may provide their details in **Annexure-I** format duly filled up and complete in all respect attaching self-attested/certified copies of documents in support of their claim.

The bidder should give self-declaration certificate for acceptance of all terms and conditions of tender document in **Annexure-II**.

The firm should be an Indian Company. The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted as per **Annexure-III**.

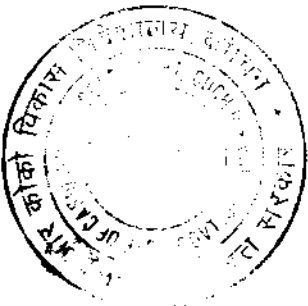
Contd/2



II. Terms and Conditions

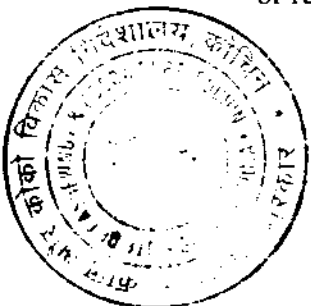
1. The Service Provider must be an ISO certified company for providing maintenance contract for Air conditioners.
2. The Service provider, if required, may depute/engage a suitable team to visit the site before submitting the bid to fully understand the job and ascertain the difficulties that may be encountered during execution of the work. The sites visits shall be entirely at service provider's own cost and expense, during any working days.
3. The Service provider should be in the business of maintenance of Air Conditioners at least for a period of three years.
4. The Comprehensive Annual Service Agreement is effective from the date of signing the agreement and will remain valid for a period of one year in respect of items as described in **Annexure IV**.
5. The Service provider would replace all manufacturer or compatible parts for all breakdown calls, if necessary.
6. The prospective service providers/vendors will have the opportunity to visit the site during any working days and inspect all the products for their health conditions, and can note down the model, serial number and make of products that would be covered under the AMC.
7. The vendor will take final inventory at the beginning of contract for AMC products and based on the inventory list final AMC value would be decided.
8. At the time of commencement of Service Agreement the equipment covered under the contract should be in working condition. If not, the service provider/vendor is liable to repair it at extra cost.

Contd/3



9. The service provider/vendor has to provide Preventive Maintenance and Break down Maintenance Calls. They have to provide at least two preventive maintenance in a period of one year at an interval of six months.
10. The service provider/vendor shall have to ensure availability of suitable instruments/tools for their Service Engineer to examine and repair the Air Conditioners.
11. The preventive maintenance (overhauling) shall cover the details given below:-
- (i) Acid cleaning of condensers and cooling coil fins repair of fins
 - (ii) Water cleaning of entire body.
 - (iii) Checking / Tightening of all screws, fasteners.
 - (iv) Checking all the electrical parts and wiring and repair of such parts. Oiling of all the moving parts.
 - (v) Checking the play (gap) of condenser motor and if required. refurbishing /replacing defective worn out parts.
 - (vi) Checking cooling effect and if it is found that gas is less the same has to be topped up.
 - (vii) Cleaning / replacing of filters.
 - (viii) Servicing of remote control and microprocessor controls.
 - (ix) Repair of damaged insulation of refrigeration piping of split units, on account of routing service/repair.
 - (x) Any other requirement as per the specific scope of service provided by the Buyer.
 - (xi) Apart from the overhauling, timely routing services (dry and wet) are also to be carried out for cleaning filters, dust cleaning, checking of screws and electrical contact points/parts.
12. The Service provider shall maintain the log sheet which will include number of services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details.

Contd/4



13. The Service provider shall deploy manpower as per need and requirement of the maintenance work.
14. The Service provider shall do Periodic / Routine Maintenance as per industry standard / Maintenance manual of the Air Conditioners. The parts / components sub-assemblies used for repair / replacement by the Service Provider will be of the of same make and functional capacity as originally available in the system.
15. The Service Provider shall be responsible for the verification of new part (s) from Buyer. In case service provider notice any part is missing same is to be brought to the notice of the Buyer. Otherwise, the responsibility shall vest with the Service provider.
16. All the consumable articles / parts such as material required for cleaning of AC Unit and machinery, repairs and maintenance will be provided by the Service Provider at no extra charge to the Buyer.
17. In case of delay in attending to break down calls or non functioning of AC Units due to improper handling by the deployed technician/engineer, the service provider is liable to pay penalty.
18. After carrying out repair work required certificate regarding equipment working condition should be obtained from the buyer.
19. The Service Provider shall provide minimum warranty of 6 months for the replaced part from date of such replacement / repair.

III Response Time

20. In case no part is replaced, then such complaint must be attended within 24 hours of lodging of such complaint. However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging. In case the Air Conditioner

Contd P/5



is not get repaired, or an alternative system not supplied within the period of 7 days from the time of failure reported, then the Buyer reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider.

21. The Service provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves approximately in the premises of the Buyer's department. In case of any misconduct shall penalty shall be levied and the Service provider may be required to terminate the resource with immediate effect.
22. The Service provider shall provide proper identity cards, uniform etc. for the resources to ensure that only authorized service persons are attending to the servicing and repairing work.
23. In case resources employed by the Service provider resort to any theft/mischief, the cost of the article shall be recovered from the Service provider in addition to any other criminal action against such theft or mischief.
24. The resources used by Service provider to carry out maintenance shall be on rolls of the Service provider and shall have no claim whatsoever for any benefits from the Buyer department. Service provider shall be responsible for complying with any and all applicable rules, regulations, bye laws and other statutory obligations, in this regard.
25. The Service Provider shall have facility to enable Directorate to register complaints either through telephone or by E-mail. Proper record of the complaints shall be maintained by the Service Provider / Support Engineer / call center.

IV. Payment Terms

- (i) The AMC contract is based on Unit rate per AC per Annum (in Rs). excluding taxes/levies.

Contd P-6




- (ii) The payment will be made to AMC service provider on quarterly basis (if the services are satisfactory) on submission of bill by the vendor, alongwith certified copy of log sheet maintained, on a quarterly basis, deducting penalty amount due, if any,
- (iii) Enhancement or decrease of taxes, duties or prices of components etc., will not affect the AMC rates during the entire period of AMC and no difference shall be paid or claimed as a result of the above.

V. Penalties and Termination

The Service Provider shall be responsible for due and faithful compliance of the terms and conditions of this AMC. In case of noncompliance of Service obligations, penalty is payable. Non delivery of service in time, non-commencement of work in time, violation of existing laws and statutory requirements, committing fraud, etc. will be considered as a major default and the contract will be liable to be terminated immediately without giving any further notice.

The sealed quotations addressed to the Director, Directorate of Cashewnut and Cocoa Development, Kera Bhavan, Kochi-11 super scribed with ' AMC for Air Conditioners -2020-21' with refefence No.ES-10/A05/2021 must reach on or before 17.08.2020.


(P.A.Parameswaran)
Administrative Officer

<https://eprocure.gov.in/epublish/app>

<https://dccd.gov.in>

By postal mail to listed AMC providers

The NIQ, along with all annexures can be freely downloaded from Central Procurement portal and Directorate website.



TECHNICAL

Sl. No.	Items	Remarks
1.	Name of the Organization/Firm	
2.	Registered Postal address with name of Proprietor/Director	
3.	Tele No./Fax./Mobile No. of the organisation/firm along with details of reporting complaints :- (Phone No/E mail/Call centre No. etc)	
4.	Status of the organisation/firm <i>(Whether private/PSU/or sole Proprietor or Partnership or co-operative society/Limited Company etc)</i>	
5.	Details of PAN/TAN/GST numbers and ISO certification obtained from respective authorities <i>(documents to be attached)</i>	
6.	Whether the firm possess the requisite experience/track record <i>(Please attach details of similar work undertaken during last three years with copies of work order etc)</i>	
7.	Annual Turn over (last one year)	

(Seal and signature of the Owner/authorized representative)

ANNEXURE -II

To

The Director
Directorate of Cashewnut and Cocoa Development
Government of India,
Ministry of Agriculture and Farmers Welfare,
Kera Bhavan, Kochi-11.

Subject: Self Declaration Certificate

Reference: NIQ No. ES-10/A05/2021, dated 21.07.2020

.....

Dear Sir,

With reference to the above, I am/We are offering our competitive bids for Notice Inviting Quotations for 'AMC for Air conditioners-2020-21' of Directorate of Cashewnut and Cocoa Development . I/We hereby reconfirm and declare that/We have carefully read, understood & complied the above referred tender document including instructions, terms & conditions, specifications, schedule of quantities and all the contents stated therein.

I/We also confirm that the rates quoted by me/us are inclusive of all taxes duties etc., applicable as on date and are For DCCD, Cochin, and free delivery, loading, unloading at DCCD office located at 9th Floor, Kera Bhavan, Kochi.

Date:

Authorized Signatory

Place:

Name & Designation:

Contact No.:

Email ID:

ANNEXURE -III

CERTIFICATE

(to be provided on letter head of the firm)

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered/pending against the firm or its owner/ partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory

Place:

Name & Designation

Contact No.:

Email ID:

Annexure -IV

Details of Split Air Conditioner to be covered under Annual Service Agreement during the year 2020

SL. No	Make/Model (Mitsubishi/Amtrex)	Model and Ton	Quantity	Location	Year of Mfg
1.	Mitsubishi Split AC	MS-JP24 VF, 2.0 ton	3 Nos.	8 th floor	2018
2.	Amtrex	2.0 Ton	2 Nos.	8 th floor	N.A

