



## Institute of Infrastructure, Technology, Research And Management

(An Autonomous University established by Government of Gujarat)  
IITRAM Campus, Parishkar Campus, Near Khokhra Circle,  
Maninagar (East), Ahmedabad – 380026, Gujarat.

Phone : 079-67775430

E-mail: office@iitram.ac.in

Website: www.iitram.ac.in

No.: 2022/08

Date: 29/03/2022

### **Notice Inviting Tender (Short Notice)**

#### **Crucial Dates & Information:**

Name of Work	Annual Maintenance Contract (Non-Comprehensive) for Air Conditioners installed at IITRAM, Ahmedabad.
Tender Fee	Rs.1770/- (Including @18% GST)
EMD	Rs18000/- (Refundable)
e-Tender Issue Date	<b>29/03/2022</b>
Last Date for Online bid Submission	12/04/2022 till 17:00 hrs.
Last date for Physical bid Submission	13/04/2022 till 17:00 hrs.
Date for Opening of Technical bid	18/04/2022 at 11:00 hrs.
Date for Opening Financial bid	<b>To be announced later</b>
Tender Inviting Authority and Address	The Registrar Institute of Infrastructure, Technology, Research And Management, Near Khokhra Circle, Maninagar (East), Ahmedabad – 380026, Gujarat.

**Institute of Infrastructure, Technology, Research And Management**  
**Near Khokhra Circle, Maninagar (East), Ahmedabad – 380026**

Name of Work: Annual Maintenance Contract (Non-Comprehensive) for Air Conditioners installed at  
IITRAM, Ahmedabad

Sir/Madam,

The Institute of Infrastructure, Technology, Research And Management (IITRAM) invites quotations for Annual Maintenance Contract (Non-Comprehensive) for Air Conditioners installed at IITRAM, Ahmedabad under “two bid system in e-tender format.” Interested parties who wish to participate in this e-Tender may obtain the tender documents from IITRAM website [www.iitram.ac.in](http://www.iitram.ac.in) or from <https://education.nprocure.com>. Bidders have to submit the technical documents through RPAD, speed post or in Person till the last date and time prescribed for submission. Tender sent by other means will not be accepted in any case. EMD, Tender Fee, and other essential documents should be submitted on or before 13/04/2022 till 17:00 hrs. in the office of the IITRAM, Near Khokhara Circle, Maninagar (East), Ahmedabad-380026. Financial bid is to be submitted in electronic form only on (n)Procure site. (<https://education.nprocure.com>).

**1. ELIGIBILITY OF FIRM:**

- 1.1 The Firm should have valid license for executing maintenance work.
- 1.2 The firm should be registered with GST. Enclose a copy of the Registration No.
- 1.3 The firm should have PAN No. Enclose a copy of the PAN Card.
- 1.4 Service Centre/Workshop in Ahmedabad/Gandhinagar or in surrounding areas and an experience of maintenance of Air Conditioners of reputed brand/makes for at least last three years. Out of this minimum one year's experience in Govt. Organization, Corporate Offices or Academic Institutes is required. The experience and capability must be supported through documents.

**2. GENERAL TERMS & CONDITIONS:**

- 2.1. The contract will remain in force for a period of one year w.e.f. the date of award of contract.
- 2.2. Goods & Service Tax will be paid extra as applicable.
- 2.3. **The Contract has provision for extension of further one year with the same rates, terms and conditions only if the services of the vendor are found satisfactory during the normal period of contract.**
- 2.4. Timely execution of the maintenance is expected.
- 2.5. The quotation must be submitted in accordance with the specifications given in Annexure-I.
- 2.6. Company seal with authorized signature should be affixed on all pages of the bidding document.
- 2.7. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- 2.8. Physical bid received after the due date specified above will not be considered.

- 2.9. The IITRAM reserves the right to reject all or any of the quotation and to split up the requirements or relax any of the conditions without assigning any reason.
- 2.10. If there happens to be a holiday on any date indicated in the quotation, the transaction shall be performed on the next working day.
- 2.11. Vendor may visit at IITRAM for location and condition of Air Conditioners.
- 2.12. The replaceable parts must be standard make/quality preferably (ISI mark). Prior permission must be taken from IITRAM before replacement of any part.
- 2.13. All dismantled/replaced spare parts to be deposited with the authorized representative of IITRAM.
- 2.14. The quantity given in Annexure-I is proposed quantity. Vendor has to quote the rate for per unit. IITRAM reserves its right to increase or decrease the quantity.
- 2.15. The Contractor will be required to maintain a register detailing complaints about the AC's where in each complaint received and action taken there on shall be recorded. **The complaint register should be maintained as per Annexure - VI.** The firm must ensure that the complaints are attended to within 2 hours – if need be it must ensure attendance of one service personnel dedicated to IITRAM at all time, particularly during the period of **May to September**. Any unattended complaint is liable to be penalized Rs.100 per day.
- 2.16. The firm would attend to the complaints during the normal office hours i.e. between (9.00 AM to 5.30 P.M.) and if necessary, beyond office hours also with the approval of IITRAM. Contractor has to solve the problem on call basis as and when required.
- 2.17. If the services are not according to specification and standard laid down in the contract, the AMC would be terminated and the Security Deposit forfeited and in that case IITRAM will not accept any responsibility for any loss suffered by the Contractor.
- 2.18. The firm should ensure that all the equipment included in the contract are in working condition at all times. While minor repair should be carried out within 2 hours on the same day, for the major repairs relating to the parts like compressor, fan motor, gas charging, the maximum permissible time period will be five working days from the day of breakdown of the equipment. After five days the same will be got repaired at the risk and cost of the Contractor.
- 2.19. Any repair/replacement will be done at our site. If needed, machine may be taken at your premises with prior permission of IITRAM. The cost to and fro carting will be borne by yourself. Unit taken out of the office premises for the service at workshop shall be returned at the earliest & in any case, within a week time.
- 2.20. At the end of every quarter, bidder shall have to submit the report for every visit made. **The Job-Card should be maintained as per Annexure – V.**
- 2.21. Any liability arising on IITRAM, Ahmedabad shall be deducted from the bill of the Contractor and if the full amount is not recovered then the same shall be recovered from the Security Deposit of the Contractor. There would be no liabilities towards the workers of the Contractor by IITRAM, Ahmedabad.
- 2.22. The Contractor shall be liable to pay compensation for any loss and damage caused to the property of IITRAM or its student, staff members by the Contractor or his worker.

- 2.23. **The offer shall be valid up to 90 days from the date of opening of Technical bid.**
- 2.24. All or any Claim(s), dispute(s) or difference(s) arising out of or in with connection with this agreement shall be subject to the jurisdiction of the Courts at Ahmedabad only.

### **3. SUBMISSION OF BID:**

- 3.1 The Tender document can be downloaded from website [www.iitram.ac.in](http://www.iitram.ac.in) or from [https:// education.nprocure.com](https://education.nprocure.com). The fully filled in and complete in all respect tender must be submitted with Tender Fee in the form of Demand Draft in separate cover in favor of the “IITRAM” payable at Ahmedabad. Please mention tender number, and name of bidder on back side of DD.
- 3.2 The bidder has to submit the tender in two parts viz, (a) Technical Bid in envelop no.1 and (b) EMD in envelope No.2 both these envelopes should be sealed and put together in a covering envelope, super scribed with, Please Don’t Open, bid for “*Annual Maintenance Contract for Air Conditioners installed at IITRAM, Ahmedabad*”, due date, tender number, and complete address. The bidder has to submit duly filled Annexure-II with technical bid in hard copy.
- 3.3 The bidder has to submit financial quotation online only at [www.nProcure.com](http://www.nProcure.com) website only.
- 3.4 Technical bid shall consist of technical details. The tender form shall be submitted with this bid duly signed by the bidder.
- 3.5 **EMD:** As indicated above, it should be submitted only in form of Demand Draft in favor of the “IITRAM” payable at Ahmedabad.
- a) The EMD is refundable.
  - b) Please mention NIQ number and name of bidder on back side of DD.
  - c) Bid received without EMD will not be considered.
  - d) EMD of the unsuccessful bidders will be returned within 30 (Thirty) Working days from the date of award of work.**
  - e) EMD of the successful bidders will be returned within 30 (Thirty) working days from the date of submission of Performance Bank Guarantee.**
    - The EMD shall be forfeited;
      - i. If the bidder withdraws his bid during the validity period of the bid.
- 3.6 All parties have to pay EMD and Tender fee otherwise tender will be summarily rejected.
- 3.7 The firm has to submit following documents copy along with necessary seal, signature:
- i. Firm Registration Certificate
  - ii. GST Number
  - iii. Pan Card
  - iv. Last Three Year Income Tax Return
  - v. The firm should have work completed during last three years as per below:  
Completed three similar works costing not less than Rs. 03 Lakhs each  
OR  
Two similar works costing not less than Rs. 04 Lakhs each  
OR  
One similar works costing not less than Rs. 06 Lakhs

- vi. The firm should have experience of maintenance of Air Conditioners of reputed brand/makes for at least last three years. Out of this minimum one year's experience in Govt. Organization, Corporate Offices or Academic Institutes is required. The experience and capability must be supported through documents.

#### **4. PERFORMANCE SECURITY:**

- 4.1. The successful vendor shall be required to furnish/deposit Performance Bank Guarantee from any Nationalized Bank @5% of the total amount of the work for the duration of contract plus additional two months in favor of "IITRAM" within 30 days of the receipt of the Work Order. If the Bidder fails to comply with the above requirements within the said period, the EMD already deposited by bidder shall be applicable for forfeiture.
- 4.2. This Performance Security will be returned within 30 days after the successful completion of contract.

#### **5. SCOPE OF WORK:**

##### **A. Preventive Maintenance Services (PMS) Monthly:**

- 5.1 Cleaning of air filters, indoor unit grills & filters through air blower
- 5.2 Cleaning of the indoor unit body by wiping out the dust etc. with wet cloth
- 5.3 Cleaning of water tank and water tray with detergent every month

##### **B. Preventive Maintenance Services (PMS) Quarterly:**

- 5.4 Every machine shall be serviced at least once every quarter. A record of such services duly acknowledged by the person using the machine or in his absence, in charge of the location of the AC shall be maintained.
- 5.5 Quarterly PMS shall include at least the following services:
  - checking of motor, checking of ground connection, checking of main plug, cleaning of blower and condenser fan, cleaning of equipment, cleaning of evaporator and condenser coils, tightening of nuts and bolts, oiling and greasing of motor, checking of cooling efficiency, checking of voltage stabilizer, checking of exhaust fan and associated panel and switches and providing protective coat of paint on all ACs (complete on the full body and vital parts) once in a year etc.

#### **6. EVALUATION OF QUOTATION:**

IITRAM will evaluate & compare the quotation determined to be substantially responsive i.e. which are properly signed and confirmed with the terms & conditions and specifications.

The evaluation will be done based on the following parameters:

- **Total Price quoted Online as per Annexure-III**

## **7. AWARD OF CONTRACT:**

IITRAM will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest quotation.

- 7.1 Notwithstanding the above, IITRAM reserves the right to accept or reject any quotation and to cancel the bidding process and reject all quotations at any time prior to the award of contract without giving any reason.
- 7.2 The bidder whose bid is accepted will be notified about the award of contract by the IITRAM prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the Work Order.

## **8. TERMS OF PAYMENT:**

- 8.1 Payment will be made on quarterly basis after completion of the quarter.
- 8.2 Payment shall be made upon submission of following documents:
  - i. Supplier's Invoice
  - ii. Copy of the "Maintenance Cards" signed by the user & countersigned by the person in charge of the section/subsection of the Institute.

### **Address for Physical Bid Submission:**

The In Charge Registrar,  
Institute of Infrastructure, Technology, Research And Management,  
Near Khokhra Circle, Maninagar (East), Ahmedabad – 380026.

**I/c. Registrar**

**(Schedule of Quantity)**

The tentative quantity of various Air Conditioners is as under: -

<b>Sr. No.</b>	<b>Particulars</b>	<b>Unit</b>	<b>Qty.</b>
1.	Air Conditioner – 1.0 Ton, Split type (Make: Voltas)	Nos.	01
2.	Air Conditioner – 1.5 Ton, Split type (Make: Voltas)	Nos.	92
3.	Air Conditioner – 2.0 Ton, Split type (Make: Voltas)	Nos.	20
4.	Air Conditioner – 1.5 Ton, Split type (Make: LG)	Nos.	44
5.	Air Conditioner – 4.0 Ton, Cassette type (Make: Microcool)	Nos.	44
6.	Air Conditioner – 1.5 Ton, Split type (Make: Electrolux)	Nos.	41
7.	Air Conditioner – 1.0 Ton, Split type (Make: Panasonic)	Nos.	12
8.	Air Conditioner – 1.5 Ton, Split type (Make: Panasonic)	Nos.	02
9.	Air Conditioner – 2.0 Ton, Split type (Make: Panasonic)	Nos.	13
10.	Air Conditioner – 4.0 Ton, Cassette type (Make: Panasonic)	Nos.	01

## FORMAT FOR SUBMISSION OF COMPANY DETAILS (DATA SHEET)

Sr. No.	Particulars	Details to be filled by the Firm
1	Name of the Company	
2	Registered Office Address Telephone Number Fax Number e-Mail	
3	Correspondence Address Telephone Number Fax Number e-Mail	
4	Details of the authorized person (Name, designation, address) Telephone Number Fax Number e-Mail	
5	Is the firm - <ul style="list-style-type: none"> <li>• Government/ Public Sector Undertaking</li> <li>• Proprietary Firm</li> <li>• Partnership firm (if yes, give partnership deed)</li> <li>• Limited company or Limited Corporation</li> <li>• Member of a group of companies (if yes, give name and address and description of other companies)</li> <li>• Subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project.</li> </ul>	
6	Goods & Service Tax Number (GST):	
7	Permanent Account Number (PAN) of the firm.	

Signature &amp; Company Seal



## (Format of Quotation)

(To be submitted online only at n-Procure Website)

Sr. No.	Particulars	Unit	Qty.	Rate	Amount (INR)
A	B	C	D	E	F=(D*E)
1	Air Conditioner – 1.0 Ton, Split type (Make: Voltas)	Nos.	01		
2	Air Conditioner – 1.5 Ton, Split type (Make: Voltas)	Nos.	92		
3	Air Conditioner – 2.0 Ton, Split type (Make: Voltas)	Nos.	20		
4	Air Conditioner – 1.5 Ton, Split type (Make: LG)	Nos.	44		
5	Air Conditioner – 4.0 Ton, Cassette type (Make: Microcool)	Nos.	44		
6	Air Conditioner – 1.5 Ton, Split type (Make: Electrolux)	Nos.	41		
7	Air Conditioner – 1.0 Ton, Split type (Make: Panasonic)	Nos.	12		
8	Air Conditioner – 1.5 Ton, Split type (Make: Panasonic)	Nos.	02		
9	Air Conditioner – 2.0 Ton, Split type (Make: Panasonic)	Nos.	13		
10	Air Conditioner – 4.0 Ton, Cassette type (Make: Panasonic)	Nos.	01		
<b>Total Amount</b>					
<b>Goods &amp; Service Tax will be paid extra - as applicable</b>					

**(To be printed on Firm's Letterhead)**

**Annexure - IV**

**UNDERTAKING**

I, \_\_\_\_\_ hereby declare that the Firm/ Company/ Agency/ Organization/ Partnership firm/ Proprietary firm titled as \_\_\_\_\_ has not been blacklisted or banned or debarred at any stage from inception till this date by any of the NITs/ IITs/ IIITs/ Central Universities/ IISERs/ CSIR labs or Central/ State Government body/ PSUs/ Autonomous Institute or any Other Government organization. In case of the any fraudulency, the Firm/ Company/ Agency/ Organization/ Partnership firm/ Proprietary firm is fully aware that the tender/contract will be rejected/cancelled by IITRAM and EMD / Performance Bank Guarantee / any deposited amount if any shall be forfeited. In addition to above, IITRAM will not be responsible to pay the bills for any completed/partially completed work.

***Authorized Signatory of the Firm /  
Company / Agency / Organization /  
Partnership firm / Proprietary firm***

**Date:**

**Place:**

**Seal**