



**MMTC Limited: Regional Office: Bhubaneswar-75100**

**TENDER NO. MMTC/BBSR/ADMN/AMC(ACs)/2018**

**Dt. 05/07/2018**

**Sub.: Comprehensive Annual Maintenance Contract for Air-Conditioners – Split type & Window type in MMTC Limited , Regional Office,7th Floor, Alok Bharati Complex, Sahid Nagar, Bhubaneswar-751007, Odisha.**

Sir,

MMTC Limited, Regional Office, Bhubaneswar intends to award a Comprehensive Annual Maintenance Contract (CAMC) for Air-Conditioners – Split Type & Window type for the period of one year to a reputed firm having adequate experience in the maintenance of Air Conditioners in Government Ministries/Departments /Organizations and having qualified AC mechanics/ technicians on its roll.

2. The tender duly filled in as per the Annexure may be sent in sealed covers prominently marked as "Comprehensive Annual Maintenance Contract for Air Conditioners". Tender may be dropped in the tender box placed on 7th floor, Regional Office, (at reception) of MMTC Limited by 2.00 P.M. on or before **26<sup>th</sup> July, 2018**. The tenders will be opened on **26<sup>th</sup> July, 2018** at 3.30 P.M. in the presence of the representatives of the tenderers or their authorized representative in the MMTC's Conference Hall, 4<sup>th</sup> Floor, Alok BHarati Complex, Sahid Nagar, Bhubaneswar-751007, Odisha.

Deputy General Manager(ADMN)  
MMTC Limited, Regional Office, Bhubaneswar-751007

## **Eligibility Criteria, Terms & Conditions of Comprehensive Annual Maintenance Contract (ACs): -**

### **Eligibility Criteria**

- Only those parties are eligible to submit their rates who have minimum three years experience of maintaining Air-Conditioners in Government Departments/PSUs. Documentary proof may be attached.
- The contractor should have 3 years of experience of carrying out Annual Maintenance Contract of similar type of Air-conditioners in Govt./Autonomous organization for value not less than `1.5 lakh. Attach copies of the work order/ agreement from the clients, may be attached.
- The Agency should be registered with GST. Enclose a copy of the Registration Number.
- The Agency should have PAN No. Enclose a copy of the PAN Card.

## **Terms & Conditions**

1. The contract will remain in force for a period of one year w.e.f. the date of award of contract.
2. During the entire period of the contract no request for increase in the rates on any account would be entertained and the performance would be reviewed from time to time to ensure that it is up to the entire satisfaction of MMTC LIMITED.
3. The total number of Air-Conditioners is 28 including 8 Split ACs (1.5/2.0 ton) with 37 Voltage Stabilizers and 20 Window A.C. Units (1.5/2.0 ton) with 03 Stabilizers (03 Phase).
4. The Air Conditioners are to be taken over for Comprehensive Maintenance on **"as is where is basis"** and the same can be inspected by the prospective bidders on any working day between 3.00 P.M. to 4.00 P.M. from **10<sup>th</sup> July, 2018** to **20<sup>th</sup> July, 2018**. The inspection shall be arranged through the Manager (Admn.) of MMTC Limited.
5. 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 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 MMTC LIMITED at all time, particularly during the period of May to September.
6. 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 MMTC LIMITED. If required, the services for technicians shall also be made available on Sunday/ Holidays without any extra payment.
7. The firm shall ensure that no damage is caused to the equipment/ Govt. building in the performance of service. Any loss suffered therein will be made good by the Contractor.
8. The firm would be required to replace or repair all the spares and material needed to keep the units in working order such as compressor, fan motors and electrical component like starting capacitor, running capacitor, overload relay, gas charging, wires, plugs, cleaning of AC grills, repair of grill dumper, repair/replacement of AC grill, remote of AC and AC filters etc. without any extra cost. The contractor would keep essential stock of spares of standard quality original make preferably (ISI mark) at site for replacement of defective/worn out parts expeditiously. No extra payment for replacement/ repair of all electrical parts including compressor and fan motor shall be paid by MMTC LIMITED.

9. The contractor shall get the failed/ defective compressor of AC's repaired/ replaced from the authorized dealer/manufacturer and shall be accompanied by a certificate from the original compressor manufacturer to the effect that the said compressor has MMTC Limited repaired/ replaced at the authorized service centre. Warranty not less than 12 months on all such replacement shall be provided.
10. There are about 8 Split Air-Conditioners installed in the rooms of senior officers, computer rooms and 20 window Units are installed for common area of MMTC LIMITED (7<sup>th</sup> Floor, Alok Bharati Comp[lex]). All the AC's run on cooling.
11. The contractor shall replace the plastic/ rubber/stainless steel/GI components whenever these are damaged by replacing with original components only. Any suitable part of the usage of sealing material & metal paste are not acceptable.
12. The contractor shall hand over the entire equipments in working condition to the department/successive contractor after completion of the CAMC.
13. No extra payment will be made for shifting of ACs from one location to another within the premises whenever so required.
14. If the services are not according to specification and standard laid down in the contract, the CAMC would be terminated and the Security Deposit forfeited and in that case MMTC LIMITED will not accept any responsibility for any loss suffered by the contractor.
15. The firm should ensure that all the equipments 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.
16. The firm should provide at least four routine services in a year at regular intervals, such as checking of motor, checking of ground connection, checking of main plug, cleaning of blower and condenser fan, cleaning of air filter, 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, cleaning of water tank and water tray with detergent every month, 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.
17. For unsatisfactory performance/non performance of the unit, deduction @ 3% of the annual contract amount per unit per day for the days the machine

Remains down beyond the permissible period specified above will be made from the contractor's bill.

18. In case of any dispute relating to this CAMC that may arise during or after the execution of the contract, matter shall be referred to GM, MMTC LIMITED for arbitration and his decision shall be final.
19. No claim on account of GST or any other tax or the material used for executing of the work awarded under this contract will be entertained by the Authority and all such taxes should be paid by the firm itself.
20. The firm shall furnish bank demand draft equal to 10% of the AMC amount drawn on any Nationalized Bank as Security Deposit within seven days of issue of letter of award .The DRAFT should be made in favour of MMTC Limited payable at Bhubaneswar.
21. The demand draft of Security Deposit will be released at the request of the firm only after handing over of all machines in working condition to the Department.
22. MMTC LIMITED reserves the right to reject or to accept any quotation, whole or in part, without assigning any reason thereof.
23. Policies shall be part of this tender :
  - a) MMTC's Policy for Holiday listing of an agency mutatis mutandis applies.
  - b) Fraud Prevention Policy of MMTC which is available MMTC's website at [mmtclimited.com](http://mmtclimited.com).
  - c) Public Procurement Policy for Micro and Small Enterprises (MSEs) order,2012 dated 23rd March 2012 issued by Ministry of Micro, Small and Medium Enterprises Office of Development Commissioner(MSME) shall also be part of this tender and agreement subsequently.

24. Arbitration :

MMTC and the selected agency will make every effort to resolve amicably by direct negotiation, any disagreement or dispute arising between them under or in connection with the work assigned. In case of their failure to resolve, the matter will be referred to General Manager, MMTC, Regional Office, and Bhubaneswar whose decision will be final and binding on both the parties. The arbitration proceedings if any shall be held in Bhubaneswar.

25.

25. Legal Jurisdiction :

All legal disputes are subject to the jurisdiction on Bhubaneswar courts only.

Yours faithfully,  
Deputy General Manager (ADMN)

QUOTATION FORM

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR AIR-CONDITIONERS – SPLIT TYPE & Window TYPE IN MMTC LIMITED, REGIONAL OFFICE, BHUBANESWAR FOR THE YEAR 2018-19**

1. Name of the tenderer (in Block letter) \_\_\_\_\_

2. Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Telephone No. \_\_\_\_\_

4. Registration No. of the firm (Please enclose the copy of registration) \_\_\_\_\_

5. GST NO \_\_\_\_\_

6. PAN No. \_\_\_\_\_

7. Experience in maintenance of AC (Name of Deptt./Org./Period/No of ACs in Govt. Deptt./Organizations where contract for ACs was maintained by the firm

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

8. Rates for Comprehensive Annual Maintenance Contract (CAMC) for one year from the date of award of contract are:-

(i) Split ACs (1.5/2.0 ton)	8 Nos.	` _____
(ii) Voltage Stabilizers 4 KVA	37 Nos.	` _____
(iii) Windowble AC Unit (8.5 ton each)	20 Nos.	` _____
(iv) Three Phase Voltage Stabilizers	03 Nos.	` _____
	<b>Taxes, if any</b>	` _____
	<b>Sub Total</b>	` _____

9. I/We hereby declare and affirm that I/We have read and understood the terms and conditions of the contract as stipulated in the tender notice No. MMTC/BBSR/ADMN/AMC(ACs)/2018 13th June, 2018.

10. I/We hereby undertake that we shall make good any loss/damage caused to AC unit or any other property of the Government through our negligence. I/We also undertake that the decision of the MMTC LIMITED in this regard as well as the matter of dispute arising due to the provision of this contract shall be final and binding on us. I/We undertake not to make any representation against the decision of the MMTC LIMITED.

Signature\_\_\_\_\_

Name\_\_\_\_\_ (in block letter)

Official Seal of the firm



