



Government of India
Ministry of Finance, Department of Revenue
Office of the Assistant Commissioner of Customs
Guwahati Division, Christian Basti, Nilamoni Phukan Path,
P.O: Guwahati-781005, Assam
☎ 0361- 2340511, 2340703, 2340510 Fax: 2341510, 2341509

C. No. I(7)2/ADM/Air Conditioner/PRO/Cus-Ghy/10/

Date :

NOTICE INVITING QUOTATION

Sealed quotations are invited from reputed experienced firms/concerns for undertaking comprehensive Annual Maintenance Contract (A.M.C.) for servicing, repair and maintenance of Air Conditioners installed at the Customs Divisional Office, Nilamoni Phukan Path, Guwahati-781005 for a period from **01.05.2017 to 31.04.2018**.

1. TENDERING PROCESS:

The tender is invited in two parts i.e. **(1) Technical / Qualifying Bid** and **(2) Financial Bid**.

The tender form for Technical/qualifying bid prescribed in Annexure-1 and the tender form for the Financial bid prescribed in Annexure II of this notice are to be sealed in two separate envelopes superimposed with words "TECHNICAL BID" and "FINANCIAL BID" respectively. These two sealed envelopes with desired enclosures should then be placed and sealed in a bigger envelop having superimposed with words "**QUOTATION FOR AMC OF SERVICING, REPAIRS AND MAINTENANCE OF AIRCONDITIONERS AT NEW CUSTOM HOUSE- 2017-18**". Thereafter the sealed envelope shall be submitted at the Customs Divisional Office, Nilamoni Phukan Path, Guwahati 781005 on or before **24.04.2017 (1300 hrs)**. Late submission of tenders shall not be accepted.

The contractor shall submit Financial Bid in the prescribed format as laid down in Annexure II. The contractor shall mention his quotation for contract work in the form of rate (in Indian rupees to be mentioned in figures and words separately) per unit per year. The quoted rate shall include all the taxes and all other liabilities.

The sealed tenders will be opened on **24.04.2017 at 1400 hrs** by the Tender Committee in the presence of contractors/representatives at the Customs Divisional office Guwahati for scrutiny of Technical/qualifying Bids. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the tender committee to shortlist the eligible bidders. Thereafter, **the financial bids of the short listed bidders shall be opened by the Tender Committee same day at 1600 hrs. at the Customs Divisional Office ,Guwahati.**

2. SCOPE OF THE CONTRACT:

Annual maintenance including repairs and servicing at regular intervals of **22 nos of Air Conditioners (Window & Split Air Conditioners)** installed in various chambers/sections of this office located at the Custom House, Nilamoni Phukan Path, Christian Basti , Guwahati- 781005.

3. DESCRIPTION OF WORK:

i) The contractor will have to provide his services between 08.00 hrs to 18.00 hrs (prescribed hours) on all working days including Saturdays except Sundays and public holidays. In case of emergency calls of breakdown, the contractor will have to provide his services beyond the prescribed hours including on Sundays and public holidays.

ii) Regular servicing and cleaning of existing Air Conditioners. Two wet services at an interval of 6 months and intermediary at the end of three months two dry services.

iii) Shifting /installation of the existing Air Conditioners from one place to another as and when required by the department/section.

The Servicing and maintenance work will include:-

- 1) Cleaning, checking and gas charging.
- 2) Free replacements of defective/worn out part with new or serviceable Parts such as refrigeration system compressor, electrical components and controls, fan motors, fan blades, float valve assembly faucets, insulation, air filter, knobs etc. as and when required.
- 3) Overhauling at site or in service station as and when required.
- 2) Check cables, motors starters for overheating.
- 3) Check motor shaft bearings and overhauling.
- 4) Check and clean air filters and replacements
- 6) Check and clean drains pipes and their replacements
- 7) Check setting and test operation of all safety controls and operation devices
- 8) Clean condenser coils
- 9) Clean cooling coils
- 10) Check all wiring for loose contacts and rectify.

4. ELIGIBILITY CRITERIA FOR TECHNICAL/QUALIFYING BIDS:

Technical/qualifying Bids shall be submitted in a prescribed format as laid down in Annexure I. The contractors shall provide information/documents/annexure as listed below:

- i. The Contractor must have **SERVICE TAX and PAN** Number registration with respective authorities and self-attested copy of these registration certificates should be enclosed to the Bid.
- ii. The Contractor must have **Shop & Establishment Registration** and **self-attested copy** of the same should be enclosed to the BID.
- iii. The Contractor must have minimum three years of experience in providing Air Conditioners AMC services and should have completed at least three such annual contracts with Central Govt./State Govt./Public Sector organizations will get preference.
- iv The contractor should not have been disqualified by any Govt./Semi Govt. organisation for similar work in the past. An undertaking to this effect must be submitted along with the Qualifying bid.

Scope & Service:

Following services are to be provided under the contract to keep the Air conditioners in good working condition.

1. **Scheduled Preventive**: Maintenance once in three months.
2. **Unscheduled**: On call corrective and remedial service to be provided to set right the malfunctions of the systems and if required replace the unserviceable parts. The parts replaced should be new and compatible in performance/capacity.

Terms & Conditions: -

1. The AMC will cover the compressor and all other spares of both indoor and outdoor units.
2. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down due to deficiency in service.
3. Payment will be released on half yearly basis and subject to satisfactory services provided by the party during the relevant period.
4. At each location, record will be kept about machine failure including nature of failure, date, hour of booking etc. The party's service engineer will sign this record
5. For the purpose of downtime calculation, maximum permissible time for repair shall be 1 (one) day. For downtime calculation, the day on which call is reported and the day on which the call is closed will not be taken as part of downtime.

6. If the party fails to perform any of its obligations as per provisions then penalty of Rs.100 /- per day shall be imposed.
7. Department reserves the right to terminate the AMC by giving one month notice, if the service is found unsatisfactory.
8. In case of any dispute, the decision of the Assistant Commissioner of Customs (Preventive), Guwahati shall be final and binding.
9. The contractor and/or its personnel shall not be allowed movement of equipment/items or any property of the department in or out of the Customs House Premises without prior permission of the competent authority. Contractor shall be solely responsible if any equipment/items or property is found to be moved.
10. The Contractor shall pay the Govt. dues such as Service Tax, Professional Tax etc. as and when required. Department shall not be responsible in any manner in this regard. As and when demanded, the contractor shall submit the copies of such payments in the contract period to the competent authority
11. The Income Tax as per Rules shall be deducted from the bill. All statutory deductions such as TDS, etc. wherever applicable, but not limited to this list indicated, shall be deducted from the bills payable to the Successful Contractor at the applicable rates from time to time.
12. In case of any loss caused to the third party by way of the conduct of the personnel deployed by the contractor, department shall not be responsible . Contractor shall be solely responsible to compensate the third party in such cases.
13. The contractor shall provide the safety articles/equipments to its personnel. Safety of the personnel deployed by the contractor will be the sole responsibility of the Contractor and that the Department will not be responsible for any kind of hurt/loss/damage caused to the personnel on account of any accident or mishap.

The interested parties are requested to submit their quotation mentioning therein the price to be charged by them. The quotations are to be submitted to the Office of the Assistant Commissioner of Customs, Nilamoni Phukan Path, Christian Basti, Guwahati – 5.

Last date for submission of quotations is 24th of April, 2017 upto 13.00 hrs. which will be opened on the same day at 14.00 hrs. in presence of the parties or their authorised representative who wish to be present at the time of opening the tender. The Assistant Commissioner reserves the right to accept or reject any or all tenders without assigning any reason thereof.

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(Bikash Kr. Saikia)
Assistant Commissioner

C. No. I(7)2/ADM/Air Conditioner/PRO/Cus-Ghy/10/ 3710-13

Date : 4/4/17

Copy forwarded for information and necessary action to:-

1. The Additional Commissioner of Customs (Preventive), N.E.R., 110, M. G. Road, Shillong.
2. Office Notice Board.
3. The Supdt. (System), Customs Division, Guwahati with a request to upload the Tender in the Departmental Website.
4. The A.O. Customs Division, Guwahati.

BK Saikia
04/04/17

(Bikash Kr. Saikia)
Assistant Commissioner

TECHNICAL BID**ANNEXURE I****TECHNICAL BID FORM FOR TENDER OF SERVICING, REPAIRS AND MAINTENANCE OF AIR CONDITIONERS
AT OFFICE OF THE ASSISTANT COMMISSIONER, CUSTOM HOUSE , CHRISTIAN BASTI
GUWAHATI-781005**

- 1 NAME OF THE CONTRACTOR
- 2 TYPE OF ENTITY -PROPRIETARY FIRM,
PARTNERSHIP FIRM, PVT. LTD. COMPANY
- 3 ADDRESS
- 4 TEL NO./FAX NO./MOBILE NO.
- 5 NAME OF THE CONTACT PERSON
- 6 TEL. NO./MOBILE NO. OF CONTACT PERSON
- 7 LEGAL CERTIFICATES TO BE ENCLOSED AND DETAILS IN REGARD TO BE PROVIDED
 - (A) PAN DETAILS
 - (B) SERVICE TAX REGISTRATION DETAILS
 - (C) SHOP AND ESTABLISHMENT REGSITRATION DETAILS
- 8 EXPERIENCE IN AIR CONDITIONER MAINTENANCE
CONTRACTS IN PREVIOUS THREE FINANCIAL YEARS
- 9 HAS YOUR FIRM/COMPANY BLACK LISTED
AT ANY TIME IN PAST BY ANY
ORGANIZATION YES/NO. If yes please provide details
- 10 ANY OTHER INFORMATION CONTRACTOR MAY
LIKE TO FURNISH
(MAY BE FURNISHED IN SEPARATE ENCLOSRE)

DECLARATION

I/We hereby certify that information furnished above is true and correct to the best of my/ our knowledge. I/We understand that if any deviation is found in above statement at any state I/We shall be blacklisted and will not have any dealing with the department in future.

I hereby confirm that I am authorized to sign the Tender Document

Sign

Date: Name:-

Place: Desgn.:-

Co. Name & Seal

FORMAT FOR FINANCIAL BID

FINANCIAL BID

Annual Maintenance Contract (AMC) of the Air Conditioners at Custom House, Nilamani Phukan Path,
Christianbasti, Guwahati – 781005 :

Sr.No.	Description	Qty	Unit Rate	ED	Sales tax	Service tax	Any other taxes ,if any	Total Amount In INR
1.	Annual Maintenance Contract (AMC) of the Air Conditioners (Split/Window)							
(A)								
(B)								

Note- This is only a format for guidance on how to quote the prices. The firm should submit their prices as per the specified format on their own letter head duly authenticated.

Signature & Seal of the bidder