INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR
KHARAGPUR, WEST BENGAL 721302

E - TENDER DOCUMENT

for

Comprehensive Annual Maintenance Contract for Various Type Room Air Conditioners Installed in various building of IIT Kharagpur for five years.

NIT No. IW/RAC/UAMC/2023-2024/1 DATED 17.04.2023

Notice Invitation Tender Serial No. NIT No. IW/RAC/UAMC/2023-2024/1 DATED 19.04.2023

Tender Serial No. _______________________________ Issued to:

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1. NOTICE INVITING TENDER

1.1 INTRODUCTION

Indian Institute of Technology (IIT) Kharagpur, hereinafter called IITKGP, invites online tenders from the eligible contractors for Comprehensive Annual Maintenance Contract for Various Type Room Air Conditioners Installed in various building of IIT Kharagpur for five years.

1.1. PARTICULARS

<table>
<thead>
<tr>
<th><strong>1. NIT Number</strong></th>
<th>IW/RAC/UAMC/2023-2024/1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2. Name of Work</strong></td>
<td>COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR VARIOUS TYPE ROOM AIR CONDITIONERS INSTALLED IN VARIOUS BUILDING OF INDIAN INSTITUTE OF TECHNOLOGY, KHARAGPUR FOR FIVE YEARS.</td>
</tr>
<tr>
<td><strong>3. Location of Work</strong></td>
<td>Different department, offices and bungalow in IIT Kharagpur Campus</td>
</tr>
<tr>
<td><strong>4. Estimated Cost (including GST)</strong></td>
<td>₹48,90,000/- (Forty Eight lakhs Ninety Thousand only) - For One Year.</td>
</tr>
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<td></td>
<td>₹2, 70, 20,336/- (Two crore Seventy lakhs Twenty Thousand Three Hundred and Thirty Six only) - For Five Years.</td>
</tr>
<tr>
<td><strong>5. Earnest Money Deposit</strong></td>
<td>₹97,800/- (Ninety Seven Thousand Eight Hundred Only)</td>
</tr>
<tr>
<td><strong>6. Time Limit</strong></td>
<td>Five Calendar Years from the Date of Award on annual renewal basis.</td>
</tr>
<tr>
<td><strong>7. Tender Basis and Mode</strong></td>
<td>Two stage (Technical Bid &amp; Financial Bid)</td>
</tr>
<tr>
<td><strong>8. Mode of Payment to IITKGP (EMD/Tender fee)</strong></td>
<td>i) Original Demand Draft/Pay Order or copy of valid registration certificate under MSE category has to be submitted physically at the office of SE(E&amp;M) on or before the due date/extended date of submission of bid.</td>
</tr>
<tr>
<td></td>
<td>&amp;</td>
</tr>
<tr>
<td></td>
<td>Scanned copy of Demand Draft/Pay Order/Registration under MSE category has to be uploaded on <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></td>
</tr>
<tr>
<td></td>
<td>ii) Demand Draft/Pay order to be drawn in favour of IIT KHARAGPUR payable at Kharagpur.</td>
</tr>
</tbody>
</table>

10. Pre bid meeting | 27.04.2023, 11:30 hrs, in the Meeting Room of SE(E&M) located in the Old building, IIT Kharagpur |

11. Closing Date & Time for Receipt of bids | 11th May 2023 up to 11.00 hrs |

12. Date & Time for Opening Technical of Bid | 12th May 2023 at 11.30 hrs |

13. Date & Time for Opening of Price Bid | To be informed later to the successful bidder |

14. Engineer-in-charge and contact details. | Mr. S. Sarkar, Executive Engineer(E&M) Tel: 03222-282724 Email: ssarkar@hijli.iitkgp.ac.in |

15. Address for tender issue, submission and opening | Office of Superintendent (Electrical), 1st Floor, Old Building, IIT Kharagpur, Kharagpur WB 721302 |

16. Website for full and updated publishing information | https://eprocure.gov.in/eprocure/app |
| | http://www1.iitkgp.ac.in/topfiles/tenders.php |

15. Website for tender submission & processing (This is e-Tender only submission by Online) | https://eprocure.gov.in/eprocure/app |

1.2. ELIGIBILITY CRITERIA

1.2.1. The bidder must be registered in appropriate class of works with Government organization like CPWD/ PWD/ MES or PSUs or those having experience in similar nature of works awarded by Government / Semi Government Organizations/ Government Funded Autonomous Organization.
1.2.2. The bidder must have done at least 1 (ONE) similar work of value of 80% of the estimated cost for HVAC works or 2 (TWO) similar works for projects each of value 60% of the estimated cost for HVAC works or 3 (THREE) similar work for projects each of value 40% of the estimated cost for HVAC Works with Government/Semi-government/ PSU/ Government Funded Autonomous Organization during last 7 (seven) years preceding last date of the month of tender submission.

1.2.3. The Bidder should have registered Sales & Service office in West Bengal with adequate manpower. List of tools and tackles and resume of the workmen may be provided in the technical BID. Firm should have full-fledged service set up in West Bengal along with trained team of technical staff (Detailed Organization Chart Needs to be submitted) & Should have own warehouse in West Bengal, to ensure constant & immediate supply of spare parts at all times. Organization chart of the service set up should be furnished duly signed by authorized signatory.

Note:

i. The estimated cost is ₹48,90,000/- (Forty Eight Lakhs Ninety Thousand only) -- For One Year.

ii. The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum; calculated from the date of completion to the last date of receipt of applications for tender.

iii. Similar works shall mean Comprehensive Maintenance of Unitary AC system comprising of different type of Unitary Split and Window DX System, Package AC, Tower AC, Cassette AC Unit etc.

1.2.4. The bidder or the specialized agency the bidder intends to associate with must be registered with appropriate government authority as a bonafide business entity and must have GST registration certificate and Permanent Account Number of income tax.

1.2.5. Electrical work shall be executed by selected bidder through agency holding electrical license and electrical supervisor license valid on date of execution.

1.2.6. The validity of the registrations and licenses should be valid as on the date of tender submission.

1.2.7. Average annual turnover of the bidder as per ITCC (Income Tax Clearance Certificate) or profit & loss statement shall not be less than 30% of the estimated cost of one year, not having incurred loss in more than two years, during last 5 years ending 31 Mar 2022.

1.2.8. Net worth certificate of minimum 15% of the estimated cost i.e. Rs, 7,33,500/- issued by certified chartered accountants is to be submitted. Format for the same is enclosed in Annexure-V.

Sd/-
Superintendent Engineer

On behalf of the Director, Indian Institute of Technology Kharagpur

Copy to:
1) Deputy Director
2) Registrar
3) Dean(Infra)
4) Associate Dean(E&M)
5) Executive Engineer(E&M)
6) Notice Board
7) Office file
2. INFORMATION TO BIDDERS

2.1 SCOPE OF WORK

2.1.1 The IITKGP intends for, Comprehensive Annual Maintenance Contract for Various type Room Air Conditioners Installed in various building of IIT Kharagpur for five years.

2.1.2 The vendor shall work out execution sequence and methodology so as to complete the project within the envisaged time and the estimated cost, duly handling the constraint mentioned above.

2.2 GENERAL INSTRUCTIONS

2.2.1 Bidding documents are to be obtained electronically through websites: https://eprocure.gov.in/eprocure/app

2.2.2 http://www1.iitkgp.ac.in/topfiles/tenders.php; ii)https://eprocure.gov.in/eprocure/app

2.2.3 This bid document shall be read in conjunction with GCC (General Conditions of Contract) available on http://www1.iitkgp.ac.in/topfiles/tenders.php.

2.2.4 The bidder shall visit and inspect the site and obtain all information on his own responsibility and at own cost, which may be necessary for the purpose of quoting and submitting the tender. No excuse or ignorance as to site conditions and local information shall be accepted after awarding of the contract. Access to the site will be granted by the Engineer-in-charge on all working days within working hours.

2.2.5 IITKGP shall not provide any space at site for labour hutments.

2.2.6 All clarifications about the tender shall be sought by bidder on or before pre-bid meeting. The bidders may make suggestions which shall be considered during the Pre Bid Meeting. Intending bidder(s) may also send their queries or suggestion, if any, through e-mail to the Engineer-in-charge on ssarkar@hijli.iitkgp.ac.in on or before 27th April, 2023, 11.00 hrs. No queries shall be entertained after notification of replies to noteworthy queries received till the date of pre-bid meeting.

2.2.7 Completion certificate issued by Competent Authority will only be considered as credential. If the Completion certificate issued by Competent Authority does not reflect the type of work, then Final bill / Schedule of Quantity of the qualifying works also to be attached along with the Completion certificates. Certificate from private individuals / organizations for whom such works have been executed shall not be accepted.

2.2.8 The bidding document (consisting of specifications, the schedule of quantities of various types of items to be executed, the set of terms and conditions of the contract and other documents / drawings, if any), Addendum/Corrigenda, Clarifications to Pre-bid queries can be downloaded from the websites: i)https://eprocure.gov.in/eprocure/app

2.2.9 http://www1.iitkgp.ac.in/topfiles/tenders.php; ii)https://eprocure.gov.in/eprocure/app. Corrigenda, if any shall be published only on these websites at any time before the closing time of tender. The institute shall not be responsible for any delay / difficulties / inaccessibility of downloading facility for any reason what so ever. The tenderers who have downloaded the tender documents from website must visit the website and ensure that such addendum(s)/corrigendum(s) (if any) is also downloaded by them. This shall be the responsibility of the prospective registered bidders to check the web site for any such corrigendum/addendum before closing time of tender and ensure that bid submitted by them are in accordance with all the corrigendum’s/addendums.

2.2.10 All costs, charges & expenses that may be incurred in connection with the preparation of his tender shall be borne by him and the Institute accepts no liability whatsoever therefore.

2.2.11 Rates quoted by the bidders shall be inclusive of GST (Goods and Services Tax - Central, State and Interstate) and all applicable taxes. Income Tax and all other statutory deductions like labour cess etc. will be deducted from the bill as per prevailing rules.

2.2.12 Exemption to IITKGP against any tax/ duty/ fee/ surcharge/ charge/ cost, if any, found applicable or sought later from IITKGP after award shall be passed on to IITKGP by the contractor without dispute.

2.2.13 IITKGP reserves the right to reject any or all of the bids without assigning any reason.

2.2.14 Bid Validity: Bid shall remain valid for 120 days from the date of submission.

2.2.15 Firm Price: Bidder’s quoted Rates/Prices for executing the activities under the Contract shall remain firm till completion of the entire work & shall not attract any escalation under any circumstances whatsoever.

2.2.16 If any information furnished by the bidder is found as false / fabricated, then his bid will be rejected and treated as cancelled. Even if such manipulation is detected at any stage after signing of the contract, it would lead to termination of the contract besides forfeiture of Earnest Money Deposit and liabilities towards prosecution. In such cases the bidder will be debarred from participation in future tendering process in IITKGP for next 05 (Five) years.
2.2.17 Earnest Money Deposit (EMD) of requisite amount and that in prescribed mode or proof of payment thereof shall be submitted with the Technical Bid explained in following section. MSEs registered with District Industries Centers, National Small Industries Corporation and any other body specified by Ministry of MSME or Startups as recognized by Department of Industrial Policy and Promotion shall be exempted from payment of EMD in the bid. The self-attested photocopy of their evidence should be submitted by the bidder(s) along with the formal request letter for exemption.

2.2.17.1 In case the NSIC/MSEs registration certificate is found invalid during evaluation, the bid of such bidder shall be rejected.

2.2.17.2 Bidder so exempted for submission of EMD shall have to submit an undertaking as per Annexure-II.

2.2.18 Refund / Conversion of Earnest Money Deposit: The Earnest Money received shall be refunded to the unsuccessful bidders without any interest upon executing the Contract Agreement by successful bidder. The Earnest Money Deposit of successful bidder shall be retained and converted into part of Security Deposit.

2.2.19 Forfeiture of Earnest Money Deposit: Earnest Money Deposit will be forfeited in any of the following cases:

2.2.19.1 The bidder withdraws / modifies his tender during the period of Bid Validity.

2.2.19.2 The bidder, in case of tie between lowest bids, refuse to submit revised offer.

2.2.19.3 The bidder does not accept the correction of arithmetical errors of his tender.

2.2.19.4 The bidder fails to deposit Performance Guarantee and information as per format given in GCC within the stipulated time period before award of the work.

2.3 SUBMISSION OF TENDER

2.3.1 Help for Contractors, FAQ, Information about DSC and Bidders Manual Kit containing the detailed guidelines for e-Procurement system are also available on Central Public Procurement Portal.[https://eprocure.gov.in/eprocure/app]

2.3.2 It is mandatory for all the bidders to have a valid Class-II/Class-III Digital Signature Certificate (in the name of person having power of attorney to sign the Bid) from any of the licensed Certifying Agency (Bidders can see the list of licensed CA’s from the link www.cca.gov.in) to participate in e-Procurement of IIT Kharagpur.

2.3.3 It is mandatory for the bidders to get their firm/company registered with e-procurement portal https://eprocure.gov.in/eprocure/app to have user ID & password.

2.3.4 Tender documents will be available online on website https://eprocure.gov.in/eprocure/app which can be downloaded free of cost.

2.3.5 Bidders may download and refer the “Instructions for Online Bid Submission” from (https://eprocure.gov.in/eprocure/app;jsessionid=A8B54EEC72D86DF9AA9D9B2DDACDAB8D.eprocgep4?page=BiddersManualKit&service=page).

2.3.6 The tender documents shall be submitted online in the prescribed format given on the websites and technical bids received online shall be opened as per NIT or Corrigendum thereof. No other mode of submission is acceptable. Detailed credentials as per the requirement of eligibility criteria and all tender papers except Bill of Quantities are to be submitted in “Technical Bid”.

Bill of Quantities with rates duly filled in are to be submitted in the format provided online in the name of “Financial Bid”. Hence, physical submission of the documents is limited to submission of original Earnest Money Deposit in the form of Pay Order/Demand Draft / Bank Guarantee/MSE registration certificate as per provision given in sub-clause 1.2.5 of NIT & 2.2.15 of Information to Bidders.

Representative of the bidder, who chooses to attend, may attend the online opening of the technical bids on the scheduled date and time of Bid opening. However, such representatives shall be allowed to attend the opening of the Technical Bids, only, if such person presents the letter of authority issued in his name by the bidder on his letter head.

2.3.7 Bidders cannot submit the tender after the due date and time of e-bid submission. Time being displayed on Central Public Procurement Portal https://eprocure.gov.in/eprocure/app (“Server System Clock Time”) shall be final and...
2.3.8 The bidders are advised to submit their e-bids well before the e-bid due date. IIT Kharagpur shall not be responsible for any delay in submission of e-bids for any reason including server and technical problems.

2.3.9 The Technical and Financial Bid shall be digitally signed by the Authorized Signatory of the bidder & submitted “online” only. The authorized signatory of the bidder must be in possession of Power of Attorney before submitting the digitally signed bid. Scanned copies of various documents can be prepared in .pdf file format.

2.3.10 Any tender received without original Earnest Money in the form as specified in clause 1.2.8 of tender documents shall not be considered and shall be summarily rejected.

2.3.11 IIT Kharagpur reserves the right to cancel the tenders before submission/opening of tenders, postpone the tender submission/opening date and to accept/reject any or all tenders without assigning any reasons thereof. IIT Kharagpur’s assessment of suitability as per eligibility criteria shall be final and binding.

2.3.12 Tenderers may note that they are liable to be disqualified at any time during tendering process in case any of the information furnished by them is not found to be true. EMD of such tenderer shall be forfeited. The decision of IIT Kharagpur in this regard shall be final and binding.

2.3.13 The EMDs shall be received at the Office of Superintendent (Electrical), 1st Floor, Old Building, IIT Kharagpur, Kharagpur WB 721302, up to 11.30 hrs, 09th Apr, 2023 or Corrigenda otherwise.

2.3.14 EMDs shall be submitted in an envelope super scribed “Comprehensive Annual Maintenance Contract for Various type Room Air Conditioners Installed in various building of IIT Kharagpur for five years” with IW/ RAC/UAMC/ 2023-2024/1.

2.4 EVALUATION OF BIDS AND AWARD OF WORK

2.4.1 The Bid of bidder will be opened electronically on the specified date and time of opening at the Office of Superintendent (Electrical), 1st Floor, Old Building, IIT Kharagpur, Kharagpur WB 721302 in the presence of willing bidders or their authorized representatives.

2.4.2 Date, time and place of opening of Financial Bid will be informed after evaluation of Technical Bid to the Technically Qualified Bidders.

2.4.3 Bids shall, first, be checked for payment of Earnest Money Deposit. Only those bids found to have duly paid/ submitted Earnest Money Deposit shall be considered for evaluation.

2.4.4 Evaluation of Technical Bid: The bids received will then be assessed on the eligibility criteria mentioned at Notice Inviting Tender. Bids found not meeting the eligibility criteria shall be considered non-responsive and shall be rejected summarily.

2.4.5 IITKGP retains the right to revert back to individual bidders with further clarifications / queries on the Technical Bid. The bidder has to respond to the queries within the specified time mentioned in the covering letter.

2.4.6 On the date & time specified for opening of Financial Bid or the Revised Financial Bids as the case may be will be opened on specified date and time.

2.4.7 EVALUATION OF Financial Bids: The Financial Bid should contain the complete bid document with duly filled in Schedule of Financial Quote. Financial Bids opened as above will be checked for arithmetical errors.

2.4.8 The successful bidder shall be issued Letter of Acceptance (LOA) of the bid, and be required to furnish a Performance Guarantee as per General Conditions of Contract, Program Schedule with specific Milestones to be achieved as to complete the work within the stipulated time limit and details of his Technical Staff to be deployed as per ANNEXURE-I.

2.4.9 Letter of Award (Work Order) shall be issued to the successful bidder only after receipt of the Performance Guarantee, along with Program Schedule and the details of Technical Staff to be deployed for the work.

2.4.10 Agreement (Contract) consisting of complete tender document including conditions, bill of quantities, technical proposal and specialized services, drawings, if any, and acceptance thereof together with any correspondence leading thereto, shall be drawn and signed with the awardee after issue of Work Order.

2.4.11 Date of start of work shall be reckoned from 15th day from the date of issue of “Letter of Acceptance”.

2.4.12 Defect Liability Period (DLP): In partial modification to clause no.16 of General Conditions of Contract (GCC), the Defect Liability Period shall be 12 months after the certificate final or otherwise of its completion of work or till the final bill has been prepared.

2.4.13 TERMS OF PAYMENT:
Quarterly on the approved billing Break
3. UNDERTAKING BY THE BIDDER

UNDERTAKING

I / We have read and examined the Tender document including terms & conditions, specifications, bill of quantities, drawings and designs, general rules & directions, General Conditions of Contract, Special Conditions of Contract and all relevant other documents, publications and rules referred to in the Conditions of Contract and all other contents in the tender documents for the work.

I / We, hereby tender for execution of the work specified for the Indian Institute of Technology Kharagpur within the time specified and in accordance in all respects with the specifications, designs, drawings and instructions in writing.

We agree to keep the tender open for Error! Reference source not found. from the last date of its submission and not to make any modifications in its terms and conditions. A sum of Rs. ___________ has been deposited in cash/demand draft of a scheduled bank as earnest money. If I / we, fail to furnish the prescribed performance guarantee within prescribed period, I / we agree that the said Director, Indian Institute of Technology Kharagpur or his authorized officer shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Further, if I / we fail to commence work as specified, I / we agree that the Director, Indian Institute of Technology Kharagpur shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said earnest money and the performance guarantee absolutely, otherwise the said earnest money shall be retained by him towards security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein.

Further, I / We agree that in case of forfeiture of earnest money or both Earnest Money & Performance Guarantee as aforesaid, I / We shall be debarred for participation in the re-tendering process of the work.

I / We hereby declare that I / We shall treat the tender documents, drawings and other records connected with the work as secret/confidential documents and shall not communicate information derived there-from to any person other than a person to whom I / We am / are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Seal & Signature of Contractor
Postal Address

Dated
Witness
Address
Occupation
### TECHNICAL STAFF OF CONTRACTOR

<table>
<thead>
<tr>
<th>DISCIPLINE</th>
<th>NAME</th>
<th>QUALIFICATION</th>
<th>EXPERIENCE</th>
<th>CONTACT NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Project In-charge</td>
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<tr>
<td>Engineer - Structure and Civil Works</td>
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<tr>
<td>Engineer – Electrical &amp; Mechanical Works</td>
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<td>In-charge - Safety, Health &amp; Environment</td>
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Seal & Signature of Contractor
UNDERTAKING FOR EMD EXEMPTION

UNDERTAKING

We hereby undertake that we shall fulfill all the terms & conditions within the specified time frame, after the acceptance of our offer, in case our offer is accepted; failing which IIT KHARAGPUR may go ahead to take necessary action such as reporting the non-compliance to appropriate Government authorities and barring us from future participation in IIT KHARAGPUR works.

Seal & Signature of Contractor

DATED:
Bid Security Declaration Form

Date: ____________________________  Tender No. ____________________________

To (Insert complete name and address of the purchaser)

I/We, The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We, accept that I/we may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

   a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

   b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instruction to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/We are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

In the capacity of (insert legal capacity of person signing the bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on ...........................................day of ........................................... (Insert date of signing)

Corporate seal (where applicable)
# ANNEXURE - IV

## DETAILSOFTHEFIRM

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<table>
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<tbody>
<tr>
<td>1.</td>
<td>Name of Firm</td>
</tr>
<tr>
<td>2.</td>
<td>Registered/Postal Address</td>
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<tr>
<td>3.</td>
<td>Working Office Address</td>
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<tr>
<td>4.</td>
<td>Working Email id</td>
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<tr>
<td>5.</td>
<td>Mobile No.</td>
</tr>
<tr>
<td>6.</td>
<td>Telephone No.</td>
</tr>
<tr>
<td>7.</td>
<td>Particulars of Registration with various government bodies/organization.</td>
</tr>
<tr>
<td>8.</td>
<td>Were you ever debarred/blacklisted by any department during the past seven years?</td>
</tr>
<tr>
<td>9.</td>
<td>Name of Directors/Partners with Address</td>
</tr>
<tr>
<td>10.</td>
<td>Permanent Account Number (PAN) No.</td>
</tr>
<tr>
<td>11.</td>
<td>GST Registration No.</td>
</tr>
</tbody>
</table>
Format for Net Worth Certificate

It is to certify that as per the audited balance sheet and profit & loss account during the financial year ................., the net worth of ... (individual/farm/company) having registered address at ......................... as on 31.3.2022 is Rs.........................after considering all liabilities. It is further certified that the net worth of the company has not eroded by more than 30% in the last three years ending on 31.3.2023.

Signature of Chartered Accountant

............

Name of Chartered Accountant

............

Membership No. of ICAI

Date& Seal
SCOPE OF WORK

The Scope of work as mentioned below are the minimum expected from the firm / agency / contractor apart from break down maintenance and any other work required for comprehensive maintenance in proper way as per the operation and maintenance manuals of respective equipment’s and as per good engineering practices will be required to be done under this scope of work. Successful bidder will make Performa for recording the following minimum work schedule / parameters and show to IIT- Kharagpur to ensure proper accomplishment of these tasks. The Scope of Contract shall be Spot Breakdown/ Maintenance of machine, Preventive Maintenance of machine. Servicing/Overhauling of AC machine. Repairing of machines, with adequate technically sound skilled work force. (Machine means Package AC, tower AC, Window AC, Split AC, Cassette AC, Water Cooler, Fridge and Deep Freezer).

The Contract shall be executed, all in Service & Maintenance Contract for all the Window/Split / Water Coolers/Refrigerators, and Air Coolers, It will be the responsibility of the Contractor to keep the machines Air Conditioners, Water Coolers, Refrigerator & Air Coolers in proper working condition round the clock.

The Contractor shall ensure that the running equipment’s are available at our rated parameters & capacity. The healthiness of above machines shall be ensured with no water leakage, No abnormal sound, proper setting of thermostats and their tripping etc. The scope shall include following -

1. Preventive Maintenance Services Quarterly(Q1, Q2,Q3):

   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.

   Quarterly PMS shall include at least the following services:

   a. Cleaning of air filters, indoor unit grills & filters through air blower.
   b. Cleaning of the indoor unit body by wiping out the dust etc. with wet cloth.
   c. Replacement of filter if found damaged/unusable.
   d. Checking selector switch, thermostat, relays, remote control etc.
   e. Checking motor bushings.
   f. Checking ground connections.
   g. Cleaning of blower and condenser fan.
   h. Cleaning the evaporator & condenser coils by air blower.
   i. Checking and tightening of nuts & bolts.
   j. Oiling the motors.
   k. Checking of the backup electrical power outlet/ MCB.
   l. Checking of the drive motors and fans.
   m. Overhauling of the AC, with chemical washing process.
   n. Checking cooling efficiency.
   o. Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.
   p. Replacement of any component of air conditioners (Outdoor and indoor units including compressors, inlet and outlet Pipelines, electrical connections etc.) found defective after the above checks and tests.

2. Annual Maintenance Services (Q4):

   The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:

   a) Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high-pressure jet of water.
   b) Greasing of blower motors and all moving parts.
3. **Spot Breakdown Maintenance shall include:**
The Contractor is required to attend any breakdown at any time within a short notice from Engineer in charge or his nominated person.

Replacement of Motors (all type) in AC Unit and Water Coolers. Replacement of Capacitors, Relay and Overload in AC and Water Coolers. Rectification of Electric Circuits in AC’s, Water Coolers, Refrigerators Servicing of Air Conditioner: Cleaning of filter, Cleaning of Cooling Coil, Pressure cleaning by air/water, & General cleaning. Lubrication and greasing, etc. in various parts of Machines. Installation of Air Conditioners (Window, Split, Tower & Cassette AC) Gas filling/Welding/Brazing/Compressor Changing etc.

The contract is completely comprehensive. All the consumable material shall be arranged by the contractor. All tools, and tackles including ladder etc. shall be arranged by the Contractor. All Civil works, Plumbing and Carpentry work for installations shall be done by Vendor. As requirement and the decision of Engineer-In-Charge, the Contractor may be required to remove and shift defective/healthy/new machines or their spares from one location to another location within the area of IIT Kharagpur.

The Contractor shall not use the parts of one machine as spares in another machine, or change the location of any machine without consent of, or such instruction from IIT Kharagpur Engineer in Charge.

4. **Make of the Spare Parts:**
Agency have to get concurrence of the make of the spare to be used for machine repairing. The make of the spare parts has to be same as specified by the OEM. THE TENDER IS COMPLETELY COMPREHENSIVE. ANY SPARES REQUIRED DURING MAINTENANCE SHALL BE SUPPLIED BY THE AGENCY IN THEIR OWN COST including PCB, condenser and evaporator coil excluding metallic and plastic body parts.

5. **Manpower:**
The Contractor shall deploy one mechanic and one no. attendant (minimum suggested) for each 200 no.s unitary air conditioner with one supervisor for the whole project. The personnel deployed at site shall be well acquainted with the upkeep and repair work of the machines. IIT Kharagpur reserves the right to have a check on the qualification, work experience, job knowledge and conduct of any person deployed by the Contractor. In case, the Engineer-In-Charge is not satisfied with the work / knowledge / performance/conduct of any person, the same shall be replaced by the Contractor with a suitable person without any extra cost. Required following manpower for execution of job.

The Service Engineer / Contractor’s representative shall be in continuous contact with the Engineer-In-Charge and shall meet daily with the IIT Kharagpur’s representative to collect all the complaints from concerned departments of IIT Kharagpur.

At least one supervisor (HVAC) having BE/ Diploma in Mechanical engineering with 5 or 7 years of experience in maintenance in HVAC background shall be made available for the whole work. Further adequate number of technician with support staff shall be required. All of them should be technically qualified and well experienced to operate the systems and attend to repairs/ maintenance work of these systems. Any other manpower required shall be made available by the firm/ agency/ contractor for proper functioning. Proper supervision of firm/ agency/ contractor’s senior engineers has to be provided to oversee the whole work for the smooth operation and maintenance services as and when required but at least monthly which shall be recorded in the Log-Book.

6. **Transportation & Man lift Machine:**
The Contractor shall provide a Pickup / Camper van daily 8 am to 8.00 pm for Transportation of Defective or New Air Conditioners, Water Coolers from location to workshop for repairing & workshop to various locations after repairing.

7. **Inventory List with Make, Model, Year of procurement:**
The contractor after award of contract shall carry a detail survey of the machines installed and accordingly prepare a software based system by which every machine with past and present health can be monitored. The database prepared by the contractor and verified by IIT KGP shall be used as reference. Each time upon a call logged in the system by the IIT Kharagpur with the machine number provided in the database shall be attended by the contractor.

8. **Special Requirements:**
TOOLS & PLANTS

All the general & special tools, tackles including chain pulley blocks, Oxy-Acetylene gas cutting set, Welding set with Electrode, etc. required for proper maintenance and repairs and attending break down etc, shall be arranged by the contractor at his own cost and issued to the staff deployed by him for this work. The contractor shall identify suitable place for safe keeping of these tools. All necessary safety gear required for the safety of the operators shall be provided by the contractor.

CONSUMABLES

The rates shall be all inclusive of establishment as well as spares and consumables as per schedule of work. The contractor is required to assess the probable quantity of all types of spares and consumables likely to be required for replacement for keeping all the installations in good working conditions. Nothing extra on any account shall be payable over and above the approved all-inclusive comprehensive rates of the contract.

The consumables and spares shall be of best standard quality purchased from the original manufactures or authorized dealers only and shall have to be approved by IIT Kharagpur before use.

All spares and consumables shall be arranged by the contractor for which no extra amount shall be payable.

A list of minimum stock to be maintained by the contractor at site as prescribed below. Vendor shall get submit a monthly report highlighting stock of all major & minor spares/consumables and shall get the approval of IIT-Kharagpur.

Replaced parts/ spares, used brunt oil etc. will be property of vendor. It is his responsibility to disposed of immediately as per norms of Pollution Control Board.

Log book and complaint books, all stationery like registers, sheets, markers, pens and pencils etc. will be supplied by the contractor and no extra payment for these shall be made. Log book Performa must be approved by IIT-Kharagpur.

Any additional works not covered above, but necessary for the functioning of the system and required as per specification are to be incorporated. The items of minor nature, which are not mentioned, shall be incorporated by the Tenderer.
9. Maintenance Check lists-

**Split, cassette, high-wall units**

Maintenance activity to be undertaken in consultation with product maintenance manual.

**Asset detail (make, model, serial number)**

<table>
<thead>
<tr>
<th>Technician</th>
<th>Date of service</th>
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<td>DD/MM/YYYY</td>
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**This service (select one)**

- 3 month
- 6 month
- 9 month
- 12 month

**Checklist**

3, 6, 9 monthly - Tick the adjacent box for completed items.

- Inspect & clean air filter as per unit maintenance manual.
- Check unit heats & cools.
- Check unit for noise and vibration (both indoor and outdoor units).
- Remove rubbish & dust accumulation from outdoor coil fins.
- Check refrigerant pipe connection for signs of leakage.
- Check and clean indoor unit condensate tray and drain.

12 monthly - Tick the adjacent box for completed items.

- Carry out 3 monthly tasks.
- Clean coil and straighten damaged fins on both the indoor and outdoor units.
- Check all electrical connections, controls and safety functions.
- Check operation of de-ice controls, HP, LP safety controls & compressor contactor.
- Check suction & discharge operating pressure.

**Comments (remedial/additional work completed, faults, follow-up required etc)**
10. Complaint Register Performa:

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Complaint Registered Date</th>
<th>Complaint Registered By Name</th>
<th>Mobile No</th>
<th>Complaint Attended Date</th>
<th>Time</th>
<th>Sign. Of Occupant</th>
<th>Remarks</th>
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11. Job card Performa:

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<tr>
<th>Sl. No</th>
<th>Date</th>
<th>Cleaning</th>
<th>Cooling</th>
<th>Noise</th>
<th>CC Coil</th>
<th>Firmness of AC</th>
<th>Grill Temp</th>
<th>Amp</th>
<th>Tech. Sign</th>
<th>Client Sign</th>
<th>Remarks</th>
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12. Measure of Effectiveness of the maintenance —

The parameter like current, power and cooling effect at any time of time shall not exceed +/- 5 of the rated parameter.
General Terms & conditions of the contract for annual operation and comprehensive maintenance contract.

The tender is for **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR VARIOUS TYPE ROOM AIR CONDITIONERS INSTALLAED IN VARIOUS BUILDING OF INDIAN INSTITUTE OF TECHNOLOGY, KHRAGPURCAMPUS.**

1. The firm / agency/ contractor who wishes to quote are required to visit and examine the whole systems and satisfy themselves before submitting their offer and to apprise themselves about the conditions of equipment’s as well as minor items and equipment, which are accessories but not listed in ANNEXURE–I and are part of the complete, systems.

2. LOG-BOOK for recording of parameters related to HVAC Plant systems shall be provided and maintained by the firm/ agency /contractor showing the complete working and maintenance done on the HVAC Plant systems and it should be made available to the engineer-in-charge of IIT- Kharagpur.

3. All maintenance materials such as Compressor, Condenser, Lube oil, Refrigerant / Gas, oil filter, fuel filter, electric contactor, indicating lamps, HRC fuse, relays and all spares of chillers, AHU’s different type of Air filters etc shall be provided by the firm / agency / contactor for each type of the HVAC Plant systems. All spares parts and materials shall be used genuine and of same make and type as installed and a minimum quantity of spares, refrigerants (R-22, R32, R-123, R-134a, R410) and materials for routine maintenance may be kept at site to minimize time of maintenance. The firm / agency / contractor has to keep all equipment well maintained for each HVAC Plant systems so as to give proper output at all times.

4. Tools and equipment required for proper operation and comprehensive maintenance for Window, Split, Cassette air conditioners and allied accessories etc. shall be provided by the firm /agency /contractor.

5. Firm/ agency/ contractor shall furnish the data of minimum Manpower to be deployed at IIT- Kharagpur for these works along with the technical bid. However following is the table of Minimum Manpower to be deployed at IIT- Kharagpur for these works: --

6. **Qualification of Manpower:** -The contractor should deploy the manpower as the following qualifications: -

   a) Supervisor – (BE/ B Tech mechanical)/( Diploma in Mechanical)/Equivalent with5/7 years of industry experience in AC operation and maintenance of HVAC system.

   b) Mechanic -(ITI/ NCVT in AC or Mechanical)/Equivalent with min. 5 years’ Experience in this field.

Any technical work shall be done under the supervision of one Supervisor, one Technician (minimum suggested) with requisite qualification as prescribed above.

7. The contractor himself or his representative of at least Manager / Engineer level shall meet with nominated officer of IIT- Kharagpur at least once a week and attend the office whenever called by him.

8. Care shall be taken so that the HVAC unitary systems do not lead to major breakdown. In the event of any breakdown, the same will be rectified immediately failing which such rectification will be done at the risk and cost of the firm/ agency/ contractor. Similarly, if any breakdown takes place due to negligence of firm/ agency/ contractor, the whole component has to replaced/ rectified to bring it to the original condition immediately.

9. **The rates shall be quoted on yearly basis which will be divided by four to make it per quarter; Part of the quarter shall be paid on proportionate basis. The rates shall be all inclusive including taxes and duties etc.**

10. Rate should be quoted in figure as well as in words as per ANNEXURE–VI.

11. The IIT Kharagpur reserves the irrevocable authority to accept or reject any tender in part or whole without assigning any reasons.

12. The rates at any stage once quoted shall not be withdrawn. The tenderer shall submit electronically the original tender document duly signed by them in each page in token of acceptance of all the conditions of this tender.
13. No advance payment will be made at any circumstances. However, on successful completion of every quarter of a year, payment will be released within 30 days from submission of bill.

14. Any addition / alteration / deletion in the tender document is not allowed.

15. Late tenders/ unsigned quotations are likely to be rejected.

16. No correspondence will be entertained in this regard unless otherwise sought from tenderer by this office.

17. The services required are for initially a period of one year. The contract may be extended on mutual consent subsequently. The contract may be terminated at any stage solely at the option of IIT Kharagpur with an advance notice of one month without assigning any reason whatsoever.

18. Precaution against any fire hazards or other damages to Plant and equipment shall be arranged by the firm/agency/contractor. IIT Kharagpur shall remain indemnified by the contractor from any encumbrances /loss on this account.

19. The firm/ agency/ contractor shall fulfill the requirement of various law enforcing agencies / local authorities, such Pollution control Board, Directorate of Electricity Safety etc. by taking their approvals as and when required.

20. Electricity and Water for this work will be provided by IIT Kharagpur free of cost. The furniture for sitting purpose of their deputed staff should be provided by the firm/ agency/ contractor.

21. The firm/ agency/ contractor will be responsible for the safety of their deputed staff during the performance of their duty at site.

22. In case any of staff is not found up to mark and not able to do work properly, he will have to be changed as per the instruction of IIT‐ Kharagpur.

23. In case of any problem with the equipment, the firm/agency/contractor’s deputed staff will keep IIT Kharagpur informed immediately.

24. The firm/ agency/ contractor shall keep the equipment well maintained, neat and clean and adhere to the operation and maintenance schedule of various equipment given in the respective manuals. Upon placement of work order they will prepare the maintenance schedule and discuss the same with IIT Kharagpur ‘s engineer for its implementation. This may be revised from time to time as per the requirement.

25. All the incident in the site must be reported to the user within 30 mins. The incident must be addressed immediately (For major 2 days and for minor within 8 hours from the time of the incident reported. Based on the assessment of Engineer in Charge the

26. IIT Kharagpur may short close the contract or contract scope any time during contract execution.

27. Sufficient care should be taken by the contractor to brick wall, floor, glass windows etc. while carrying out the works. Any damage done to the departmental properly shall be rectified by the contractor at their own expenses.

28. The contractor shall remove all surplus material, debris etc. out of the IIT Campus from the site of work on completion of work and will hand over the site clean before the processing of final bill. In case of dismantled materials such as wires, light fittings, pipes switchboards etc. or/ as specified in the Scheduled – A shall be returned to the RAC Stores / Central Stores by the contractor at his own cost.

29. The contractor shall not be permitted to construct labor/technician’s hutments anywhere in the campus. However, in case the work necessitates the construction of temporary store for storing the cement or any other materials, the same shall be permitted to constructed by the contractor at his own.
Service Level Agreement

Complaints during contract execution time shall be resolved by the vendor to the satisfaction of Engineer-in-charge within two hours from the time of intimation.

Any complaint left unresponded by the vendor without specific reasons on record shall attract levy of penalty as mentioned under.

**Any machine breakdown more than a 24 hour @ 200/- per hour.**
**Any machine breakdown more than a 48 hour @ 400/- per hour.**

Any of the machines under breakdown should be repaired and put back in service within 24 hours (where compressor repair is not involved) & 48 (Forty Eight) hours (where compressor repair is involved) from the time of reporting defect.

In sensitive production control rooms and VIP’s chambers are the equipment should be repaired within 24 hours (where compressor repair/replacement is involved) and for Directors Chamber, Directors Board Room, Committee Room, Deputy Director Room, Deans Chamber keep stand by Split ACs for immediate replacement during major breakdown.

Thus after 5 days IIT Kharagpur shall have the right to get the complaint rectified through any other agency at a risk and cost of the concerned agency.

**After any termination or expiry of the contract, the contractor needs to handover the existing ac systems in good order & condition as per tender protocol within 7(Seven) days if fails to do so the defective machines will be rectified through any other agency at a risk and cost of the concerned agency.**

Signature of the Tenderer and seal

(Name & Designation of the authorized signatory)
ANNEXURE–VI

PRICE-BID
PRICE OFFER FOR “COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR VARIOUS TYPE ROOM AIR CONDITIONERS INSTALLAED IN VARIOUS BUILDING OF INDIAN INSTITUTE OF TECHNOLOGY, KHRAGPUR FOR FIVE YEARS.” AS PER AFORESAID TENDER DOCUMENT INCLUDING ANNEXURE –I, II, III ,IV & V.
1. Checklist for Documents to be uploaded on [https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app)

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<tr>
<th>Sl. No.</th>
<th>Documents</th>
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<td>1.</td>
<td>Tender Documents</td>
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<tr>
<td>3.</td>
<td>Company registered by Govt. Organisation like CPWD/PWD/MES/Autonomous bodies or Other PSUs</td>
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<td>4.</td>
<td>GST Registration Certificate</td>
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<td>6.</td>
<td>ANNEXURES or others Documents</td>
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