E-TENDER DOCUMENT

for

Comprehensive Annual maintenance Contract of Window, Split, Inverter, Cassette, Tower Air-Conditioners for different premium/ critical places in IIT Kharagpur

Notice Invitation Tender Serial No. IIT/IW/EM/NIT/17/2021-22 dated 10.08.2021

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 sealed tenders from the eligible contractors for “Comprehensive Annual maintenance Contract of Window, Split, Inverter, Cassette, and Tower Air-Conditioners for different premium / critical places in IIT Kharagpur.” Particulars of the project are as following.

1.2. PARTICULARS

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>1. NIT Number</strong></td>
<td>NIT No.: IIT/IW/EM/NIT/17/2021-22</td>
</tr>
<tr>
<td><strong>2. Name of Work</strong></td>
<td>Comprehensive Annual maintenance Contract of Window, Split, Inverter, Cassette, and Tower Air-Conditioners for different premium/ critical places in IIT Kharagpur</td>
</tr>
<tr>
<td><strong>3. Location of Work</strong></td>
<td>IIT Kharagpur. Kharagpur-721302</td>
</tr>
<tr>
<td><strong>4. Estimated Cost (including GST)</strong></td>
<td>₹ 7,52,400/- (Rupees Seven lakh Fifty two thousand Four hundred only)</td>
</tr>
<tr>
<td><strong>5. Time Limit for Execution</strong></td>
<td>365 days from date of start.</td>
</tr>
<tr>
<td><strong>6. Tender Basis and Mode</strong></td>
<td>Two stage (Technical Bid &amp; Financial Bid)</td>
</tr>
<tr>
<td><strong>8. Date, Time &amp; Venue of Pre-bid Meeting</strong></td>
<td>24th August 2021 at 11.30 am, in the meeting room of ESTATE (E&amp;M), Head Office, 1st Floor, Old Building, IIT Kharagpur, Kharagpur WB 721302</td>
</tr>
<tr>
<td><strong>9. Closing Date &amp; Time for Receipt of bids</strong></td>
<td>31st August 2021 up to 11:00 AM</td>
</tr>
<tr>
<td><strong>10. Date &amp; Time for Opening Technical of Bid</strong></td>
<td>1st September 2021 at 11:30 AM</td>
</tr>
<tr>
<td><strong>11. Date &amp; Time for Opening of Price Bid</strong></td>
<td>To be informed later to the successful bidder</td>
</tr>
<tr>
<td><strong>12. Engineer-in-charge and contact details.</strong></td>
<td>Mr Mahesh Kumar Senior Executive Engineer Tel: 03222-282542, Email: <a href="mailto:maheshkr@hijli.iitkgp.ernet.in">maheshkr@hijli.iitkgp.ernet.in</a></td>
</tr>
<tr>
<td><strong>13. Address for tender issue, submission and opening</strong></td>
<td>Office of the Superintending Engineer (E&amp;M), 1st Floor, Old Building, IIT Kharagpur, Kharagpur WB 721302</td>
</tr>
<tr>
<td><strong>14. Website for full and updated information</strong></td>
<td><a href="http://www1.iitkgp.ac.in/topfiles/tenders.php">http://www1.iitkgp.ac.in/topfiles/tenders.php</a>; <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></td>
</tr>
</tbody>
</table>

1.3. ELIGIBILITY CRITERIA

1.3.1. The bidder must be registered in appropriate class of works with Government organization like CPWD/ PWD/ MES or PSUs or OEM or Authorized supplier and installer of OEM (Authority must be signed by OEM official not lower than General Manager or equivalent in corporate structure or those having experience in similar nature of works awarded by Government / Semi Government Organizations/ Government Funded Autonomous Organization.

1.3.2. The bidder must have done at least 1 (ONE) similar work of value of 80% of the estimated cost or 2 (TWO) similar works for projects each of value 60% of the estimated cost or 3 (THREE) similar work for projects each of value 40% of the estimated cost with Government/ Semi-government/ PSU/ Government Funded Autonomous Organization during last 7 (seven) years preceding last date of the month of tender submission.

Note:

(i) The estimated cost is Rs. 7,52,400/- (Rupees Seven lakh Fifty two thousand Four hundred only)

(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:** Maintenance works of various Air-Conditioners.

1.3.3. 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.

1.3.4. Electrical work shall be executed by selected bidder through agency holding *Electrical license* valid on date of execution.

1.3.5. The registrations and licenses should be valid during the execution phase.

1.3.6. The Average annual turnover of the bidder as per ITCC or profit & loss statement shall not be less than 30% of the estimated cost of project, not having incurred loss in more than two years, during last 5 years ending 31 Mar 2021. The documents submitted should be duly certified and audited by Chartered Accountant.

1.3.7. Net worth Certificate of minimum 15% of the estimated cost i.e. Rs. *1,12,860/-* issued by certified chartered accountants is to be submitted. Format for the same is enclosed in *Annexure-V*.

---

**Copy to:**
1) Chief Engineer
2) Superintending Engineer (E&M)
3) Senior Executive Engineer (EW)
4) Engineer / Sr. Assistant Engineer (RAC)
5) Notice Board
6) Tender Notice uploaded to CPPP portal & Institute Website

Office file

Senior Executive Engineer (EW)

On behalf of the Director, Indian Institute of Technology Kharagpur
2. INFORMATION TO BIDDERS

2.1 SCOPE OF WORK

2.1.1 The IIT KGP intends for Comprehensive Annual maintenance Contract of Window, Split, Inverter, Cassette, Tower Air-Conditioners for different premium/critical places in IIT Kharagpur

2.1.2 Constraint: The job needs to be executed in Academic area without causing any disturbances to the normal functioning of routine activities/road networks.

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

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

2.2.3 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.

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

2.2.5 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 maheshkr@hijli.iitkgp.ernet.in on or before 24th August 2021, 10:30 hrs. No queries shall be entertained after notification of replies to noteworthy queries received till the date of pre-bid meeting.

2.2.6 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.

2.2.7 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) http://www1.iitkgp.ac.in/topfiles/tenders.php; iii) https://eprocure.gov.in/eprocure/app. Corrigenda, if any shall be published only on these website sat 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 whatsoever. 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.

2.2.8 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.

2.2.9 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 labourcess etc. will be deducted from the bill as per prevailing rules.

2.2.10 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.

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

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

2.2.13 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.

2.2.14 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 enforcing actions as mentioned in the Bid Security Declaration Form (Annexure-III) and liabilities towards prosecution. In such cases the bidder will be debarred from participation in future tendering process in IITKGP for next 01 (One) year.

2.2.15 Earnest Money Deposit (EMD): As per amendment in GRF-2017, No.F9/4/2020-PPD dated 12.11.2020, no provision for EMD has been kept in this tender. However the bidder has to submit a Bid Security Declaration as per Annexure-III. 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.
2.2.15.1 In case the NSIC/MSEs registration certificate is found invalid during evaluation, the bid of such bidder shall be rejected.

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

2.2.15.3 Bidder not having NSIC/MSEs registration has to submit Bid Security Declaration Form (Annexure-III) along with an undertaking as per Annexure-II.

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=2A56E178EED57D7B536175E9BB573C9F.eprocgep2?page=HelpForContractors&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 MSE registration certificate as per provision given in sub-clause 1.2.7 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 binding on the bidder. e-Bids are required to be submitted by bidders, only as per the Indian Standard Time (IST) and not the time as per their location/country.

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 “on-line” 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 1.2.7 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. The decision of IIT KHARAGPUR in this regard shall be final and binding.

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 Electrical Maintenance Section, 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 NSIC/MSEs registration certificate or Bid Security Declaration Form (Annexure-III). Only those bids found to have duly submitted NSIC/MSEs registration certificate or Bid Security Declaration Form (Annexure-III) 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 Para 1.3 of 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 **Letter of Acceptance:** 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, details of his Technical Staff to be deployed as per ANNEXUREI, and complaint handling arrangement for the Defect Liability Period.

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, details of Technical Staffs to be deployed for the work and Complaint Redressal Mechanism as per following para.**

(a) Contractor shall submit Complaint redressal arrangement with name & contact number of the contractor’s authorized representative for the purpose.

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 within 10 days of the Letter of Award.**

2.4.11 **Date of start of work shall be reckoned from the 07th day of the issue of the 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.

2.5 **COMPLAINT REDRESSAL MECHANISM**

2.5.1 **As per SLA attached in Annexure-E**

2.1 **BIDDING CAPACITY OF CONTRACTORS**

1) **The bidding capacity of the contractor should be equal to or more than the estimated cost of the work put to tender. The bidding capacity shall be worked out by the following formula:**

\[ \text{Bidding Capacity} = ([A \times N_2] - B) \]

Where,

\( A \) = Maximum turnover in construction works executed in any one year during the last five years taking into account the completed as well as works in progress. The value of completed works shall be brought to current costing level by enhancing at a simple rate of 7% per annum.

\( N \) = Number of years prescribed for completion of work for which bids has been invited.

\( B \) = Value of existing commitments and ongoing works to be completed during the period of completion of work for which bids have been invited.
2. 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 120 days 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 / Pay order 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
**ANNEXURE-I**

**TECHNICAL STAFF OF CONTRACTOR**

Name of the Work: Comprehensive Annual maintenance Contract of Window, Split, Inverter, Cassette, Tower Air-Conditioners for different premium/critical places in IIT Kharagpur.

<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>
<td></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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<td>In-charge for Maintenance (DLP) period</td>
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</table>

Seal & Signature of Contractor
UNDERTAKING FOR GCC COMPLIANCE

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 reuse 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)
### DETAILS OF THE FIRM

<p>| | |</p>
<table>
<thead>
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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>
</tr>
<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 31.3.2021 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 31.3.2021.

Signature of Chartered Accountant

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

Name of Chartered Accountant

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

Membership No. of ICAI

Date & Seal
1. Checklist for Documents to be uploaded on [https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Documents</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Tender Documents</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>EMD (NSIC/MSEs Registration Certificate OR Bid Security Declaration Form (Annexure-III)</td>
<td>1.2.5</td>
</tr>
<tr>
<td>3.</td>
<td>Company registered by Govt. Organisation like CPWD/PWD/MES/Autonomous bodies or Other PSUs</td>
<td>1.3.3</td>
</tr>
<tr>
<td>4.</td>
<td>GST Registration Certificate</td>
<td>1.3.3</td>
</tr>
<tr>
<td>5.</td>
<td>Permanent Account Number</td>
<td>1.3.3</td>
</tr>
<tr>
<td>6.</td>
<td>Completion Certificate during last 07yrs.</td>
<td>1.3.2</td>
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<tr>
<td>7.</td>
<td>Updated Electrical Contractor License</td>
<td></td>
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<tr>
<td>8.</td>
<td>ANNEXURE-I , II,III and IV</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Net worth Certificate (ANNEXURE-V)</td>
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<td>10.</td>
<td>The Average annual turnover of the bidder as per ITCC or profit &amp; loss statement, during last 5 years ending 31 Mar 2021. The documents submitted should be duly certified and audited by Chartered Accountant.</td>
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<td>11.</td>
<td>BOQ under financial bid section</td>
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**Please upload necessary documents only.**

Signature of contractor
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 Window AC, Split AC/Cassette AC/Inverter/Tower AC).

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

The Contractor shall ensure that the running equipment 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 (PMS)
   Quarterly: PMS shall include at least the following services:
   - Cleaning of filter, checking selector switch, thermostat, relays, remote control, checking motor bushings, ground connections, cleaning of blower and condenser fan, Cleaning the evaporator & condenser coils, Checking and tightening of nuts & bolts, Oiling the motors, checking of the backup electrical power outlet/ MCB, checking of the drive motors and fans, Checking cooling.

   Annual Maintenance Services: The scope of work shall include all checks and tests as per maintenance manual of OEM. In addition, annual maintenance services agency has to do: 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.

2. Break-down Services (BDS): On call AMC services shall include attending to any complaint within 24 hours, on receipt of verbal/written complaint otherwise a penalty of Rs. 200/hour or mentioned in SLA will be deducted.

3. Replacement/ Repair of parts: Scope shall include all components of machines including condenser and evaporator coil compressor, PCB, fan motor, refrigerant etc.

4. Working Space-Labor hutment shall not be allowed in the premises of IIT Kharagpur. Agency will maintain the machine on site.

The Contractor is required to attend any breakdown at any time within a short notice of an hour or more from nominated person.

Spot Breakdown Maintenance shall include:
   - Replacement of Motors (all type) in AC Unit, PCBs
   - Replacement of Capacitors, Relay and Overload in AC. Rectification of Electric Circuits in AC’s,
   - 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.
   - Gas filling/Welding /Brazing/Compressor Changing etc.

The contract is completely comprehensive. All the consumable material including suitable refrigerant shall be arranged by the contractor. All tools, and tackles including ladder etc. shall be arranged by the Contractor. 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 .

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.

a) Manpower:
The personnel deployed at site shall be well acquainted with the up keep 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.

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. Agency has to provide email address & telephone numbers of all working personnel associated with these jobs.

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. Agency shall have to record all daily / monthly/quarterly/yearly activities in the log book. Agency has to tag each machine under CAMC & history card of each machine should be maintained and same will be handed over to IIT Kharagpur, as & when asked.

b) 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 Kolkata 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.

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. Safety of working personnel is sole responsibility of the agency. Adequate safety measures should be ensured during execution of work.

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.

Replaced parts/ spares, used brunt oil etc. will be property of vendor. It is agency responsibility to responsibility to dispose 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.

History card of each machine should be maintained by the agency & will handover to Department during final bill submission.
## Details of Air-Conditioners

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- **AMC:** Air-conditioning Machines Count
- **ITR:** 1 Ton Per Room
- **1.5TR:** 1.5 Ton Per Room
- **1TR:** 1 Ton Per Room
- **2TR:** 2 Ton Per Room
- **CAC:** Cassette AC (2 Tr)
- **TAC:** Tower AC (4 Tr)
- **Remarks:** Ductable Split of 3 Tr capacity
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 machine breakdown more than a 24 hour @ 200/- hour.

Any machine breakdown more than a 48 hour @ 400/- 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 the equipment should be repaired within 24 hours (where compressor repair/replacement is involved).

Signature of the Tenderer and seal

(Name & Designation of the authorized signatory)
Special Condition for Electrical work

1. The work shall be carried out as per national code or C. P. W. D specifications for works with correction slips issued up-to-date unless otherwise specified in the schedule of quantities for the works.

2. The following Indian Standard Specifications and Codes of Practice will apply to the equipment and the work covered by the scope of this contract. In addition the relevant clauses of the Indian Electricity Act 1910 and Indian Electricity Rules 1956 as amended up-to date shall also apply. Wherever appropriate Indian Standards are not available, relevant British and/or IEC Standards shall be applicable.

   BIS certified equipment shall be used as a part of the Contract in line with Government regulations. Necessary test certificates in support of the certification shall be submitted prior to supply of the equipment.

   It is to be noted that updated and current Standards shall be applicable irrespective of those listed below.

   Low voltage Switchgear and Controlgear specifications IS 13947 : 1993
   Part I – General
   Part 2 – Circuit Breakers
   Part 3 – Switch Fuse Units
   Part 4 – Contactors and Motor Starters
   Part 5 – Control Circuit Devices
   Electrical Relays for power system protection IS 3231 : 1986
   Low voltage Switchgear and Control gear assemblies IS 8623 : 1993
   Marking of Switchgear busbars IS 11353 : 1985
   Degree of Protection of Enclosures for low voltage switchgear IS 2147 : 1962
   Code of Practice for selection, installation and maintenance of Switchgear IS 10118 : 1982

4. No under-ground work or above the false ceiling shall be covered until the same has got approved by the Engineer-in-charge. The contractor will supply the drawings of specific works for approval, if required.

5. All the old wiring has to be dismantled with proper care. The reusable old materials if any are to be handed over to departmental store with proper documentation and the non reusable (nil reselling value) will be disposed by the contractor. The contractor shall clear the site thoroughly of all scaffolding materials & rubbish etc. left out of his work & dress the site around the building to the satisfactions & his decision in writing shall be final & binding on all concerned.

6. Special care to be taken to avoid any theft of electrical fittings and fixtures while executing the work.

7. The location of Panel / DB / Switch board / Light point / Fan point will be as per existing location or as per the instruction of Engineer-in-charge.

8. All the wiring will be done with feruling and cable / Wire termination by required size or lugs of required materials and It should be noted that license wire man shall only be allowed for the wiring work.

Electrical safety at work site

The contractor will identify one of the supervisors for taking care of implementation of Safety systems.

The Contractor should follow the following General Guidelines governing the safety rules as laid down under:

Usage of eye protection equipment shall be ensured when workmen are engaged for grinding, chipping, welding and gas-cutting. For other jobs as and when site safety co-coordinator insists eye protection has to be provided.

1. All safety appliances like Safety shoes, Safety gloves, Safety helmet, Safety belt, Safety goggles etc. shall be arranged before starting the job.

2. All excavated pits shall be barricaded & barricading to be maintained till the backfilling is done. Safe approach to be ensured into every excavation.

3. All the dangerous moving parts of the portable / fixed machinery being used shall be adequately guarded.

4. Ladders being used at site shall be adequately secured at bottom and top. Ladders shall not be used as work platforms.
5. Material shall not be thrown from the height. If required, the area shall be barricaded and one person shall be posted outside the barricading for preventing the tre-passers from entering the area.

6. Other than electricians no one is allowed to carry out electrical connections, repairs on electrical equipment or other jobs related thereto.

7. All electrical connections shall be made using 3 or 5 core cables, having a earth wire.

8. Inserting of bare wires for tapping the power from electrical sockets is completely prohibited.

9. A tools and tackles inspection register must be maintained and updated regularly.

10. Debris, scrap and other materials to be cleared from time to time from the workplace and at the time of closing of work every day.

11. All the unsafe conditions, unsafe acts identified by contractors, reported by site supervisors and / or safety personnel to be corrected on priority basis.

12. No children shall be allowed to enter the workplace.

13. All the lifting tools and tackles shall be stored properly when not in use.

14. Clamps shall be used on Return cables to ensure proper earthling for welding works.

15. All the pressure gauges used in gas cutting apparatus shall be in good working condition.

16. Proper eye washing facilities shall be made in areas where chemicals are handled.

17. Connectors and hose clamps are used for making welding hose connections.

18. All underground cables for supplying construction power shall be routed using conduit pipes.

19. Spill trays shall be used to contain the oil spills while transferring / storing them.

20. Tapping of power by cutting electric cables in between must be avoided. Proper junction boxes must be used.

21. Non-compliance to above shall invite a penalty recovery as per 3.22.8.