

PrasarBharati  
India's Public Service Broadcaster  
Directorate General: All India Radio  
GA Section  
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No. D-13012/01/2019 -GA

New Delhi, dated 03.02.2020

**e-Tender Call Notice**

1. e-Tender is invited on behalf of Directorate General: All India Radio, New Delhi in Two Bid system from the Reputed Agencies meeting the pre-qualifying criteria for the work mentioned below through online bidding on the website <https://www.tenderwizard.com/PB> having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust to the Root Certificate of CCA.
2. The tenderer may submit bids for the following works:

S. No.	Description of Work	Earnest Deposit (Rs.)	Money (in value of Tender (Rs.))	Estimated Fee (in Rs.)	Period of contract
1.	Maintenance of Window Split and Ductable/Cassette ACs installed in Akashwani Bhavan.	30,000/-	12,00,000/-	Nil	15.03.2020 to 14.10.2020 for Window & Split ACs 15.03.2020 to 14.03.2021 for Cassette Ductable ACs

**3. TIME SCHEDULE OF TENDER.**

S. No.	Particulars	Date	Time
1.	Tender Publishing date	04.02.2020	
2.	Tender closing date and time	26.02.2020	03:00 p.m
3.	Tender Opening date	26.02.2020	04:00 p.m

*[Handwritten Signature]*

### 3. TERMS OF PAYMENT

- a. No advance payment shall be made. The payment of CAMC for window and split ACs i.e. for a period of seven months shall be released in two parts i.e. 50% of the payment shall be released after four months of award of the AMC and remaining 50% payment on the completion of seven months of AMC against the duly pre-receipted bills. The payment of CAMC for Cassette/Ductable ACs i.e. for a period of twelve months shall be released on quarterly basis (at the end of each quarter) against the pre-receipted bills. The payment shall be made proportionately according to the number of ACs by each department separately. The contractor shall submit its pre-receipted bill in triplicate to this directorate.
  - b. No claim on account of GST or any other taxes and duties presently in force for **material/parts used for execution of work** awarded under the contract will be entertained by AIR and all such taxes and duties shall be paid by the contractor himself.
  - c. Any shall deduct such taxes, duties and any other statutory levies imposed by Government & amended from time to time or such charges as may arise from implementation of the contract agreement.
  - d. Payment for any part of a year shall be made proportionately on the basis of 52 weeks.
- ### 4. ARBITRATION:

In case of any dispute/disagreements regarding interpretation of any clause or otherwise relating to AMC, that may arise during or after the execution of contract, the matter shall be referred to person(s) to be appointed or nominated by the DG: AIR whose decision regarding interpretation shall be final and binding on both the parties. Proceedings of arbitration shall be carried out only in Delhi.

### 5. RENEWAL/TERMINATION OF THE CONTRACT

- a. AIR reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving one month notice to Contractor. In the event of service/work being found unsatisfactory the contract may be terminated at one month's notice after giving an opportunity to contractor to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard services, AIR shall not accept any responsibility for any loss suffered by Contractor, and Bank Guarantee shall stand forfeited.
- b. In case of termination of contract on account of unsatisfactory/substandard services, AIR shall be at liberty to get the job completed from alternative sources at the risk and cost of the contractor.
- c. The performance Bank Guarantee Security submitted by the firm shall stand forfeited if the firm withdraws the contract at any stage during the entire contract period.
- d. The contract will initially be for a period of one year and can be extended further on mutual consent, on the same price and same terms and conditions, for one year at a time and maximum upto three year.
- e. The firm shall ensure to abide by the copyright, intellectual property rights and other laws as may be applicable for providing any replacement of any malfunctioning components, software. Violation of any legal requirement by the firm at this regard shall lead to termination of the contract forthwith and forfeiture of performance Bank Guarantee. Ensuring compliance to all legal requirements will be the responsibility of the firm, failure to do so would lead to consequences aforesaid.

6. HANDING OVER

- a. Before taking over the Air Conditioners, the firm must satisfy itself with the quantity and working condition of the Air Conditioners and may submit estimate for bringing them to working condition if required. At the time of expiry of contract, all the Air Conditioners under maintenance shall be handed over in working condition so that handing over of AMC to next Contractor takes place in a smooth manner, failing which liquidated damages, if any, will be recovered from the contractor.
- b. Any Air Conditioner not made available in working condition on the last working day of the contract period, shall be rectified/repared by Contractor within the next 10 working days without any extra cost, failing which the Air Conditioner will be got rectified/repared by alternative source and then cost thereof shall be deducted from AMC Payment.
- c. The Contractor shall provide services for 10 working days from date of expiry of contract for smooth transfer of AMC to new contractor without any extra cost.

*[Handwritten signature]* *6/1/18*


## 1. GENERAL TERMS AND CONDITIONS

- a. The quotations have to be made for repair rate for all the Air Conditioners and rates shall be applicable for one year.
- b. The rate should include the cost of transportation for taking the Air Conditioners to workshop and back to Akashvani Bhawan after repairs.
- c. All pages of tender documents submitted should be numbered & signed by authorized signatory of participating firm with seal.
- d. The tenders should be valid for at least 90 days from the last date of submission thereof.
- e. Before tendering, the representative of the firm should visit the site and satisfy himself as the quantity and condition of the machines.
- f. The DG:AIR does not bind itself to accept the lowest or any tender and reserves the right to accept the whole or any part of the tender and the tenderers shall be bound to perform the same at quoted rates.
- g. The successful bidder(s) shall have to submit Performance Security equivalent to 10% of the amount of CAMC in the form of Account Payee Demand Draft/Fix Deposit Receipts/Bank Guarantee from a Nationalized Bank acceptance to AIR in favor of "PB,BCI,DG:AIR, New Delhi." The performance security shall be non-interest bearing and refundable after 60 days of the completion/termination of the contract after deducting damages and dues, if any, to meet obligation under the contract.
- h. Preventive maintenance of each AC shall be done once in 3 Months.
- i. On expiry of the contract, the firm shall hand over all the Air Conditioners in perfect working condition to this Directorate failing which liquidated damages, if any, will be recovered from the contractor.

## 2. SCOPE OF COMPREHENSIVE AMC AND ITS IMPLEMENTATION.

- a. The bidder shall bid for minimum maintenance cost per AC per month excluding the wages/salary of the manpower because the minimum wages/salary of the manpower is to be mentioned separately in the financial bid document. The contract shall be inclusive of cost of spare parts (except compressor and plastic parts), repair of voltage stabilizer, fan motors, rewinding of motors, gas filling/charging including cost of gas, cleaning, oiling, chemical wasting, greasing (general servicing), filter replacement, repair of remote, relay, thermostat, drain/water and copper pipe replacement including cost of gas/repair of any or all parts including metal clad plug, fixing of wires/plugs, insulation, running/starting capacitors, labour charges etc. However, for all of the above items, burnout/physical damage due to any unforeseen reason is not included.
- b. The successful bidder/contractor shall post three professionally certified & competent resident Technicians along with three trained helpers having a minimum onsite work experience of two years first seven months i.e from 15.03.2020 to 14.10.2020 and thereafter for the remaining five months i.e from 15.10.2020 to 14.03.2021 only one technician and one helper shall be provided. However, in special circumstances, the contractor may be required to provide such services on holidays also. The said personnel shall be well versed in solving day to day problems.
- c. The successful bidder/contractor shall provide services for repair & maintenance of Air Conditioners during the normal working hours of the AIR viz. 9.30 A.M. to 6.00 P.M. Monday to Friday excluding Gazetted Holidays. The technicians and helpers may be called on holidays, if required. For Air Conditioners installed in NSD:AIR and ESD:AIR, working hours will be 6:00 AM to 10:00 PM, so at times, technicians and helpers may be required to work in shifts.

4. Bidders with the following eligibility criteria can only participate:
- i. The Average Annual financial turnover of the Firm/Agency during the last three years, ending 31<sup>st</sup> March of the previous financial year i.e 31.03.2019, should be at least **30%** of the estimated value of the tender (Attested copies to be uploaded with the bid).
  - ii. The Agency should have an experience of successfully completing **three similar works** of maintenance of Split Window and Cassette/Ductable A/Cs during last **Three years** ending 30.01.2020 in Central Govt./State Govt./PSUs, each costing not less than the amount equal to **40%** of the estimated value of the tender each year. The Documentary proof of satisfactory services has to be provided.
  - iii. The Firm must have valid ESI and PF registration. Documentary proof of the same has to be submitted.
  - iv. The Agency must have GST & PAN Number. Documentary proof for the same has to be submitted. The Agency must have its office in New Delhi.
  - v. The firm shall depute its **three** professionally certified & competent resident service technicians along with **three** trained helpers having a minimum 2 years of onsite work experience. The Technicians may be called on holidays, if required. The three technicians and the three helpers shall be provided by the firm for the first seven months i.e from 15.03.2020 to 14.10.2020 and thereafter for the remaining five months i.e from 15.10.2020 to 14.03.2021 only one technician and one helper shall be provided. The wages/salary of the three technicians & three helpers must not be less than the minimum wages of semi-skilled & unskilled labour category respectively as per the Government of NCT of Delhi's Order No. 12(142)/02/MW/VII/3636 Dated 23.10.2019. The wages/salary of the technicians & helpers has to be mentioned in the financial bid by the firm. In case of failure to do so, the bid is liable to be rejected.
  - vi. Firm should have an ISO 9001:2015 or higher certificate for servicing. Documentary proof for the same has to be submitted.
  - vii. The bidder shall submit an undertaking on stamp paper of Rs. 100/- that his firm has never been black listed by any Government Department for any reason. If the bidder/firm has ever been blacklisted by any Government Department in the past and later it has been cleared by that department, then, in that case an NOC from that department has to be provided. Submitting wrong/misleading information shall be liable to cancellation of contract and forfeiture of EMD/Performance security whichever is applicable.
5. Bid documents consisting of e-Tender Notice, Instructions to bidders for online bid submission, General Instructions to Bidder, Terms and Conditions of Contract, Schedule of work, submission of offer and Bill of Quantity (BoQ) and the set of terms and conditions of contract and tender details can be seen on the website: <https://www.tenderwizard.com/PB>, CPP Portal and AIR website ([allindiaradio.gov.in](http://allindiaradio.gov.in)).
6. Demand Draft/Pay order of EMD should be submitted in favor of "PB, BCI, DG:AIR, New Delhi." Online Bids must be accompanied by Scanned copy (PDF Format) of Earnest Money Deposit (EMD). MSMEs are exempted from submission of EMD.
7. The original demand draft should be submitted to the Tender Inviting Authority, on or before the due date & time of bid submission. The details of the EMD uploaded should tally with the original demand draft submitted. In case of failure of any of the above, the uploaded bid will be rejected.
8. The bid documents will be available on the website: <https://www.tenderwizard.com/PB> for online bidding.
9. The bidder must possess computerized Digital Signature Certificate (DSC) of Class II or Class III.

 5/12/20

10. All Bids are to be submitted online on the website <https://www.tenderwizard.com>. PB No bid shall be accepted off-line.
11. After opening of Bid, the original documents as per requirement of the e-Tender Document will be verified by DG: AIR/Competitive Authority.
12. Other details can be seen in the bidding documents.
13. The Tender Inviting Authority shall not be held responsible for any technical snag or network failure during on-line bidding. It is the bidder's responsibility to comply with the system requirement, i.e. hardware, software and internet connectivity at bidder's premises to access the e-Tender website. Under any circumstances, DG: AIR shall not be liable to the tenderer for any direct/indirect loss or damages incurred by them arising out of incorrect use of the e-Tender system or internet connectivity failures.
14. The authority reserves the right to reject any or all tenders without assigning any reasons thereof and also shall not be bound to accept the lowest tender.
15. If the documents as per Notice Inviting Tender (NIT) are not submitted along with the bid or shortfalls are noticed, then the offer will be summarily rejected and no correspondence will be entertained in this regard.
16. For any clarifications, if required, please contact to DDA (GA), DG: AIR.

(Ramesh kumar Negi)  
Dy. Director Admn. (GA)  
Tele:-23421694

### **INSTRUCTIONS TO TENDERERS FOR ONLINE BID SUBMISSION:**

The bidders are required to submit soft copies of their bids electronically on the e-tendering portal of AIR <http://tenderwizard.com/PB>, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tendering portal of AIR <http://tenderwizard.com/PB>, prepare their bids in accordance with the requirements and submitting their bids online on <http://tenderwizard.com/PB>.

#### **REGISTRATION:**

- i. To participate in the e-tendering submission, it is mandatory for the bidders to get registered their firm/joint venture with the e-tendering portal of AIR <http://tenderwizard.com/PB> and to get user ID & Password from M/s ITI Ltd.
- ii. To participate in e-bid, bidders shall be charged e-tendering processing fee.
- iii. For e-tendering, possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY/TCS/n-Code/e-Mudra or any Certifying Authority recognized by CCA India on e-Token/Smart Card.

Note: Those who have already enrolled need not go through this step.

#### **PREPARATION OF BIDS**

- i. Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.
- ii. For any clarifications, if required, they may go through the contact details given in the tender document.
- iii. Bidders must get ready in advance for the bid documents to be submitted as indicated in the tender document/schedule in .xls format.

### **SUBMISSION OF BIDS**

- i. Bidder must log onto the website well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission date & time.
- ii. Bidder must prepare the Tender Fee & EMD as per the instructions specified in the e-Tender Notice. The originals must be submitted to the Tender Inviting Authority within the specified time, if specifically requested.
- iii. Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender details according to specified cover.
- iv. Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender documents without any exception and have understood the complete tender documents and are clear about the requirements of the tender documents.
- v. Bidders shall download the Bill of quantity, in .xls format and save it without changing the name of the file. The bidders are cautioned that while uploading of the bid, Macros in .xls must be enabled to see the word representation of figures.
- vi. Bidders shall submit their bids through online e-tendering system well before the last date and time of bid submission (as per Server System Clock). The authority will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders.

### **GENERAL CONDITIONS OF CONTRACT**

1. Before tendering, the contractor should visit the site and satisfy himself as to the conditions prevalent at the site.
2. The details of Schedule of work for rendering of services are at **Bill of Quantity (BoQ)** of this tender document.
3. The tenderer should carefully go through the complete tender documents and ascertain all his obligations under the contract before making his price bid.
4. The tenderer must submit their quotes in BoQ in .xls format only.
5. The Price quoted will be inclusive of all taxes.
6. It will be obligatory on the part of the tenderer to sign each page of the tender documents.



# **PROFORMA FOR TECHNICAL BID**


S. No	Items	Information/Inputs to be filled by the bidder
1	Name and Address of the firm/agency, telephone number, fax, mobile number, email address.	
2	Type of organization (whether proprietorship, partnership, private limited, limited company)	
3	Name and Address of the directors proprietors/partners	
4	Years of formation of the company and experience as an air conditioning agency.	
5	Nature of business carried by the company	
6	Annual AMC Turnover	Annual Turnover*
	2016-17	
	2017-18	
	2018-19	
7	Experience of the firm in Public Sector during last seven years as per point 4(ii) of the e-tender call notice.	
8	Contact number in case of emergency	
9	(a) ESI registration number	
	(b) PF registration number	
11	a) GST/Service tax number/certificate (b) PAN Number (c) GSTIN	
12	Details of three prominent organizations served during the last seven years as per point 4(ii) of the e-tender call notice.	
13	Details of Earnest Money Deposit/ MSME	DD No.
14	Infrastructure details	Date
15	Any other information	

\*Annual turnover includes company/firm's total business including AMCs.

Self-attested scanned copies of relevant documents are to be uploaded with the bid.

**Details of Manpower with Salary/Wages from 15.10.2020 to 14.03.2021**

Sr. No.	Manpower	Type of Labour	No.	Wages per Month(Including PF & ESI)	Tax(GST)	Amount
15	Service Technician	Semi-Skilled	01			
16	Helpers	Unskilled	01			
		Total	Bidding			
		Value				

 4-12-21

# Financial Bid Document

## Details of ACs to be brought under CAMC from 15.03.2020 to 14.10.2020

Sr. No.	Type of ACs	Capacity	Qty.	Rate per unit/per month	Tax(GST)	Amount
DG: AIR						
1	Split ACs	1.5/2.0 Ton	46			
2	Window ACs	1.5/2.0 Ton	106			
SD, BH, AIR						
3	Split ACs	1.5/2.0 Ton	38			
4	Window ACs	1.5/2.0 Ton	28			
ESD, AIR						
5	Split ACs	1.5/2.0 Ton	06			
6	Window ACs	1.5/2.0 Ton	48			
NSD, AIR						
7	Split ACs	1.5/2.0 Ton	28			
8	Window ACs	1.5/2.0 Ton	20			
P&D						
9	Split ACs	1.5/2.0 Ton	42			
10	Window ACs	1.5/2.0 Ton	19			

## Details of ACs to be brought under CAMC from 15.03.2020 to 14.03.2021

Sr. No.	Type of ACs	Capacity	Qty.	Rate per unit/per month	Tax(GST)	Amount
DG: AIR						
11	Cassette/Ductable ACs	3.0 Ton	04			
12	Cassette/Ductable ACs	1.5/2.0 Ton	15			

## Details of Manpower with Salary/Wages from 15.03.2020 to 14.10.2020

Sr. No.	Manpower	Type of Labour	No.	Wages per Month(Including PF & ES)	Tax(GST)	Amount
13	Service Technician	Semi-Skilled	02			
14	Helpers	Unskilled	02			

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