

Prasar Bharati
(India's Public Service Broadcaster)
All India Radio
18, Vidhan Sabha Marg
Lucknow-226001

No...LKO-1(6)/2018-19/E

Date: 22-01-2019

M/s

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Subject: Award of Annual Maintenance Contract for split & window AC installed at Studio, HPT, Hardoi & Behraich.

Sir,

The undersigned is directed to invite sealed offers from the reputed and registered firms or their dealers for Annual Maintenance Contract of split & window AC installed at Studio, HPT, Hardoi & Behraich.

1. The sealed Tender, along with bid security of Rs.10,000/- in the form of Account Payee Demand Draft, FDR, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form (The Demand Draft/Banker's cheque should be drawn in favour of - "DDO AIR Lucknow", should be addressed to DDG(Engg.)/ HOE, All India Radio, Lucknow. The Tenderers registered with the Central Purchase Organization and/or National small Industries Corporation are exempted from Bid Security.
2. The Tenders will be received in this office upto **03.00 PM on 21.02.2019** and will be opened on the same day **at 03.30 P.M** in the presence of representatives of the participating tenderers who may be willing to be present at the time of opening of tenders. Such persons should reach before **03.30 P.M.** on that day and bring the authority letters from the tenderers concerned on their letter head. The authority letter should also contain signature of the authorized representative duly attested by the authorized signatory of the Tenderers.
3. The terms and conditions attached to this E-Tender are given in the Annexure-I.
4. The Schedule of Air Conditioners i.e. Make, Model etc. showing, inter alia the format in which rates should be quoted, in the attached quotation form.



Radhey Shyam
Assistant Director Engineering
for Dy. Director General (Engg.)/ HOE
Telefax -05222237601

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Annexure-I

Terms and conditions

1. Servicing, maintenance and repairing of ACs including all parts. Gas charging, rewinding of Motor/Compressor, replacement/change of compressor and replacement of body all are inclusive in the Maintenance Contract, Maintenance also includes providing of a coating of rubber paint on the base and vital parts of AC Plants. Starting Capacitor, running capacitor etc. and relays are also included in the Maintenance Contract.
2. The firm must have three years experience in maintenance of air conditioning system in Govt. depts, semi govt. depts. and must have sufficient technical staff aged more than 18 years.
3. The envelope containing tender should be super scribed in right hand upper corner as "Tender for AMC of Window & Split AC" **(Due date 21-02-2019)**
4. The tenders should be submitted legibly in English/Hindi
5. The incomplete, vague, unresponsive and late/delayed tenders will not be considered.
A tender will be considered unresponsive, where
 - i) It is unsigned or signed without the rubber stamp or authorized signatory of the firm.
 - ii) It is illegible.
 - iii) It is not submitted as per Notice Inviting Tender and any of the terms and condition.
 - iv) The quotations have not been made for all the items.
 - v) The tender is conditional.
 - vi) The tenderer does not agree to any of the terms and conditions specified herein
6. The tenderers should submit a Xerox copy of their PAN Card and GSTIN
7. Quotation once submitted shall not be allowed to be withdrawn till the quotation process for acceptance remains in force.
8. Over-typing or erasing of figures are not allowed.
9. The DDG (Engg.)/ HOE, All India Radio, Lucknow reserves all rights to accept or not to accept one or more quotation or reject all the quotations without assigning any reasons whatsoever.
10. The tenders should be valid for at least one year.
11. The Price offered should show the rate/amount of GST. Tenders quoting price inclusive of GST, without giving rates/amount of GST will not be considered.
12. The parts/material used should be of standard make and quality.
13. The rate should include the cost of transportation, travelling for taking the ACs personnel to workshop and back to HPT, AIR, Lucknow after repairs.
14. Preventive maintenance of each air conditioners should be done once in 3 months.
15. Routine maintenance schedule be followed by the contractor & will be verified by the office.
16. All the required tools etc. will be arranged by the contractors during servicing of ACs.
17. The firm shall provide service in all the days of contract year as and when required.
18. The contract will be for a period of 12 months.
19. The Complaints will have to be attended within 12 hours. Breakdown of Machine/Unit for more than 24 hrs without any genuine cause will be liable to deduct the payment on prorata basis.
20. All defective parts/accessories will be provided by the office and they will be replaced/repared by you.



21. The successful bidder/firm shall submit a Bank Guarantee of 5% of the amount of total AMC value through any Commercial Bank by way of Performance Security which shall stand forfeited if the firm fails to execute the work assigned to them. Performance Security can also be deposited in the form of Account payee Demand Draft or Banker's cheque of any commercial bank drawn in favour of "DDO AIR Lucknow".
22. The payment will be made quarterly against the submission of pre receipt bill in duplicate after satisfactory service in that quarter of the AMC.
23. In case of any dispute the decision of the DDG(Engg)/ HOE shall be final.
24. In connection with the contract all disputes shall be exclusive and within jurisdiction of Lucknow court only.
25. AIR will not be any party between firm and its worker in case of any dispute.
26. An indemnity bond on Rs. 100/- non judicial stamp paper by the contractor in case of any eventuality happens with its worker while working.
27. In case the service is not found satisfactory, the DDG (Engg.)/HOE, All India Radio, Lucknow reserves the right to terminate the contract at any stage and the bank guarantee will be forfeited.
28. The contractor should pay the losses if any, incurred due to working of his staff at any time during the contract period.
29. On expiry of the contract the firm shall handover all the air-conditioners in perfect working condition to this office failing which liquidated damages, if any, will be recovered from the contractor.
30. TDS/Levies shall be deducted from the contractor's bills as per the Government orders.
31. Harmful chemicals/ Gases/Agents should not be used for cleaning etc. Provision of sufficient safety equipments is the responsibility of firm itself.
32. No modification/substitution/alteration will be allowed without prior approval of DDG(E)/ HOE, AIR Lucknow.
33. *done* **The bidders should have their office/ maintenance wing in Lucknow.**

Contractors' dated sign with seal