



Office of the District Programme Manager  
District health and Family welfare Society  
Aarogyakeralam, W&C Compound,  
Thycaud, Trivandrum-14  
0471- 2321288

## TENDER DOCUMENT

FOR

**Annual Maintenance Contract for Air Conditioners in DPM Office Trivandrum.**

<i>Bid Submission starting Date &amp; Time</i>	:	08.02.2023	10.00 PM
<i>Last date and time for the submission of Tender</i>	:	22.02.2023	5.00 PM
<i>Date and time of opening of Tender</i>	:	23.02.2023	3.00 PM

**NOT TRANSFERABLE**

*For details;*

*nhmtvm.com*

[www.aarogyakeralam.gov.in](http://www.aarogyakeralam.gov.in)

# Approval Valid

Digitally Approved By

Dr Asha Vijayan

Date: 07.02.2023

Reason: Approved

The document is digitally approved. Hence signature is not needed.



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**Tender No NHM-TVPM/AC-AMC/C(E)/2022/DPMSU Dated: 08/02/2023**

**TENDER DOCUMENT**

**Technical Bid/Financial Bid to be sent separately**

- Sealed tenders are invited by the District Programme Manager, Arogyakeralam, Trivandrum for Annual Maintenance Contract for Air Conditioners in DPM Office Trivandrum.
- The tender form and document with terms and conditions, can be downloaded from website <http://nhmtvm.com> and <https://arogyakeralam.gov.in/> on payment of **Rs. 375** by Demand Draft in favour of **DHFWS (Others), Trivandrum**.
- Sealed tender should be super scribed 'Annual Maintenance Contract for Air Conditioners in DPM Office Trivandrum and should be addressed to *District Programme Manager, Office of District Programme Manager, Arogyakeralam. W & C Hospital Compound, Trivandrum, 695014.*
- Separate covers has to be submitted for Technical bid(Annexure 1)and Financial Bid(Annexure 2).
- The closing date will be up to 22-02-2023. 5 PM. Late tenders (i.e. tenders received after specified closing time) will not be considered.
- EMD of **Rs.1875/-** and Tender form fee of **Rs. 375/-** should be submitted by Demand Draft in favour of **DHFWS (Others), Trivandrum** along with bid documents. Tenders without EMD and tender form fee will be summarily rejected.
- The bidders having any exemption of Tender form fee and EMD may submit proper documents for exemption.
- Those firms having Rate Contract Agreement with Government should submit relevant copies of Government orders along with the tender form itself.
- The right to accept or reject and postpone the Tenders vests with the District Programme Manager, National Health Mission, Trivandrum.



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## **GENERAL TERMS AND CONDITIONS FOR SERVICE PROVIDER(SP)**

1. The AMC will include replacement of any/all part(s) if found defective during the AMC period. i.e the AMC is comprehensive in nature.
2. All the repairs and servicing of Air Conditioners and Stabilizers shall be carried out on site at the place where it is located. No Air conditioners shall be removed from the office premises without informing/obtaining permission from the Competent Authority. The Contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines under contract.
3. In exceptional circumstances where the Air Conditioner(s) is/are to be taken to service providers premises/ service centre for repairs, stand-by arrangement will have to be made. The equipment being taken to the workshop for repair would be at service provides own risk and expenses.
4. Any damage or loss caused to the connected equipment or their parts due to negligence. Mishandling shall be made good by the service provider either by payment in cash as per the prevailing market price of that item or buy a new replacement of the same/higher make and specifications.
5. The service Provider shall not demolish, remove or alter structures or Buyer facilities on the site without prior written approval of Buyer. The Service Provider shall clean/dispose of all the debris and other material accumulated due to servicing/ maintenance of the Air Conditioners.
6. The Buyer reserves the right to conduct performance review at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported. If the Service provider fails to rectify the deficiencies or fails to comply with other directions/instructions, his contract is liable to be terminated. The Buyer further reserves the right to terminate the contract at any point of time, without assigning any reasons thereof.
7. It shall be the responsibility of the service provider to make all the maintenance work satisfactorily throughout the contract period and to hand over in working condition to the Buyer after expiry of the contract.
8. Service/Supply should normally be made during the office hours on any working day. The Buyer will have the authority to place order for AMC beyond office hours and on holidays, for which, no additional payment will be made. .
9. No advance payment will be made by the Buyer. Payment will be released only after submission of Bill/invoice on quarterly basis and the entire satisfaction of the Buyer. .
10. In case the buyer decides to withdraw or dismantle any equipment from the contract during the AMC period, the same would be taken out of the contract with written information to the service provider.
11. Service Provider shall maintain the confidentiality of any information related to the Air Conditioners under AMC. Service Providers shall be required to take



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appropriate measures to maintain confidentiality obligations by its personnel engaged.

12. On award of the service order, the Service Provider would prepare a report regarding taking over of the Air Conditioner(s) before commencement of the AMC Service. It shall be the responsibility of the Service Provider to make the Air Conditioner work satisfactorily throughout the contract period, also to hand over the Air Conditioners to the department in working condition on expiry of the contract. Any damage to the Air Conditioner units in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without any extra cost and expenses.
13. The work to be undertaken on closed holidays and beyond office hours on any day except by prior approval/ direction of the buyer.
14. During AMC the Service Provider shall carry out minimum 04 (Four) Nos. of wet and dry services per year as per contract in all equipment/AC. The timely routine services (dry and wet) to be carried out shall cover the following works:
  - a. Cleaning of filters.
  - b. Dust cleaning of entire unit by water/ air blower and cloth.
  - c. Checking/ tightening of all the screws/ fasteners.
  - d. Checking and tightening of electrical contact points and parts and if required, replacement of the defective parts.
15. During AMC the Service Provider should carry out 02 (two) number of preventive maintenance (overhauling) services to all equipment/AC per year. The preventive maintenance (overhauling) shall cover the details given below:
  - a. Acid cleaning and repair of condensers and cooling coil fins.
  - b. Water cleaning of entire body.
  - c. Tightening of all screws, fasteners.
  - d. Checking all the electrical parts and wiring and repair of such parts. Oiling of all the moving parts.
  - e. Checking the play (gap) of condenser motor and if required, refurbishing/replacing defective worn out parts.
  - f. Checking cooling effect and if it is found that gas is less the same has to be topped up.
  - g. Cleaning/ replacement of filters.
  - h. Servicing of remote control and microprocessor controls.
  - i. Repair of damaged insulation of refrigeration piping of split units on account of routine service/ repair.
16. Periodic/Routine Maintenance shall be as per industry standard/ Maintenance manual of the Air Conditioners. The parts/components/sub-assemblies used for repair/ replacement by the Service Provider will be of the same make and functional capability as originally available in the system.



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**17. Availability and replacement of spare parts, accessories etc.:**

- a. The Service Provider shall undertake to arrange genuine spares parts of the Air Conditioners as and when required.
- b. The Service Provider has to ensure availability of the spare parts in their stock. In case some of the major spare are not available with Service Provider, the same shall be arranged within seven days.
- c. Service Provider shall be responsible for the verification of new part(s) from Buyer before fitting to equipment. The removed part is to be handed over to the Buyer. In case service provider notice any part is missing same to be brought to the notice of the Buyer or otherwise responsibility shall be of Service Provider.
- d. All the consumable articles/ parts required for cleaning, repairs and maintenance of Air conditioners will be provided by the Service Provider at no extra charge to the Buyer.
- e. Service provider shall provide minimum warranty or 6 months for the replaced part from date of such replacement /repair.

**18.** In case of delay in attending to problems breakdown of Air Conditioners due to Improper handling by the Service Provider's personnel then penalties for violation of Service Level Agreement (SLA) shall be levied as indicated in the Penalty Clauses.

**19.** After carrying out repair/parts replacement work, certificate regarding equipment working condition should be obtained from Buyer.

**20. Resources Employed**

- a. The Service provider will ensure to physically engage/depute and station OEM. The Authorized Service Engineer/ technically competent service engineer/ engineers along with skilled helpers at Buyer's office premises during office hours and as & when required, depending on the urgency and exigency of work to ensure proper upkeep of the Air Conditioners and quick resolution of the fault during the AMC period. The deployed persons should be having expertise to attend all the issues pertaining to the maintenance of all kind of Air Conditioners and relevant electrical work.
- b. Service Provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves appropriately in the premises of the Buyer's department. In case of any misconduct penalties as indicated in the SLA shall be levied and Service Provider may be required to terminate the resource with immediate effect.
- c. The resources used by Service Provider to carry out maintenance shall be on rolls of the Service Provider and shall have no claim whatsoever for any benefits from the buyer. Service Provider shall be responsible for complying with any and all applicable rules, regulations, bye laws and other statutory compliances.



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## **21. Response Time:**

The service provider has to maintain the response time for attending the complaint for maintenance services during the AMC period. Complaints/Calls shall be attended to on all working days (from Monday to Friday between 9.00 a.m. to 5 p.m.) and as & when required, depending on the urgency and exigency of work.

- a. In case, no part is replaced, then such complaint must be attended within 24 hours of lodging of such complaint
- b. However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging.
- c. In case the Air Conditioner is not get repaired, or an alternative system not supplied within the period of 7 days from the time of failure reported, then the Buyer reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider.

## **22. Maintenance of Record:**

- a. The Service Providers should maintain proper records of the Complaints/Calls and the same should be resolved by the service provider within 24 hour of logging any Complaints/Calls and Register shall be maintained for that.
- b. Service Provider (SP) shall maintain register indicating details of equipment, being maintained and details of rooms/ place where they are installed.
- c. Service Provider shall maintain the log sheet which will include number of Services provided during the contract period with dates and part of the equipment got repaired or replaced, with Its proper model number and necessary details.

## **23. Payment Terms**

- a. The payment will be made to AMC Service provider on quarterly basis (If the services are satisfactory) on submission of bill by the vendor on completion of each quarter after deducting penalty amount, if any
- b. Enhancement or decrease of taxes, duties or prices of components, etc. will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed as a result of the above.

## **24. Penalties and Termination:**

The Service Provider shall be responsible for faithful compliance of the terms and conditions of this AMC. In case of non-compliance of Service obligations, penalty per default will be imposed as per SLA. Non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements,





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committing fraud. etc will be considered as a major default and the contract will be liable to be terminated immediately without giving any further notice.

- a. Penalty shall be levied not only for delay in repair but also delay in response too. For delays in response as well as bringing back any equipment to working condition within such time, penalties shall be deducted from the AMC charges payable to the service provider.
- b. If the Service Provider fails to repair/ replace the Air Conditioners within one day. the said mock may be got repaired from other Company/ Firm/ Agency and made functional and the expenditure incurred thereon shall be recovered from the firm, apart from the penalty levied as stated in preceding clause. This may even entail termination of the contract and forfeiture of security deposit.
- c. Penalty to be imposed if the resolution/ maintenance do not involve part replacement is delayed above 24 hours.
- d. Penalty to be imposed if the resolution/ maintenance involving part replacement is delayed above 7 days.
- e. If the Service Provider is not able to complete or turn up for the complaints/calls, then Buyer can avail the services for many other local service provider/ local technician and the amount so incurred in such repair or replacement can be deducted from the bill of Service Provider/ from his due amount.
- f. The cumulative penalty cannot exceed 10% of the contract value for that period. The AMC may be terminated by the Buyer once this limit is breached without any prejudice to other contractual remedy, if any.
- g. No penalty shall be leviable, if the service provider provides a functional standby equipment of same till the re-delivery of the equipment duly repaired.

SL No	Service Level Agreement	Base line Performance	First default	Second default	Third default and subsequent defaults
1	Delay in starting the AMC services	AMC Services to start within maximum 1 week from award of the contract	Termination of contract		
2	Log sheet Maintenance	Log sheet to be maintained Per visit/ per	Warning to be given	Rs.250/-	Rs.500/-



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		maintenance arising on complaint/call			
3	Delay in carrying out Preventive/ Routine maintenance as per schedule	To be carried out as per intervals applicable	0.5% Of billed amount for everyday delay		
4	Delay in carrying out repairs where no spare part change is involved	24 hours of reporting	1% of billing amount for the quarter for everyone day delay	2% of billing amount for quarter for every one day delay	3% of billing amount per quarter for every one day delay
5	Delay in carrying out repair in where change of spare part is involved	Should be resolved within 7 days of lodging of complaint	2% of billing amount for quarter for every one day delay	3% of billing amount for quarter for every one day delay	5% of billing amount per quarter for every one day delay
6	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behaviour etc. with or employees of buyer organisation or other employees of service provider	No such occasion should happen	Rs. 1000/- and resource to be terminated in addition to any other action as deemed fit by buyer organization	Rs.2500/- and resource to be terminated in addition to any other action as deemed	Rs.5000/- and resource to be terminated in addition to any other action as deemed.





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### **Documents to be attached along with technical bid**

- Company Profile and Experience details.
- Company registration details
- GST Number
- PAN Number
- Annual Turnover for last 3 years
- MSME/details if present
- Supporting documents if Form fee/EMD exemption if applicable

### **ANNEXURE**

#### Technical Specifications

Following are the list of Air Conditioners to be covered under Comprehensive Annual Maintenance contract

<b>SI No</b>	<b>Description</b>	<b>Make</b>	<b>Quantity</b>
1	1 TR Inverter type Split AC	Daikin	1 No
2	1.5 TR Non Inverter type Split AC	Voltas – 2 Daikin - 1	3 Nos
3	2 TR Non Inverter type Split AC	Voltas	4 Nos
4	2 TR Inverter type Split AC	Panasonic – 8 Blue Star - 1	9 Nos
5	4.6 TR Tower AC	Daikin	2 Nos

Note: Service provider may depute/engage a suitable team to visit and inspect the site to ensure the Air Conditioners to be put under this AMC are in working condition. Further clarification(s) if any, may be obtained from the buyer. The site visit shall be entirely at service providers own cost and expenses.



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**ANNEXURE 1 (TECHNICAL BID)**

**OFFICE OF DISTRICT PROGRAMME MANAGER, NHM, TVM**

**GENERAL INFORMATION ABOUT THE TENDERER**

1	Name of the Tenderer					
	Registered address of the firm					
	State		District			
	Telephone No.		Fax			
	Email		Website			
<b>Contact Person Details</b>						
2	Name		Designation			
	Telephone No.		Mobile No.			
<b>Communication Address</b>						
3	Address					
	State		District			
	Telephone No.		Fax			
	Email		Website			
<b>Type of the Firm ( Please ✓ relevant box)</b>						
4	Private Ltd.		Public Ltd.		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
<b>Nature of Business( Please ✓ relevant box)</b>						
5	Original Equipment Manufacturer			Authorized Dealer /Representative		
	Direct Importer			Others, specify.		
<b>Key personnel Details (Chairman, CEO, Directors, Managing Partners etc. )</b>						
6	in case of Directors, DIN Nos. are required					
	Name		Designation			
	Name		Designation			
<b>Bank Details</b>						
7	Bank Account No.			IFSC Code		



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	Bank Name & Address		Branch Name	
	Tel No		Email ID	
8	Whether any criminal case was registered against the company or any of its promoters in the past?			Yes / No
9	Other relevant Information provided * (here enclose the details such as presentation on the details of the tenderer in a CD preferably, please avoid submission of detailed leaflets/brochures etc, if possible.)			
Date:		Office Seal		Signature of the tenderer / Authorised signatory



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## ANNEXURE 2 (FINANCIAL BID)

### OFFICE OF DISTRICT PROGRAMME MANAGER, NHM, THIRUVANANTHAPURAM

## PRICE BID FORM

To,

The District Programme Manager  
Office of District Programme Manager,  
W&C hospital compound, Thiruvananthapuram

- Having examined and read the tender document for the Annual Maintenance Contract for Air Conditioners in DPM Office Trivandrum. , we here offer our best price for the items mentioned herein as follows.

### I. BEST PRICE OFFERED

Sl No	Description	Make	Rate per Unit(A)	GST % (B)	Rate per Unit (incl. of all taxes) (C=A+B)	Quantity D	Total Amount (E=C*D)
1	1 TR Inverter type Split AC	Daikin				1 No	
2	1.5 TR Non Inverter type Split AC	Voltas				2 Nos	
3	1.5 TR Non Inverter type Split AC	Daikin				1 No	
4	2 TR Non Inverter type Split AC	Voltas				4 Nos	
5	2 TR Inverter type Split AC	Panasonic				8 Nos	
6	2 TR Inverter type Split AC	Blue Star				1 Nos	
7	4.6 TR Tower AC	Daikin				2 Nos	