

No.DP AD-I 2017 /1298 /3/15/2014

Central Bureau of Investigation
Govt. of India(Bharat Sarkar)
Plot No.5-B,7th Floor,
Kendriya Karyalaya Parisar
Lodhi Road, New Delhi-110003

Dated : 23/3/17

To

Sub. Competitive rates for Comprehensive Annual Maintenance Contract
in respect of Air Conditioners – reg.

Sir/Madam

CBI, Head Office invites sealed quotations for Comprehensive Annual Maintenance Contract for its 56 Nos. of Air Conditioners (22 Windows and 34 Split) (quantity may be increased/decreased on proportionate basis) installed in CBI Safe House / Guest House etc. within Delhi/New Delhi. The scope of work and terms & conditions of the contract are given at Annexure 'A' and 'B' respectively.

It is requested that your sealed quotations quoting lowest rate should reach to the office of undersigned latest by 1500 hrs on 31.03.2017 and the same shall be opened at 1600 hrs on the same day. The envelope should superscribed "Quotation for Comprehensive Annual Maintenance Contract of Air Conditioners".

Enclosed : As above.

Yours faithfully,

(Handwritten signature)
23/3/17

(Mahesh Kumar)

Dy.SP(HQ) & chairman(LPC)

CBI HO New Delhi

n.a.

(Handwritten signature)
23/3/17

DSP(S) $\frac{1}{2}$
23/3

AP (GM)

$\frac{464/50}{23/3/17}$

✓ Copy to Sys. Divn. for uploading on eBI web-site pls.

SCOPE OF THE WORK

The maintenance services will consist of :-

- A) Attending to complaints raised by CBI on daily basis.
- B) Onsite preventive and corrective maintenance of Air Conditioners at CBI Hostel/Guest Houses, New Delhi.
- C) The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.

The maintenance services will be provided on all working days from 0930 Hrs. to 1800 Hrs (Monday to Saturday). The agency shall make the services of service Engineers available on Saturdays, Sundays or other holidays in case of any exigency.

Routine AMC SERVICES (ONCE IN 3 MONTHS)

Routine maintenance services shall include at least the following services :

- A) Cleaning/ Replacement of filter.
- B) Checking operation of the controls of the air conditioners such as selector switch, thermostat, relays, remote control etc.
- C) Checking air flow through the supply air grill, return air grill, condenser.
- D) Checking operation of the voltage stabilizer and back up electrical power outlet/MCB.
- E) Checking operation of drive motors and fans.
- F) Checking Firmness of the supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.

- G) Replacement of any component of air conditioners (outdoor and indoor units, in-let and out-let pipelines, electrical connections etc. found defective after the above checks and tests.
- H) Charging of Refrigerant Gas during the period of Contract if need arises.

ANNUAL MAINTENANCE SERVICES (TWICE A YEAR)

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 motor and all moving parts.
- C) Prevention of rusting of units.

Terms and Conditions for CAMC of Air Conditioners

- I. The firm will submit the attested copy of Registration No. of the firm along with attested copies of registration for service tax and TIN, VAT, PAN etc. However, the original documents have to be produced for verification at the time of signing of the contract agreement.
- II. The firm has to submit Proof of at least two Annual Maintenance Contracts (AMC) with the Govt. Ministries/Depts./reputed PSU etc. with attested copy of satisfactory completion report. However, the original documents have to be produced for verification at the time of signing of the contract agreement.
- III. AMC will be a period of one year commencing from the date of signing Contract Agreement.
- IV. CBI HO reserves to right to transfer/re-install any of the machines to another location in/within Delhi.
- V. The service provider shall maintain adequate stock of required spare parts in the store in his nearest service centre.
- VI. The service provider shall ensure that in case of compressor breakdown, it shall be replaced with a new compressor of same model with at least one year replacement warranty. Repairing of burnout compressor shall not be allowed.
- VII. The spare parts used for replacement shall be of same make/quality as installed in new air conditioner with warranty or guarantee of one year period.
- VIII. Transportation of Air Conditioner Units from the office building to the service provider's workshop, from one place to another and from the service provider's workshop to the office building, will be at the cost of the service provider.
- IX. Unsatisfactory performance will render contract to be terminated without notice.
- X. At the end of the period, the service provider shall demonstrate satisfactory testing and operation of all the air conditioners.

- XI. In the event of the vendor failing to execute the work under contract in whole or in part, an alternative arrangement will be made by CBI, totally at the cost and risk of vendor besides any suitable fine/penalty.
- XII. The vendor shall be liable to pay compensation for any loss and damage caused to the property of CBI by the vendor or his workers.
- XIII. The vendor shall personally be responsible for the conduct of his staff and in case of any complaint against any staff; vendor will be under obligation to change the worker when instructed by authority.
- XIV. Any action on the part of the tenderer to influence any officer of the Centre or canvassing in any form shall make the tender liable for rejection.
- XV. 25% payment of contract amount will be made on successfully completion of each quarter on the production of 'Satisfactory Service Certificate' from the user(s).
- XVI. On discretion of competent authority, contract period can be extended for one more year, if the services of the firm are found satisfactory in all respects and the firm concerned agreed to extend.
- XVII. The Contract shall be comprehensive in nature and the contractor shall be responsible for upkeep of the air conditioners in working condition through out the period of contract.
- XVIII. The contractor can charge the actual cost of the spares of the air conditioners in case it is established that air conditioner has been either tempered with or damaged due to the negligence of the client.
- XIX. The Air Conditioner requiring replacement of parts shall be set in order within 24 hours at CBI premises after responding to the registered complaint/call. In case the machine is required to be taken outside the premises for repair, the freight/transportation charges will be borne by the contractor.
- XX. The contractor shall be liable to pay compensation as decided by CBI for any loss and damage caused to the property of CBI by the contractor or his workers.
- XXI. In case there is a major breakdown in Air Conditioner, the normal period for repair, shall be 3 days. If the Air Conditioner needs more time the period shall be limited to 7 days.
- XXII. Cost of damage done to the machine under repair in the contractor's workshop shall have to be borne by the contractor.
- XXIII. Specially trained technical staff will be sent for preventive maintenance once in a quarter.