



राष्ट्रीय पवन ऊर्जा संस्थान
(नवीन और नवीकरणीय ऊर्जा मंत्रालय के अधीन स्वायत्त अनुसंधान एवं विकास संस्था, भारत सरकार)

NATIONAL INSTITUTE OF WIND ENERGY

(An Autonomous R&D Institution under Ministry of New and Renewable Energy, Government of India)

वेलचेरी ताम्बरम प्रमुख मार्ग, पल्लिकरणई, चेन्नै - 600 100, तमिल नाडु, भारत

Velachery – Tambaram High Road, Pallikaranai, Chennai - 600 100, Tamil Nadu, INDIA

NO: NIWE/PUR/7/142/21

DATE: 20.04.2021

E-Tender FOR **"AMC for Air Conditioners"** DUE AT **03.30 P.M.**
ON **06.05.2021** OPENING AT **03.30 P.M.** ON **07.05.2021.**

National Institute of Wind Energy invite e-tender for Annual Maintenance Contract from Service providers as per details given below:

Sl. No.	DESCRIPTION OF ITEM
1.	Annual Maintenance Contract for Air Conditioners (Terms and Conditions are given in Annexures) (Kindly Quote as per BOQs)

2. Document Download:

Tender documents may be downloaded from Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrollment is free of cost. Bidders are advised to go through instructions provided at CPP portal.

3. Critical Dates for the tender reference NIT No. **NIWE/PUR/7/142/21**

Publish Date	20.04.2021
Bid Submission Start Date	20.04.2021
Site Visit	22.04.2021 to 05.05.2021 – 10.00 AM to 04.00 PM (Except Sundays & Govt. Holidays)
Bid Submission End date	06.05.2021 at 3.30PM
Bid Opening Date	07.05.2021 at 3.30PM

4. Bid Securing Declaration:

Bidders are required to submit Bid securing declaration as per Annexure 2. The scanned copy of Bid securing declaration shall be uploaded along with the bid document. By signing the bid security declaration, bidders are accepting that if they withdraw or modify their bids during the bid validity period, they will be suspended for a period of one year as specified in Annexure 2.

For unsuccessful bidders, the bid securing declaration shall cease to be valid upon receipt of the notification of the successful bidder in the CPP-Portal or thirty days after the expiration of validity of this bid, whichever is earlier.



नीचे NIWE
(ISO 9001 Certified)

5. Bid Submission:

Bids shall be submitted online only at CPP website: <https://eprocure.gov.in/eprocure/app>*

- Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app>
- Tenders and supporting documents shall be uploaded through e-procurement portal. Hard copy of Bid documents shall not be accepted.
- Scanned copy of following shall be uploaded in the CPP Portal
 - Copy of GST certificates & PAN
 - R.T.G.S Particulars for making payment, if any
 - Signed copy of Tender Documents for accepting the terms and condition.
 - Duly filled & Signed copy of Annexure II and Annexure III (along with Signature of the NIWE official for site visit).
 - Duly filled and signed bid securing Declaration-Annexure I
 - Duly filled and signed Technical compliance sheet/Annexure IV.
 - Duly signed Appendix-I with AMC rate for each and every air conditioner mentioned.
 - Duly filled and signed copy of Appendix II
- While quoting the AMC rates in the given BOQ, total rate in lump sum shall be given. The breakup of the rate shall be given in Appendix-I after necessary scrutinization of the installation date and also by visiting the site.

Yours faithfully,

Division Head (F&A)

* For any technical related queries with regard to CPP-Portal please call the Helpdesk. The 24 x 7 Help Desk Number **0120-4200462, 0120-4001002** Mobile : **+91 8826246593** and E-Mail : support-eproc@nic.in**

**Note- Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue to NIC along with the Contact details.

GENERAL TERMS AND CONDITIONS

1. NIWE is R & D institution under MNRE, Government of India, running with the motive of not making profit. The special prices/concessions may be quoted as applicable of Government R&D Institutions.
2. Credentials like Authorized Agent\ Distributorship, manufactures of import substitution or goods manufactured under foreign license agreements, holding DGS&D rate contract, Registration with NSIC\SSSI etc, maybe mentioned in the quotation.
3. Conditions of prior turnover with respect to Startups and Micro & Small Enterprises (MSME) are relaxed subject to meeting quality & technical specifications.
4. The prices shall be valid for the next 90 days from the date of opening of the tender.
5. Percentage of GST (CGST/SGST/IGST) rate applicable shall be given separately for each item mentioned in the proposal.
6. Details of applications required to be made or clearances to be obtained by NIWE are to be furnished in the quotation.
7. Obtaining quotations from suppliers does not bind NIWE to place orders and any terms and conditions stipulated in the quotations. Similarly, NIWE is not binding to place orders on the lowest.
8. Payment: Payment will be made through Fund transfer only. The Account Number and other details may be furnished by the Supplier duly supported by the banker.
9. The Director General reserves the right to accept or reject any /all the quotations in part or full without assigning any reasons what so ever.

10. Security Deposit:

Within Thirty (30) days of the receipt of Purchase Order/Letter of Award from the Owner/NIWE, the supplier shall furnish the Security Deposit in any form acceptable to the Owner for 03% value of the order including taxes and duties. Security deposit may be paid by way of NEFT/RTGS to the account of NATIONAL INSTITUTE OF WIND ENERGY (NIWE), Chennai or by submitting Bank Guarantee for the equal amount valid for three (3) months beyond the warranty period.

11. Liquidated Damages:

The timely servicing of the Air conditioners mentioned at Appendix I and attending its related issues is the essence of the contract. In the event of contractor's failure to deliver the services/repair within the stipulated period, the liquidated damages shall be payable @ 0.5% (one half of one percent) per week of delay or part thereof, of the total order value. However, the total liability of the Contractor under this clause shall not exceed 10 % of the total Contract value so awarded.

12. Settlement of Disputes:

If any dispute(s) or difference(s) of any kind whatsoever arise between the Parties hereto in connection with or arising out of this Contract, the Parties hereto shall negotiate with a view to its amicable resolution and settlement. In the event no amicable resolution or settlement is reached within a period of thirty (30) days from the date on which the dispute(s) or difference(s) arose, such dispute(s) or differences shall be referred to and settled by sole arbitration of the Secretary, Ministry of New and Renewable Energy, New Delhi or his nominee whose decision shall be final and binding for both the parties under the provisions of the Arbitration and Conciliation Act, 1996.

The existence of any dispute(s) or difference(s) or the initiation or continuance of the arbitration proceedings shall not permit the Parties to postpone or delay the performance by the parties of their respective obligations pursuant to this Contract. The venue of the arbitration shall be Chennai, India.

13. **Termination:**

- a. The contract can be terminated with two months' notice on either side.
- b. In case the contractor fails to respond to the instructions given by OIC even after a week's time, the contract may be summarily terminated by NIWE without any notice.
- c. In case of any default noticed in remittance of statutory dues by the contractor or non-compliance of provisions under any Act, the contract is liable to be terminated by NIWE. In case of violation of any of the terms and conditions under this contract by the contractor, NIWE shall terminate the contract forthwith and the security deposit shall be forfeited to the extent of loss, damage with penalty etc. In case the loss, damage, etc, suffered by NIWE is over and above the quantum of amount of security deposit, NIWE shall have the right to recover the balance amount by lawful means.
- d. In case of any loss suffered by NIWE due to gross negligence of duty by the services deployed by the contractor, the contractor shall take action forthwith and make good of the loss suffered by NIWE. Besides the contractor shall take remedial measures to avoid such occurrences.

14. **Option Clause:**

NIWE reserves the right to increase/decrease the quantity by up to 25 (twenty-five) percent at any time, till final delivery date (or the extended delivery date of the contract), by giving reasonable notice even though the quantity ordered initially has been supplied in full before the date of the delivery period (or the extended delivery period).

15. **Accident OR Injury to Workmen:**

NIWE shall not be liable for any damage or compensation payable at law in respect or in consequence of any accident or injury to any workmen or other men in the employment of the contractor or sub-contractor. The contractor shall indemnify and keep indemnify NIWE against all such damages and compensation, and against all claims, proceedings costs, charges and expenses whatsoever in respect thereof of in relation there to. The insurance shall be within the contract price. It is the responsibility of contractor to ensure prompt settlement of such claims as admissible in law without waiting for settlement of insurance claims.

16. **FOR ANY QUERIES CONTACT: 044 22463982/83/84 E-mail: purchase.niwe@nic.in .**

In respect of detailed clarifications, bidders are advised to send email to purchase section as given above.



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CHENNAI -600 100

Special Terms and Conditions:

1. While quoting the AMC rates in the given BOQ, total rate in lump sum shall be given. The breakup of the rate shall be as per Appendix-I after necessary scrutinization of the installation date and also by visiting the site.
2. Site visit is compulsory. Period of site visit has been mentioned in the Notice inviting tender part of this document.
3. The firm should be in the business of maintenance of Air Conditioners at least 5 years (up to 2021) – (Scanned Work Order Copy to be enclosed).
4. The average annual turnover of the bidder in the preceding three (3) financial years as on bid opening date shall not be less than 02.50 lakhs (Scanned Copy of Certificate to be uploaded).
5. The firm must have at least 1 year experience of successful completion of AMC of Air Conditioners of at least two Government Organizations in each year during the last three years. (Requisite scanned documents to be enclosed)
6. The firm should have experience in AMC of not less than 50 Air Conditioners during the last three preceding years. (Requisite scanned documents to be enclosed).
7. Bidders shall ensure themselves of the services to be undertaken after having a strict scrutinization and proper inspection of the AC's mentioned in Appendix-I. Prices once quoted shall be firm and cannot be changed for the entire period of the AMC so specified.
8. The firm should be ready to accept AMC of any Make/Models of Air Conditioners.
9. In case of award of maintenance order initially, it shall be for a period of 1 year and may be extended for another 1 year based on performance. The Contractor shall pay a Security Deposit of 10% of the total order value valid for 15 months within 15 days from the date of the Order.
10. In case of major repair, the supplier should have facility for providing a standby AC unit.
11. Payment will be made on quarterly basis against submission of Invoice for that quarter.
12. Comprehensive AMC of Window & Split Air Conditioners shall include Repair & Replacement of technical data sheet **enclosed as Annexure IV.**
13. One Experienced Resident Service Engineer should supervise the services undertaken by their technicians at least once in a week at NIWE-Chennai. The firm shall provide maintenance services on all working days i.e. Monday to Saturday from 9.00a.m. to 5.30 pm. However, if needed by NIWE, such services shall be provided by the firm even on Sundays and other holidays. The Resident Engineer should have mobile facility so that he can be contacted any time.

14. AC Mechanic (Multi Skilled Technician) should report daily to Officer in-charge of NIWE between 10 AM and 11 AM on all working days to get the details of complaints if any. If there is no complaint in NIWE, he can go back to his office.
15. NIWE will provide only incidental expenses, if any, borne by the AMC provider in the replacement of compressors, which are under warranty.
16. Material costs for the following items shall be borne by NIWE whereas the labour charges for its replacement/servicing shall be in the scope of Service provider:
 - i. Copper pipes from indoor to outdoor unit for re-installation and defective pipe;*
 - ii. Indoor and outdoor copper coil for defective/ non-serviceable units;*
 - iii. Coverage for aluminum coil condenser of Indoor and Outdoor;*
 - iv. Replacement of defective remotes and batteries.*
17. All break down calls received during normal working hours should be attended to as early as possible, but within 24 hours of receipt of calls. A standby machine has to be provided in case of delay in rectifying the defects within three days (Sunday and Public holidays included for this purpose).
18. A minimum stock of spares & Gas cylinder will have to be maintained at the premises for meeting immediate exigencies of work and upkeep of equipment at all times. Efforts should be made to ensure close to zero MTBF (Mean Time between Failures).
19. Foam Installation is under scope of AMC provider should cover the open copper pipe with insulation and arrangement of AC outlet water should be through ground level only.
20. Any reinstallation work in NIWE campus is under scope of AMC provider.
21. Overhauling and repairing of air conditioners, parts and compressors as and when found necessary should be carried out free of charge either in the service center or at dealer's place, if such overhauling and repairing is not possible at NIWE
22. AMC Provider has to do quarterly service of the unit by trained personnel including the following: -
 - Rectification of defects observed during inspection.
 - Checking of electrical parts including motors & rectification.
 - Checking & adjustment of controls and lubricating of moving parts, proper dust cleaning.
23. The AMC Provider will maintain records of the complaints in a register. The format of the register is given below.
24. (a) S. No, (b) Call login date/Time, (c) Reported by (User Name), (d) Problem diagnosed, (e) Call closed date/Time, (f) Users remarks/Signature, (g) Call Attended by.
25. Visiting the NIWE, Chennai Campus for the purpose of AMC Tender for Air Conditioners is a must. Proof to the effect must be enclosed as referred in Annexure II with the tender. Contract person 1. Shri T. Suresh Kumar, AE – E&M.

Division Head (F&A)

Annexure-I

BID SECURING DECLARATION

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 Securing 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 Instructions 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 appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)



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Velachery – Tambaram High Road, Pallikaranai, Chennai - 600 100, Tamil Nadu, INDIA

NIWE/PUR/7/135/19

Annexure - II

Price Bid(Unpriced part)

S. No	Particulars	Qty.	Rate for One Year Rs.	Total Amount without tax Rs.	GST % (CGST/SGST)	Tax Amount	Total Amount With tax (Rs.)
1.	AMC for Air Conditioners	Lump sum					
Total Amount in figures =							
Payment Term				Quarterly basis on Satisfactory services for the previous quarter as recommended by the concerned division of NIWE			
Validity period				The offer shall remain valid throughout the AMC period			

COMPANY NAME, SEAL :

SIGNATURE :

CONTACT PERSON & MOBILE :



नीचे NIWE
(ISO 9001 Certified)

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NATIONAL INSTITUTE OF WIND ENERGY
CHENNAI -600 100

ANNEXURE-III

Name of the person	
Designation	
Mobile No:	
E-mail ID:	
Company Name	
Address	
Phone No:	
Purpose of Visit	Purpose to Survey the site for AMC of Air conditioners with reference to NIWE Enquiry
	Signature

Signature of the NIWE official

This should submit along with the Enquiry



ANNEXURE IV

TECHNICAL COMPLIANCE SHEET

Sl. No.	Description of Items	YES/NO	Remarks
1	Drain water hose repair and replacement up to ground level.		
2	Replacement and repairs of compressor from OEM's.		
3	Gas charging and refilling (all types of gas).		
4	Air filter.		
5	All Electrical parts (Capacitor, cables, connectors, etc..)		
6	Servicing.		
7	Overhauling.		
8	Greasing.		
9	Starting relay.		
10	Overload protector.		
11	Wiring repairs.		
12	Motor rewinding with bush and shaft.		
13	Tapes including handling charges.		
14	Blower motor, outdoor fan motor.		
15	Remote set repairs.		
16	Digital scanner.		
17	PCB Boards service.		
18	Insulation of copper pipelines.		
19	Cooling copper tubes in all units must be insulated properly.		
20	Foam installation should cover the open copper pipe with insulation.		
21	Minimum stock of spares & gas cylinder to be maintained at the premises for immediate exigencies of work.		
22	Any re-installation work in the campus.		

COMPANY NAME, SEAL :

SIGNATURE :

CONTACT PERSON & MOBILE :

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APPENDIX-I

AC List and Other details:

Sl. No	AC Make/Brand/Type	Ton	Qty.	Date of Installation	Location Room No	Remarks	AMC Rate in Rs.
1	Blue Star	2	1	27.10.2009	-		
2	Voltas	2	1	19.06.2013	-		
3	Blue Star	2	1	30.03.2019	222		
4	Blue Star	2	1	30.03.2019	222		
5	Blue star	2	1	12.06.2009	-		
6	Daikin	2	1	06.01.2010	-		
7	Blue Star (Ceiling Mounted duct type)	3	1	20.08.2015	101		
8	Lloyd	1	1	29.08.2016	101		
9	Vestar	2	1	30.08.2016	105		
10	Daikin	2	1	30.08.2016	108		
11	Daikin	2	1	30.08.2016	108		
12	Daikin Inverter	2	1	16.09.2014	108		
13	Daikin Inverter	2	1	16.09.2014	108		
14	Daikin	1.5	1	01.06.2015	108		
15	Daikin	1.8	1	08.05.2015	-		
16	Panasonic	1.5	1	18.03.2019	109		
17	Panasonic	1.5	1	18.03.2019	110		
18	Vestar	2	1	04.06.2018	111		
19	Vestar	2	1	01.06.2018	111		
20	Vestar	2	1	04.06.2018	111		
21	Panasonic	1.5	1	18.03.2019	118		
22	IFB	2	1	08.08.2019	118		

23	Midea High wall Split AC	2	1	17.08.2020	118	AMC Start from 17.08.2021	
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Sl. No.	AC Make/Brand/Type	Ton	Qty	Date of Installation	Location Room No	Remarks	AMC Rate in Rs.
24	Midea High wall Split AC	2	1	17.08.2020	118	AMC Starts from 17.08.2021	
25	Daikin	2	1	19.05.2014	117		
26	Daikin	1.5	1	17.06.2016	117A		
27	Daikin	1.5	1	20.08.2013	C103		
28	Daikin	1.5	1	15.10.2014	104		
29	Blue Star (Ductable Type)	3	1	02.07.2014	112A		
30	Vestar	1.5	1	31.01.2017	112A		
31	Hitachi	1.5	1	21-05-2015	116		
32	Daikin	1.5	1	31.03.2015	115		
33	Daikin (inverter)	1.5	1	20.08.2013	C105		
34	AUX	2	1	15.02.2018	113		
35	Daikin	1.5	1	01.06.2015	114		
36	Blue Star	1	1	09.04.2015	C111		
37	Totaline	1.5	1	22-11-2016	C112		
38	Vestar	2	1	13.04.2017	C112		
39	Blue Star	1.5	1	13.05.2011	C112		
40	Daikin	1.5	1	01.06.2015	C112		
41	Videocon	1.5	1	20.06.2017	C112		
42	Daikin	1.5	1	18.05.2016	C110		
43	AUX	1.5	1	15.02.2018	C 106		
44	Blue Star	1.5	1	24.08.2011	C203		
45	Daikin	2	1	01.06.2015	C203		
46	Vestar	2	1	09.09.2017	C203		
47	Hitachi	2	1	27.11.2018	C203		
48	Hitachi	1.5	1	27.11.2018	C202		
49	Daikin	2	1	30.03.2016	C201		
50	LLOYD	1	1	21.12.2012	C201		

Sl. No	AC Make/Brand/Type	Ton	Qty	Date of Installation	Location Room No	Remarks	AMC Rate in Rs.
51	LLOYD	1.5	1	21.12.2012	C201		
52	LLOYD	1.5	1	21.12.2012	C201		
53	Hitachi	1.5	1	27.11.2018	C201		
54	Vestar	2	1	02.06.2018	212		
55	Blue Star	1	1	09.04.2015	213		
56	Voltas	2	1	19.06.2013	214		
57	Blue Star	2	1	10.11.2010	214		
58	Vestar	1.5	1	17.10.2017	214		
59	Vestar	2	1	30.08.2016	216		
60	Daikin	2	1	11.05.2016	216		
61	Daikin	2	1	11.05.2016	216		
62	Lloyd Inverter	1.5	1	30.05.2016	204		
63	Daikin Inverter	1.5	1	31.03.2015	205		
64	Daikin	1.5	1	29.09.2014	206		
65	Midea High wall Split AC	1.5	1	17.08.2020	206	AMC Start from 17.08.2021	
66	Blue Star	2	1	08.05.2015	208		
67	Hitachi	1.5	1	11.05.2015	209		
68	Hitachi	1.5	1	11.05.2015	209		
69	Vestar	2	1	02.06.2018	210		
70	Vestar	2	1	01.08.2018	211		
71	O General W/D	1.5	1	30.12.2013	119		
72	O General W/D	1.5	1	30.12.2013	120		
73	Voltas	1.5	1	19.06.2013	-		
74	Vestar Inverter	1.5	1	08.04.2017	C205		
75	Panasonic	2	1	18.03.2019	-		
76	Videocon	1.5	1	16.08.2017	C204		
77	Hitachi	1.5	1	10.08.2012	C204		

Sl. No	AC Make/Brand/Type	Ton	Qty	Date of Installation	Location Room No	Remarks	AMC Rate in Rs.
78	Videocon	1.5	1	28.09.2017	201		
79	Videocon	1.5	1	28.09.2017	201		
80	Videocon	1.5	1	28.09.2017	201		
81	Blue Star (Ductable Type)	8.5	1	02.08.2011	202		
82	Blue Star (Ductable Type)	8.5	1	02.08.2011	202		
83	Media floor mounted ACs	2	1	10.08.2019	-		
84	Media floor mounted ACs	2	1	10.08.2019	-		
85	Media floor mounted ACs	2	1	10.08.2019	-		
86	Media floor mounted ACs	2	1	10.08.2019	-		
87	Media floor mounted ACs	2	1	10.08.2019	-		
88	Hitachi	2	1	01.01.2020	215		
89	Hitachi	2	1	01.01.2020	215		

Division Head (F&A)

ADDRESS FOR COMMUNICATION

Division Head (Finance & Administration),
National Institute of Wind Energy,
Velachery – Tambaram Main Road, Pallikaranai,
Chennai 600100.
Phone: EPABX: 91-44-22463982 / 83 / 84 /29001162 / 67 / 95.
Fax: 91-44-2246-3980, Email: purchase.niwe@nic.in

Any amendment to the Tender will be published in the CPP-Portal as well as in the NIWE Website

: <http://niwe.res.in>.

It is the tenderers' responsibility to visit the NIWE website frequently to know about the latest updates / amendments / corrigendum / addendum / clarifications if any.

Appendix-II

Bidder details

(TO BE FILLED IN CAPITAL LETTERS)

1.NAME OF THE BIDDER	
2.ADDRESS	
3.PIN CODE	
BANK PARTICULARS	
A)BANK NAME	
B) BANK TELEPHONE NO. (WITH STD CODE)	
C) BRANCH ADDRESS	
D) BANK FAX NO (WITH STD CODE)	
E) BRANCH CODE	
F) BANK ACCOUNT NUMBER	
G) IFSC CODE OF THE BANK BRANCH	
H) BANK ACCOUNT TYPE (TICK ONE)	
5. PERMANENT ACCOUNT NUMBER (PAN)	
6. Valid E-MAIL Address for correspondence	
7. Valid Contact Number (Mobile)	

DATE:

(AUTHORISED SIGNATORY)

Name:

OFFICIAL STAMP