



भारतीय प्रबंध संस्थान, लखनऊ नोएडा परिसर

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS

Plot no. B-1, Sector -62 Institutional Area, Noida-201307, U.P

Contact No Tel: 0120-6678545, 8509 – 8426 | Fax: 0120-6678506

Website: www.iiml.ac.in; E-mail:- electricitync@iiml.ac.in purchase_iimlnc@iiml.ac.in

Ref. No. IIML-NC/AMC-ACs/2021-22/007

Date: 01/07/2021

SUBJECT:- E-Tender Notice inviting for Comprehensive Annual Maintenance Contract (CAMC) of Window / Split Air conditioners (316 nos.) LG & Voltas Make, installed at IIM Lucknow, Noida Campus

E-Tender Notice:

The Institute on satisfactory performance on mutually agreed terms and conditions invites E-Tenders from reputed agencies/firms for Comprehensive Annual Maintenance Contract of Window / Split Air conditioners (316 nos.) LG & Voltas Make, installed at IIM Lucknow, Noida Campus.

Reputed agencies/firms who are authorize dealer and capable to supply Genuine Spare Parts Window / Split Air conditioners (316 nos.) LG & Voltas Make, installed at IIM Lucknow, Noida Campus are eligible only to submit their best quotes in enclosed bill of quantity. The general terms & conditions of service contract are also enclosed which has to be duly signed indicating acceptance by the tenderer.

IMPORTANT INFORMATION

Tender Announcement date	01 st July 2021
Last date and time for submission of tender	22 nd July 2021 by 2:00 PM
Date and Time for Opening of Technical Bid	23 rd July 2021 by 2:30 PM
Period of Contract	4 years
EMD	Rs. 20,000/- (Rupees Twenty Thousand Only) Payee Name : INDIAN INSTITUTE OF MANAGEMENT LUCKNOW-NOIDA CAMPUS • Banker Name: AXIS BANK LTD. • Account Number : 022010100356060 • IFSC Code :UTIB0000022 Copy of the EMD receipt should be uploaded on website www.eprocure.gov.in
Note: Date of opening of financial bids will be intimated to the eligible vendors later on	

E-tenders are invited for obtaining services of Annual Maintenance Contract for a period of 4 years of Window / Split AC (LG & Voltas make) installed at Indian Institute of Management Lucknow Noida Campus. A free view NIT is available on Govt. E-Procurement portal i.e. <https://eprocure.gov.in>. Interested vendors/agencies are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender document comprises of rate bid may be downloaded on acceptance of terms and conditions. Duly signed the terms and condition of the tender document – Annexure-A, B, C, D may be uploaded on E-Portal of Govt. site i.e. <http://eprocure.gov.in>. Complete tender document using Digital Signature before the last date and time of submission as mentioned above.

Important Instructions for Bidders

1. Indian Institute of Management, Lucknow, an autonomous body, set-up by Ministry of Human Resources Development, Government of India having its office at Noida Campus, B-1, Sector-62 Institutional Area, Noida - 201 307 Uttar Pradesh (India) invites offers in prescribed BOQ from reputed vendors/agencies with the specified specifications in prescribed Performa.
2. Institute invites the quotations for obtaining services of Comprehensive Annual Maintenance Contract for a period of One year of Window / Split AC (LG & Voltas make) installed at Indian Institute of Management Noida Campus,
3. Tenderer who has downloaded the tender from the Govt. site shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered / modified in any manner, the tender will be completely rejected and EMD would be forfeited.
4. Intending tenderers are advised to visit the website: <https://eprocure.gov.in> after 26th June 2021 regularly till closing date of submission of tender for any Corrigendum/Addendum/Amendment.
5. The details of terms and conditions are being given in the Tender document (**Annexure –A**), (**Annexure –B**), (**Annexure –C**), (**Annexure –D**).
6. All pages of the Bid should be stamped and signed by the bidder.
7. A Bidder, who gives evasive information/reply against any such requirement, shall be liable to be ignored and rejected.
8. It is the responsibility of Bidder to go through the Bidding Document to ensure furnishing of all required documents in addition to above.
9. All filled bids are to be uploaded on the above site on or before 11:00 AM before the last date of submission. Manual bids shall not be accepted.
10. IIM Lucknow reserves the right to reject any of the offers without assigning any reasons thereof. You may seek clarification with this office on working days between 09:30 hrs to 1700hrs) on 0120- 6678515.
11. Complete tender document is available on website <https://eprocure.gov.in> which can be downloaded. Beside this tender document is also available on the Institute website: www.iiml.ac.in. The Tender, which are uploaded by the bidders without required supported documents as per tender notice, shall be rejected. The bidder incorporating additional Term & conditions are also liable to be rejected. Without submission of EMD/inadequate EMD shall be summarily rejected. EMD receipt should be deposited in the below account details,

- **Payee Name : INDIAN INSTITUTE OF MANAGEMENT LUCKNOW-NOIDA CAMPUS**

- **Banker Name: AXIS BANK LTD.**
- **Account Number : 022010100356060**
- **IFSC Code :UTIB0000022**

Scanned Copy of receipt of the deposited as EMD of Rs. 20,000/- (Rupees Twenty Thousand only) should be uploaded on www.eprocure.gov.in

12. The successful bidder shall pay 10% of the annual contract value as a Security Deposit in the form of demand draft/FDR/ BG of a nationalized bank in favor of “**Indian Institute of Management Lucknow Noida Campus**” only valid up to 14 months from the date of commencing the AMC.

13. **Last date and time for submission of tender is 22nd July 2021 by 02:00 PM.**

**To,
Head Administration
Indian Institute of Management Lucknow Noida Campus
B-1, Sector- 62, Noida– 201307 (U.P.)**



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Website: www.iiml.ac.in | E-mail: purchase_iimlnc@iiml.ac.in

Annexure-A (Page 01-07)

Ref. No. IIML-NC/AMC-ACs/2021-22/007

Date: 01/07/2021

Scope of work:

Indian Institute of Management Lucknow – Noida Campus invites quotations from reputed firms for Comprehensive Annual Maintenance Contract for Window / Split AC (Total 316 nos. LG & Voltas make) installed at Indian Institute of Management Lucknow, Noida Campus, B1- Institutional Area, Sector-62, Noida (201307) – U.P., for a period of One year.

Terms and Conditions

The prescribed filled-in Tender Document consisting of (i) Technical Bid and (ii) Financial Bid respectively may be filled and uploaded on CPPP portal. Each may be superscribed “**Technical Bid**” or “**Financial Bid**”, as the case may be.

Technical Bid

The Technical Bid should contain the followings documents: -

- Self Attested Passport Size photograph of authorizing contractor/Proprietor.
- Self Attested photocopy of PAN Card.
- Self Attested photocopy of Company Profile.
- Self Attested photocopy of Year of commencement of Business.
- Self Attested photocopy of List of Clients.
- Self Attested photocopy of Experience Certificate of similar work of the firm of **last 3 years** in the field of providing such services in Central Govt. establishment/Autonomous bodies of Govt. of India, reputed Public /private organizations.
- Self Attested photocopy of Complete Address of the Company.
- Self Attested photocopy of Turnover of the firm.
- Self Attested photocopy of GST Number.
- Self Attested photocopy of valid Registration Number of agency/Firm.
- Self Attested photocopy of valid EPF and also ESI registration number.
- Copy of IT Returns of the last three years.
- An EMD of Rs. 20,000/- (Rupees Twenty Thousand only) need to be submitted on account of Earnest Money Deposit. Technical Bids received without EMD or not fulfilling the prescribed conditions will be summarily rejected and the decision of the Institute in this regard shall be final.

Only those bidders, whose technical bids are complete in all respects, will be considered for evaluation.

(Company Seal & Signature of the Tenderer)

Financial Bids of only those bidders will be opened whose technical bids qualify.

Online Submission:

A free view NIT is available on Govt. E-Procurement portal i.e. <https://eprocure.gov.in>. Interested vendors/agencies are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender document comprises of rate bid may be downloaded on acceptance of terms and conditions. Duly signed the terms and condition of the tender document – Annexure-A, B, C, D may be uploaded on E-Portal of Govt. site i.e. <http://eprocure.gov.in>. Complete tender document using Digital Signature before the last date and time of submission.

The Agencies can inspect the site and equipment's with the AC Technician with prior approval between 10.00 am to 5.00 pm on all working days. No extra amount shall be payable it & for non-awareness of the site/equipment's conditions and constraints.

Indian Institute of Management, Noida Campus reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons.

PERIOD OF CONTRACT

1. The contract period is for one year (twelve months), subject to renewal up to Three (3) years by the Institute on satisfactory performance on mutually agreed terms and conditions.
2. The period of contract will commence with effect from the date mentioned in the work order/contract agreement and shall remain valid initially for a period of one year (twelve months).

TERMS OF PAYMENT

Monthly date: 01-10th of every month basis on submission of the bill with supporting documents.

TERMINATION OF THE CONTRACT

If the Contractor/Agency fails to perform repair & maintenance as per the specified terms and conditions of the tender document, the Contract can be terminated by the Institute by giving one-month notice.

ARBITRATION

In the event of any dispute arising between IIML-NC and the Contractor/Agency in any matter covered by this contract arising directly or indirectly the reformer connected or concerned with the said contract, the matter shall be referred to the Director, IIML-NC who may himself act as sole arbitrator or may name as sole arbitrator an officer of IIML-NC notwithstanding the fact that such officer has been directly or indirectly associated with this contract and the provisions of the Indian Arbitration Act shall apply to such arbitration. The agency expressly agrees that the arbitration proceedings shall be held at IIML-Lucknow.

In case any agency wants to take the dispute to a court of law after arbitration award as aforesaid, it is clearly understood that only courts in Noida shall have the Jurisdiction.

RESOLUTION OF DISPUTE

If any dispute arises between the parties hereto in connection with the validity, interpretation, implementation breach of any provision of the contract or regarding a question, including the questions as to whether the termination if the contract by one party hereto has been legitimate, both parties hereto shall endeavor to settle such disputes amicably. The attempt to bring an amicable settlement is considered to have

failed as soon as one of the parties hereto, after, reasonable attempts, which shall continue for not less than 30 days, gives 15 day, notice thereof to the other party in writing.

The place of the arbitration shall be IIM Lucknow. The arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time. The proceedings of arbitration shall be in English / Hindi Language.

Right to Black List

IIML-NC reserves the right to blacklist a bidder for a suitable period in case he fails to honor his bid without sufficient grounds.

Place:

Name of Tenderer: -

Date:

Seal of Firm: -

General Terms and Conditions

1. The contract once awarded can be terminated by either party after giving one-month notice to the other party. Never the less, IIML Noida Campus may terminate the contract of the contractor without any notice in case the contractor commits a breach of any of the terms of the contract. IIML, Noida Campus decision that a breach has occurred will be final and shall be accepted without demur by the Contractor.
2. The IIML Noida Campus shall in no way be responsible for any default with regard to any statutory obligation and the Contractor will indemnify IIML Noida Campus in case of any damage or liability, which may arise on account of the action of the contractor.
3. Dispute, if any, arising out of the contract shall be settled by mutual discussion or arbitration by a sole arbitrator to be appointed by the Director, IIM Lucknow as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and the Rules framed thereunder. Any Arbitrator appointed shall not have the jurisdiction to pass any interim awards, or to grant interest higher than 8% charged simply on the award amounts, or amounts payable to either party.
4. All legal disputes shall be subject to the jurisdiction of Noida courts only.
5. The Contractor will work in close co-operation with engineering wing of IIML Noida Campus for the repair & Maintenance services as per tender.
6. All statutory obligations under various laws from time to time shall be borne by the contractor for which no extra payment shall be made at any time during the contractual period.
7. The agreement will be valid for Comprehensive AMC of Window & Split AC units as incorporated in the contract document. This should be strictly adhered to the contract once awarded can be terminated by either party after giving due notice to the other party.
8. The penalty amount per complaint will be as follow:
 - i. Major faults not rectified within 48 hours @ Rs 500/- per day, the penalty period will be counted after 48 hrs of complain logged through e-mail.
 - ii. Any delay beyond 10 days in rectifying the major fault, the penalty will be enhanced to Rs 1000/- per day, the penalty period will be counted after 10 days of complain logged through e-mail.
 - iii. Beyond 15 days if the equipment gets repaired in the open market, the actual cost of the same shall be recovered from the contractor. In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be reported at the discretion of the competent authority.
9. The contractor will maintain maintenance detail history sheet of each AC in a register under the maintenance contract.

10. Details of all minor/major, routine/preventive repair/maintenance job undertaken for each AC shall be entered into the register.
11. Complaint / Feedback / Performance report: - The Contractor will maintain all records of the complaints in Register.
12. After completion of the Agreement, the contractor has to hand over all the 316 nos. AC units in perfect running condition (complete in all respects as per inventory) to the department.
13. Any damage to the building or any part of the equipment which might result during repair & maintenance shall be repaired by the contractor.
14. Department shall in no way be involved in any dispute of whatever kind, between the contractor and the staff engaged by him.
15. Any damage resulting in the system on account of the negligence or mal-operation shall be made good by the contractor. Nothing extra will be paid for such work.
16. The contractor shall arrange to render efficient service as outlined in this specification. However, in case the contractor fails to maintain the repair & maintenance service to the satisfaction of the Engineer-in-charge or Head Administration of the department and any expenditure incurred therein for alternative arrangements by the Engineer-in-charge shall be recovered from the contractor.
17. The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized in writing by the Engineer-in-Charge. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and repair. Care shall also be taken not to damage installation by improper handling.
18. The material requires replacement shall be of same quality/manufacture and specifications. The dismantled material shall be the property of the contractor.
19. The successful bidder shall deposit **10%** of the total AMC value as security deposit with IIML, Noida Campus in the form of Bank Guarantee in favor of Indian Institute of Management Lucknow, Noida Campus valid for 14 months from the date of commencing of the AMC.
20. Bid EMD of the unsuccessful bidders will be returned to them.
21. In the event of any breach of the terms of the contract, the contractor shall have to bear a penalty specified in the present terms. However, upon a breach of the contract terms which is not remedied by the contractor within 30 days, IIML, Noida Campus shall be entitled to terminate the present contract without any notice and the contractor shall be required to make good any damage incurred by IIML, Noida Campus.

Terms and Conditions

(Technical)

For Annual Maintenance Contract- Window and Split Air-conditioning Units (316 nos.)

This is an ALL-INCLUSIVE CONTRACT i.e. including all materials labour and equipment has required for proper maintenance of air conditioning units. Major activities of works are as under:

1. Attend to any breakdown calls free of charges within 6 hours of the complaint.
2. Periodically check and service the units thoroughly.
3. You will replace the following in the event of a break down at your cost:
 - (a) Relays, thermostat, selector/on-off switch, starting capacitor, running capacitor, air filter, remote control, PCB, Solenoid valve, swing motors, louvers, wires and knob, etc.
 - (b) Repair/replacement of blower/condenser fan motor.
 - (c) Replacement of compressor along with gas charging and presser testing etc. through the original manufacturer or their dealer of the same capacity.
 - (d) Repair/ replacement of stabilizer & replacement of stabilizer parts i.e. relays, transformers, PCBs, socket 15 amps, indicator, push buttons, input/output switches, wires, plug tops, connectors and volt meters, etc.
 - (e) Firm will supply of all spares parts and materials (plastic/sheet metal etc.) if found defective to make the units/ machine in working / running condition.
 - (f) Routine checks for the proper operation must be ensured i.e. cleaning of air-filters, strainers, preventive maintenance of blower fans motor and you will carry out general checking during season period i.e. March to October.
 - (g) Firm will carry out one annual overhauling in between the month of November to February.
 - (h) Firm will do gas Refilling, reprocessing, etc. as and when required.
 - (i) Repair/replacement of cooling coil in case of found defective will be done by you.
 - (j) For all above (a-i) repair & maintenance work, if the AC unit required to be de-installation and after repair re-installation of the same will be done by the contractor without any extra charges.
4. No support of any manpower, material, and cartage, etc. will be provided by the Institute/All of these have to be arranged by you.

5. All tools, materials, and plants will be arranged by the contractor himself.
6. The quoted rates shall be all inclusive of taxes, duties, GST, etc. as applicable and no extra amount shall be payable on this account.
7. TDS as per rule shall be deducted from the bills.
8. Payment will be made monthly after satisfactory completion of repair & maintenance service on presentation of the bill. No advance payment will be made.
9. The rate shall be inclusive of payments of dues by the contractor to the labour in accordance with prevailing labour law.
10. All central, State and local laws applicable will be observed by you and Indian Institute of Management, Lucknow, Noida Campus will be indemnified by the contractor.
11. Institute reserves the right to curtail or enhance the scope of work up to any extent either by deletion of certain items entirely or by reducing /increasing the quantities of certain items as required reviewed by the Institute from time to time and therefore, the final value of work shall be worked out and paid to the extent of work actually carried out.
12. Institute reserve the right to terminate the contract even without giving notice if the performance of the contractor is not found satisfactory.
13. Income tax as per rules will be deducted from the bill and the amount so deducted will be credited to the Income Tax authority and a certificate of the amount credited will be issued by the accounts section of the Institute.
14. Water and power shall be made available at one point free of cost for bona fide use.
15. All window / split AC's will be handed over / taken over in working condition.

Place: _____

Date: _____

(Signature of the
Tenderer)

(COMPANY SEAL)

ANNEXURE-B

Format of Declaration from the Tenderer

I _____ S/O _____
_____ resident of _____ hereby certify that none of my relative(s) as defined in the tender document is/ are employed in IIM Lucknow, Noida Campus as details given in tender documents. In case at any stage, it is found that the information given by me is false / incorrect, Director, IIM, Lucknow shall have the absolute right to take any action as defined fit/ without any prior intimation to me.

Place: _____

Date: _____

(Signature of the Tenderer)

(COMPANY SEAL)

Witness: -

Signature _____

Name and address _____

ANNEXURE-C

DECLARATION REGARDING BLACKLISTING / DEBARRING FROM

TAKING PART IN Govt. TENDER BY GOVT. DEPT./PSU's

I /We Proprietor/ partner(s)/ Director(s) of M/S _____ hereby declare that
the _____ Firm/ _____ Company _____ namely
MS _____ has not been black
listed or debarred in the past by any Government or Semi-Government organization from taking part in
Government Tenders.

In case the above information found false, I/We are fully aware that the tender/contract will be
rejected/canceled by the Director, IIM, Lucknow and EMD/SD shall be forfeited. In addition to the
above Director, IIM, Lucknow will not be responsible to pay the Bills for any completed/ partly
completed work.

Signature of the Tenderer _____

Name _____

Capacity in which as signed _____

Seal of the Firm



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ANNEXURE-D

FINANCIAL BID

Sub.: E-Tenders are invited from reputed agencies/firms for Comprehensive Annual Services and Maintenance Contract (CASMC) of one (1) 500 KVA and two (2) 250 DG SET of KIRLOSKAR MAKE at IIM, Lucknow Noida Campus Plot B-1 Sector -62 Noida UP 201307

Dear Sir,

With reference to your tender notice on the above subject, I / WE hereby quote the following rate "Comprehensive AMC of Window and Split Air Conditioner units at IIML, Noida Campus"

S. No.	Details of AC Units	Make	Unit	Qty	Rate Monthly (Rs.)	Rate Monthly in words	period of maintenance	Total Annual Amount (Rs.)
1	Window AC Units –1.5 Ton (Approx. 10 years old)	L.G	Each	165			(12 months)	
2	Window AC Units –1.5 Ton (Approx. 1 year old)	Voltas	Each	47			(12 months)	
3	Window AC Units –1.0 Ton (Approx. 1 year old)	Voltas	Each	102			(12 months)	
4	Split AC Units – 2 Ton (Approx. 10 years old)	L.G	Each	1			(12 months)	
5	Split AC Units – 1.5 Ton (Approx. 1 year old)	Voltas	Each	1			(12 months)	
Total				316				
GST Amount								
Grand Total								
Amount in words:								

Comprehensive Annual Maintenance Contract (CAMC) of Window / Split Air conditioners (316 nos.) LG & Voltas Make, installed at IIM Lucknow, Noida Campus. This includes weekly testing, repair (minor/major), adjustment (as per scope of work).

	Sr No. 1	Sr No. 2	Sr No. 3	Sr No. 4	Sr No. 5.
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Details	First Year CAMC Amount (in Rupees)	Second Year CAMC Amount (in Rupees)	Third Year CAMC Amount (in Rupees)	Fourth Year CAMC Amount (in Rupees)	Total Amount (complete of Sr No. 1+2+3+4) (in Rupees)
Annual Amount					
GST					
Total					
Total Amount (complete of Sr No. 1+2+3+4) (in words)					

Note:

- 1- This shall be an ALL-INCLUSIVE CONTRACT i.e. including all materials labour and equipment has required for proper maintenance of air conditioning units (316 Nos.).
- 2- The air conditioning units may be increased OR decrease by institute. In this case, the payment will be made on actual based on the pro-rata calculation.

Thanking you,

Yours faithfully,

Place:
Date:

Name of Tenderer: -