

**CENTRAL SILK BOARD  
GOVT. OF INDIA - MINISTRY OF TEXTILES,  
BANGALORE- 560 068**

No.:CSB/AC-Maint/2016-17.M.C.

Date: 11.08.2017

To

**BY SPEED POST**

Sub: Inviting Competitive Bids for Attending Annual Maintenance Contract for the maintenance of Split Air Conditioners installed at Central Silk Board premises, Bangalore - Regarding.

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I am directed to invite Competitive Bids from the eligible reputed Service Contractors/Agencies for attending the work of Servicing / Repairing of 68 Nos. of Split Air conditioners (including its accessories like Voltage Stabilizers, Remote etc) of different capacity & Make installed at Central Silk Board Office Complex, CSB Guest Houses, Lalbagh Westgate and Vanya Shopee, Malleshwaram on Comprehensive Annual Maintenance Contract basis for a period of ONE Year as per the details mentioned in the enclosed Annexure -'A'). The same may be extended for second year based on the performance.

It is therefore requested to submit your lowest quote in the enclosed Schedule-I, subject to the following terms & conditions:-

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**TERMS AND CONDITIONS:**

1. The quotation should be addressed to the Member Secretary, Central Silk Board, Ministry of Textiles, Govt. of India, CSB Complex, BTM Layout, Hosur Road, Madivala Post, Bangalore - 560 068. The envelope containing quotations should duly super scribed "Quotation for Attending Annual Maintenance Contract of Split Air Conditioners".
2. The last date of submission of the quotation is **07.09.2017 up-to 02.30 PM** and shall be opened **at 3.30 pm** on the same day in the presence of the Bidders or their authorized representatives who choose to be present. Late and delayed quotations will not be accepted in any case.
3. Earnest Money Deposit (EMD) amounting 2% of the quoted value for one year (Net Amount plus GST) should be enclosed along-with the quotation in the form of Demand Drat / Pay Order drawn on any nationalized bank issued in favor of the Member Secretary, Central Silk Board and payable at Bangalore. Quotations not accompanied with the requisite EMD will be **summarily rejected**. The Contractor/Agency withdraws or modifies Bid during the period of Quotation validity or in the case of a successful Bidder, if he/she / they fails to sign the contract agreement within the specified time limit, the EMD will be forfeited.
4. The EMD amount shall be returned to the un-successful bidder after awarding the wok order to the successful bidder. The EMD amount will not carry any interest.
5. Rate should be quoted for Annual Maintenance Contract and applicable taxes should be indicated separately. The tender submitted by the Contractor/Agency/Bidder should be valid for minimum period of 180 days from the date of opening the Quotation. GST as applicable and any other govt. levies payable by the contractor under the contract or for any other cause shall be specified and mentioned in the Schedule. Subsequent claims for any tax/duties will not be entertained unless there is a change in the Central/State Govt. announcements by way of Notifications issued by them from time to time.

6. No advance payment will be made to the Agency/Contractor. However, the payment will be released on quarterly basis subject to satisfactory performance of the previous quarterly period.
7. **The successful bidder should undertake the services of the Split Air Conditioners installed at CSB Complex, Lalbagh Westgate, Vanya Shoppe, Malleshwaram, Bangalore within ten days after signing the contract. The service includes providing all man power, tools and equipments like ladder, stools, spanners, testing tools and replacement of defective spare parts, such as replacing of chiller pipes, out-let pipes etc., including consumables at any height/any floors as and where required by this office.**
8. The rates quoted for undertaking AMC should be valid for a minimum period of ONE year from the date of acceptances of offer/contract. The contract may be extended for second year based on the performance.
9. The AMC provider has to supply the original parts of the respective make only to keep the Split Air Conditioners in running condition, failing which the bill will not be entertained in any case.
10. No Tools, materials, Ladder, Equipments will be provided by this office. However electric power supply & water will be provided at free of cost for the assigned work.
11. The Contractor/Agency is advised to visit and inspect all the Split Air Conditioners installed in the premises of Central Silk Board and obtain for himself/herself/themselves and on his own responsibility all information that may be necessary for preparing the bid/quote and entering into a contract.
12. The Contractor/Agency should deploy sufficient number of AC Technicians on the site for execution of work as is necessary for proper and timely execution of Repair/Service of Split Air conditioners. No child laborer should be employed.

13. The amount payable may be modified proportionately based on the number of Spilt Air Conditioners available during the said quarter.
14. The Contractor/Agency,
  - a. should have been in existence for not less than Three years. Proof in this regard should be attached to the Bid as Annexure-1.
  - b. should possess valid registration/License for carrying-out the Repairing/Serviceing of Split Air Conditioners from the State/Central Govt. authorities concerned shall be attached to the bid as Annexure-2.
  - c. should have PAN number, GST registration, Service Tax Registration & Service Tax Returns submitted to the Commissioner of Service Tax, Bangalore - proof in this regard should be attached to the bid as Annexure-3.
  - d. should also Produce GST registration certificate along-with the quotation as Annexure-4.
  - e. should not have been black listed by any Govt. Organization.
  - f. should be willing to take up the Contract on the terms & conditions stipulated by CSB.
15. The employee/Technicians of the Contractor/Agency should adhere to the rules and regulations as enforced upon by the security of this office with regard to their movement. They shall not disturb the employees of this office or make any sort of noise or nuisance in the premises.
16. The Employee so deployed shall be polite, courteous & well behaved & honest. Any Employee of the Agency/Contractor whose work and conduct are found to be un-satisfactory by this office should be replaced by the Contractor/Agency immediately on communication.

17. Either party can terminate this contract by giving **ONE MONTH** written notice to other without assigning any reason and without payment of any compensation thereof.
18. The Contractor/Agency is under obligation to indemnify the CSB for any losses/damage caused while executing the work and for non-compliance of any statutory requirements. Failure of non compliance of the terms & conditions of the contract would render the contractor ineligible for future assignment & the extra cost thereon would be borne by the Contractor/Agency.
19. The Contractor/Agency, whose Quotation is accepted, will be required to furnish by way of **Security Deposit** for the due fulfillment of his contract, equivalent to **10%** of the total quoted value of the work per annum (Net Amount inclusive of applicable GST, which shall not bear any interest and furnish an undertaking incorporating the above clauses in the non-judicial stamp paper. The Security Deposit would be returned without any interest thereon on successful completion of the term of the contract. The charges if any due will be deducted from the Security Deposit. The cost of stamp paper shall be borne by the Contractor/Agency.
20. *The AMC shall comprise of on site preventive & corrective maintenance of Air Conditioners including Voltage Stabilizers and remote. The Contractor shall attend un-limited break down calls, as and when made by the Central Silk Board within 03 hours of intimation either in writing or over telephone. Failing which, a sum of Rs.100/= shall be levied for every one day delay and recovered from the payment of Quarterly bill from the Contractor. In addition, the contractor should also depute one Technicians/Mechanics for the preventive maintenance of all the Split Air Conditioners once in a month. In case of major repair, if any, the Contractor/Agency shall be allowed to carry the Split Air Conditioners to their workshop to attend the repair work and*

*delivered to Central Silk Board in good condition within three working days. No change in the scope of work shall be made without the written acceptance of the Central Silk Board.*

21. *The Contractor/Agency shall be responsible to carry out the AMC, which includes :*

*i. Periodical preventive maintenance (PMS) on monthly basis, which includes:-*

- 1. Cleaning of air filters, indoor unit grills & filters through air blower.*
- 2. Cleaning of the indoor unit body by wiping out the dust etc with wet cloth.*
- 3. Checking selector switch, thermostat, relays, remote control etc.*
- 4. Checking motor bushing.*
- 5. Checking ground connection.*
- 6. Cleaning of blower and condenser fan.*
- 7. Cleaning of evaporator & condenser coils.*
- 8. Checking and tightening of nuts & bolts.*
- 9. Checking of the back-up electrical power outlet/MCB.*
- 10. Checking of the drive motors and fans.*
- 11. Checking Cooling efficiency.*

12. *Checking Firmness of the supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.*

13. *Maintenance Record for each and every Split Air-Conditioners to be maintained incorporating all the details of maintenance service carried-out, including replacement of spare-parts etc with under supervision of Jr.Engineer (Electrical) and to be submitted to this office with due certification of Jr.Engineer (Electrical) or any other officer/staff authorized by this office.*

ii. *Preventive Maintenance Services (PMS) on Quarterly service of all the Split Air Conditioners, which includes:-*

1. *Replacement of Filter if found damaged/unusable*
2. *Oiling the motors.*
3. *Cleaning the condenser and evaporator coil with suitable detergents/chemical solution and flushing with high pressure jet water.*
4. *Greasing of blower motors and all moving parts.*

iii. *All repairs by replacing worn-out/un-serviceable spare parts with new original spares at the time of repairing of the air conditioners of respective makes*

only. The AMC will include labour charges, replacement of spare parts except replacement of compressor & plastic items ) transportation charges, applicable GST etc for Quarterly basis only. The AMC bill & spare-parts bill will be scrutinized by the Jr.Engineer (Electrical) or or any other official/staff authorized by this office.

- iv. In case of Compressor/plastic spare-parts required to be replaced with new one for repairing/servicing of Split Air Conditioners shall be supplied by CSB to the Contractor/Agency and the same shall be replaced/fitted in the Split Air Conditioner at free of cost under CAMC by the Contractor/Agency.
- v. The Split Air Conditioners, which are under minor break-down has to be attended and rectified within six hours of receipt of the complaint from this office. Complaints of the major nature such as replacement of Compressor, filling of gas have to be attended and rectified within 48 hours of the receipt of the complaint. Failing which, a penalty of Rs.100/= per day shall be levied and recovered from the Contractor.
- vi. Breakdown Maintenance which includes:-
  - 1. Replacement of any component of Split Air Conditioners (Outdoor and Indoor units, inlet and out-let pipelines, electrical connections etc) found defective after the above checks and tests.



2. *Charging of Refrigerant Gas, if need arises. For refilling/flushing the refrigerating system pressure testing is a must with Nitrogen Gas.*
3. *Rewinding of motor, if required.*
4. *All hermitically sealed Compressors are to be repaired with OEM (Original Equipment Manufacturer) during the break-down and this will be the responsibility of the Contractor. If OEM repaired compressor are not available due to any reason, the Contractor has to replace the same with a new compressor of suitable model as per the instructions of CSB. The repaired/new compressor will be acceptable only after inspecting the original bill of the supplier/manufacturer. Under no circumstance local repair of sealed compressor will be acceptable.*
5. *For Brazing of Copper pipes etc: Oxy Acetylene flame may be strictly used. LPG cylinder will not be acceptable in any case. For flushing the refrigerating system pressure testing the Contractor should use Nitrogen gas. Enough stock of Nitrogen gas should be available with the Contractor. All gas cylinders used for carrying different types of gases should have valid certificate of safety issued by the competent department/ Cylinders without safety certificate will not be permitted.*

20. The Contractor/Agency shall be responsible to carry-out the CAMC, which includes:-

1. Wet Service of all the Spilt Air Conditioners once in a quarter.
2. Periodical preventive maintenance on monthly basis.
3. All repairs by replacing worn-out/un-serviceable spare-parts except compressor and plastic spare-parts with new original spares at the time of repairing of the split air conditioners of respective makes only. The CAMC will include cost of spare-parts, gas filling, necessary repairs to the installed Split Air Conditioners and replacement of defective/damaged parts, components and other accessories at free of cost under CAMC.
4. In case of Compressor/plastic spare-parts required to be replaced with new one for repairing/servicing of Split Air Conditioners shall be supplied by CSB to the Contractor/Agency and the same shall be replaced/fitted in the Split Air Conditioner at free of cost under CAMC.

22. The Member-Secretary, Central Silk Board, Bangalore reserves the right to accept any quotation or reject all the quotations. However, the bidder is at liberty to seek clarification in respect of bidding condition, bidding process and/or reason for rejection of the bid. All the disputes arising by what-so-ever means shall be mutually settled. In case, disputes are not resolved by mutual dialogues, the same shall be referred to the sole arbitration and sole arbitrator will be appointed by the Member-Secretary, Central Silk Board, Bangalore. The decision of the Arbitration shall be final and binding on both the parties. The venue of the arbitration will be at Bangalore. The provisions of the Arbitration and Conciliation Act, 1996 shall apply to the arbitration.

Encl: As Above.

SD/-  
(G. RAVICHANDRAN)  
JOINT DIRECTOR (A&A)

**CENTRAL SILK BOARD**  
**BANGALORE-68**

**LIST OF SPLIT AIR CONDITIONERS WITH LOCATION - ANNEXTURE-'A'**

Floor	Location	Make	Capacity TR			Total
			1.0	1.5	2.0	
6th	Chair Person	LG		5		5
	Board Room (Conference room)	Hitachi		5		5
	Board Room (Dining Room)	Hundai			3	3
	Director (Tec)	LG		2		2
	Sci. D (Dr. Jayarama Raju)	LG		1		1
	Sci. D (Dr. Singvi)	LG		1		1
	A.D (Law)	Hitachi		1		1
	Tech. Cell (R.C.Das)	LG		1		1
	Consultant (Room.615)	Samsung	1			1
5th	Member Secretary	LG		5		5
	Video Conference Room	LG		2		2
	JST (K.K.Shetty)	LG		1		1
	Visitors Room	LG		1		1
	Sci. D (Dr. Theotia)	LG		1		1
	D.D Computer	LG		1		1
	Computer Section	LG		2		2
	Computer Section	Hitachi		3		3
	Room No.507	Hitachi		1		1
3rd	Director (Finance)	Hitachi			1	1
	Joint Director (Fin)	LG		1		1
	Asst. Exe. Engr.	LG		1		1
	UPS Room	LG		1		1
2nd	Sci. D (Sri.Kumareshan)	LG		1		1
	MD, SMOI	LG		1		1
1st	P.M.Pandi DD(I) (Room No.124)	LG		1		1
	Sci. D, (Dr. Jula) (Room No.121)	Hitachi		1		1
<b>Ground Floor</b>	EPBAX	Samsung		1		1
	P3D	Samsung		3		3
	P3D	Onida	1			1
	ISC	Samsung		5		5
	ISC	Onida	1			1
Others	Auditorium	LG			4	4
	Transient Guest House (Basavanagudi)	LG			4	4
	Guest House, Basavanagudi	Samsung		3		3
	Vanya Shopping (Malleshwaram)	Samsung		1		1
<b>Total :</b>			<b>3</b>	<b>53</b>	<b>12</b>	<b>68</b>

**CENTRAL SILK BOARD**  
**BANGALORE-68**

**SCHEDULE-I**

**Name of the work :** Maintenance of 68 Nos. of Split Air Conditioners including its accessories like Voltage Stabilizers, Remote etc installed at Central Silk Board Office, CSB Guest Houses- Madivala / Lalbagh West gate, and Vanya Shopee, Malleshwaram, **Bangalore**.

(The rates quoted should be inclusive of labour charges, cost of worn-out/un-serviceable spare parts (except Compressor & Plastic spare-parts), transportation charges and applicable taxes)

Sl.No.	Particulars	Unit	Rate	Amount in Rs.
01	For Repairing/Servicing of 68 Nos. of Split Air Conditioners of different make/model and capacity installed at Central Silk Board Complex, Madiwala, CSB Guest House, Lalbagh West Gate and Vanya Shopee, Malleshwaram, Bangalore as per the list enclosed at Annexure-'A'; under partial Comprehensive Annual Maintenance Contract (Except Replacement of Compressor and Plastic Spare-parts) for One year on Quarterly payment basis including labour charges, spare parts replacement charges, transportation charges.	One Job	Lump Sum Rate for a Quarter	
02	Applicable GST with percentage.			
<b>Grand Total</b>				

(Rupees:

**Signature of the Contractor with seal & Date**