Sub: Inviting Competitive Bids for Attending Comprehensive Annual Maintenance Contract for the maintenance of Central Air Conditioning (HVAC) with VRF Systems of Bluestar make installed at Central of Excellence at Central Silk Board Campus, BTM Lay-out, Madiwala, Bangalore - Regarding.

I am directed to invite Competitive Bids from the eligible reputed Service Contractors/Agencies for attending "the work of Servicing & Repairing of Central Air Conditioning (HVAC) with VRF Systems of Bluestar Make consisting of one number of 22 HP Outdoor unit of Model No. IVRFB-22TC, two numbers of 8OTR Ductable unit of Model No.DSD-96 & three numbers of 1.5 TR Compact Cassette of Model No.DCC-18 (including its accessories like Compressors, Safety Controls, PCBs, Air Filters, Cooling Coil, Blower Motors, Condenser fan motor, Refrigerant pipes, topping of Refrigerant gas, Voltage Stabilizers, Remote etc) installed at Centre of Excellence Building in Central Silk Board Office Complex, BTM Lay-out, Madiwala, Bangalore" on Comprehensive Annual Maintenance Contract basis for a period of THREE Years on quarterly payment basis. The same may be extended for fourth year based on the performance.
It is therefore requested to submit your lowest quote in the enclosed Schedule, subject to the following terms & conditions:-

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, Bangalore - 560 068. The envelope containing quotations should be duly super scribed “Quotation for Attending CAMC for repairing & servicing of Central Air Conditioning (HVAC) with VRF Systems installed in Centre of Excellence Building at CSB Complex, Madiwala, Bangalore”.

2. The last date of submission of the quotation is 22.08.2019 up-to 01.00 PM and shall be opened at 3.00 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 fail 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 Comprehensive Annual Maintenance Contract and applicable taxes should be indicated separately. The tender submitted by the Contractor/Agency/Bidder should be valid for a 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 repair & servicing of Central Air Conditioning (HVAC) with VRF Systems of Bluestar Make consisting of one number of 22 HP Outdoor unit of Model No. IVRFB-22TC, two numbers of 8OTR Ductable unit of Model No.DSD-96 & three numbers of 1.5 TR Compact Cassette of Model No.DCC-18 and its accessories installed at Centre of Excellence Building in CSB Complex, Bangalore within Fifteen days from the date of receipt of Work Order. 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 CAMC should be valid for a minimum period of THREE Years from the date of acceptances of offer/contract. The contract may be extended for fourth year based on the performance.

9. The CAMC provider has to supply the original parts of the respective make only to keep the Central Air Conditioning (HVAC) with VRF Systems
in good 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 Central Air Conditioning (HVAC) with VRF Systems of Bluestar Make consisting of one number of 22 HP Outdoor unit of Model No. IVRFB-22TC, two numbers of 8OTR Ductable unit of Model No.DSD-96 & three numbers of 1.5 TR Compact Cassette of Model No.DCC-18 including its accessories like Compressors, Safety Controls, PCBs, Air Filters, Cooling Coil, Blower Motors, Condenser fan motor, Refrigerant pipes, topping of Refrigerant gas, Voltage Stabilizers, Remote etc installed in the Centre of Excellence Building at Central Silk Board Office Campus, Madiwala, Bangalore 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 Technicians on the site for execution of work as is necessary for proper and timely execution of Repair/Servicing of Split Air conditioners. No child laborer should be employed.

13. 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/Servicing of Central Air Conditioning (HVAC) with VRF Systems/Air Conditioners from the State/Central Govt. authorities concerned shall be attached to the bid as Annexure-2.

c. should have PAN number and IT Returns for the year 2018-19 filed - proof in this regard should be attached to the bid as Annexure-3.

d. Should also Produce GST registration certificate & GST Returns submitted to the Concerned Govt. Agency, Bangalore along-with the quotation as Annexure-4.

e. Should also have experience in Repairing & Maintenance of Air Conditioners / Centralized Air Conditioners - proof in this regard should be attached to the bid as Annexure - 5.

f. should not have been black listed by any Govt. Organization and Declaration in this regard to be furnished at Annexure – 6.

g. should be willing to take up the Contract on the terms & conditions stipulated by CSB.

14. 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.

15. 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.
16. Either party can terminate this contract by giving ONE MONTH’S written notice to other without assigning any reason and without payment of any compensation thereof.

17. 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.

18. The Contractor/Agency, whose Quotation is accepted, will be required to furnish by way of Security Deposit for the due fulfillment of his / her / their 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.

19. The AMC shall comprise of on site preventive & corrective maintenance of Central Air Conditioning (HVAC) with VRF Systems of Bluestar Make consisting of one number of 22 HP Outdoor unit of Model No. IVRFB-22TC, two numbers of 8OTR Ductable unit of Model No.DSD-96 & three numbers of 1.5 TR Compact Cassette of Model No.DCC-18 including its accessories like Compressors, Safety Controls, PCBs, Air Filters, Cooling Coil, Blower Motors, Condenser fan motor, Refrigerant pipes, topping of Refrigerant gas, Voltage Stabilizers, Remote etc installed at Centre of Excellence Building in CSB Complex, Bangalore. 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.500/= 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 the Centralized Air Conditioners once in a month. In case of major repair, if any, the Contractor/Agency shall be allowed to carry the VRF Systems either partly or fully 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.

20. The Contractor/Agency shall be responsible to carry out the CAMC, 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 of Record for the Central Air Conditioning (HVAC) with VRF Systems along with its accessories/spare-parts are 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 Central Air Conditioning (HVAC) with VRF systems and its accessories/spare-parts, which includes:

1. Replacement of Air Filter, PCBs of the IDU & ODU, Safety Controls, Compressors, Cooling Coils, control wiring, Refrigerant piping if found damaged/unusable.

2. Repair & servicing of 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 Central Air Conditioning (HVAC) with VRF Systems and its accessories of respective makes only. The CAMC will include labour charges, replacement of spare parts transportation charges, applicable GST etc for Quarterly basis only. The CAMC bill will be scrutinized by the Jr. Engineer (Electrical) or any other official/staff authorized by this office.

i. All the spare-parts required to be replaced with new one for repairing/servicing of VRF Systems and its accessories are to be replaced with new one under CAMC by the Contractor/Agency.
ii. The Central Air Conditioning (HVAC) with VRF Systems and its accessories, 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.500/= per day shall be levied and recovered from the Contractor.

iii. Breakdown Maintenance which includes:-

1. Replacement of any component of Central Air Conditioning (HVAC) with VRF Systems (Outdoor and Indoor units, inlet and outlet 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

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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 Contactor 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.

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

1. **Wet Service of Central Air Conditioning (HVAC) with VRF Systems of Bluestar Make** consisting of one number of 22 HP Outdoor unit of Model No. IVRFB-22TC, two numbers of 8OTR Ductable unit of Model No.DSD-96 & three numbers of 1.5 TR Compact Cassette of Model No.DCC-18 including its accessories once in a quarter.

2. **Periodical preventive maintenance on monthly basis.**

3. **All repairs by replacing worn-out/un-serviceable spare-parts with new original spares at the time of repairing of the Central Air Conditioning (HVAC) with VRF Systems and its accessories of respective makes only.** The CAMC will include cost of spare-parts, gas filling, necessary repairs to the installed Air Conditioners and replacement of defective/damaged parts, components and other accessories at free of cost under CAMC.
21. 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.  

(DIVAKAR.Y.BHAT)  

ASSISTANT DIRECTOR (INSPECTION)
Name of the work: Servicing / Repairing of Central Air Conditioning (HVAC) with VRF Systems of Bluestar Make consisting of one number of 22 HP Outdoor unit of Model No. IVRFB-22TC, two numbers of 8 OTR Ductable unit of Model No. DSD-96 & three numbers of 1.5 TR Compact Cassette unit of Model No. DCC-18 (including its accessories like Compressors, Safety Controls, PCBs, Air Filters, Cooling Coil, Blower Motors, Condenser fan motor, Refrigerant pipes, topping of Refrigerant gas, Voltage Stabilizers, Remote etc.) installed in Centre of Excellence at Central Silk Board Office Complex, Madiwala, Bangalore for three years year under CAMC on quarterly payment basis.

(The rates quoted should be inclusive of labour charges, cost of replacement of worn-out/un-serviceable spare parts with new one, transportation charges, applicable taxes etc.)

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<tr>
<th>Sl.No.</th>
<th>Particulars</th>
<th>Unit</th>
<th>Basic Lump Sum Rate per Quarter</th>
<th>Amount for One year in Rs.</th>
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<tr>
<td>01</td>
<td>For Repairing/Servicing of Central Air Conditioning (HVAC) with VRF Systems consisting of one number IVRFB Air Conditioner – ODU, two numbers of IDU-DSD-96 and three numbers of IDU-DCC-18 along-with its accessories like Compressors, Safety Controls, PCBs, Air Filters, Cooling Coils, Blower Motors, Condenser Fan Motors, Refrigerant pipes, topping of Refrigerant gas, Voltage Stabilizers, Remote etc. installed in Centre of Excellence at Central Silk Board Office Complex, Madiwala, Bangalore under Comprehensive Annual Maintenance Contract basis for three years on Quarterly payment basis including labour charges, replacement of spare parts, transportation charges etc</td>
<td>One Job</td>
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<td>02</td>
<td>Applicable GST with percentage.</td>
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Grand Total

(Rupees:)

Signature of the Contractor with seal & Date