



## परमाणु ऊर्जा शिक्षण संस्था

(परमाणु ऊर्जा विभाग का स्वायत्त निकाय, भारत सरकार)

### ATOMIC ENERGY EDUCATION SOCIETY

(An Autonomous Body under Department of Atomic energy, Govt. of India)

एन.आई.टी. नं. प.ऊ.शि.सं./क्र.वि./ई.वि. 02/2020-2024/1286 28<sup>th</sup> सितंबर, 2020

विषय: केंद्रीय कार्यालय, एस्टर कॉटेज, एस्टर स्टूडियो और अध्यक्ष, स्था.प्र.स., प.ऊ.कें.वि./

प.ऊ.क.म.वि., मुंबई का कार्यालय के एयर कंडीशनरों के व्यापक वार्षिक अनुरक्षण अनुबंध  
हेतु ई-निविदा आमंत्रण सूचना

महोदय,

परमाणु ऊर्जा शिक्षण संस्था नीचे दिए संलग्नकों के अनुसार अणुशक्तिनगर, मुंबई-400094 स्थित केंद्रीय कार्यालय, एस्टर कॉटेज, एस्टर स्टूडियो और अध्यक्ष, स्था.प्र.स., प.ऊ.कें.वि./ प.ऊ.क.म.वि., मुंबई का कार्यालय के एयर कंडीशनरों के व्यापक वार्षिक अनुरक्षण अनुबंध हेतु प्रख्यात, अर्ह, अनुभवी, तकनीकी और वित्तीय रूप से सुदृढ़ एसेंसियों से ऑनलाइन निविदा आमंत्रित करती है:

- |   |   |                            |
|---|---|----------------------------|
| 1. निबंधन एवं शर्तें                                  | : | संलग्नक- I                 |
| 2. विंडो एयर कंडीशनर और स्प्लिट एयर कंडीशनर का ब्यौरा | : | संलग्नक- II                |
| 3. कार्य क्षेत्र                                      | : | संलग्नक- III               |
| 4. संविदा दर (कोटेशन) का प्रारूप                      | : | संलग्नक- IV                |
| 5. ई-निविदाकरण के लिए दिशानिर्देश                     | : | संलग्नक- V (भाग 'क' व 'ख') |

(प्रेमा अरुणाचलम)

सहायक प्रशासनिक अधिकारी



परमाणु ऊर्जा शिक्षण संस्था  
(परमाणु ऊर्जा विभाग का स्वायत्त निकाय, भारत सरकार)  
**ATOMIC ENERGY EDUCATION SOCIETY**  
(An Autonomous Body under Department of Atomic Energy, Govt. of India)

NIT No. AEES/PC/ TE No.02/CAMC/AC/2020-2021/ 1286

28<sup>th</sup> September 2020

**Sub: Notice inviting e-tenders for Comprehensive Annual Maintenance Contract of Air Conditioners of Central Office, ASTER Cottage, ASTER Studio and Office of Chairman, LMC, AECS/AEJC, Mumbai.**

Sirs,

Atomic Energy Education Society (AEES) invites online tenders from reputed, qualified, experienced, technically & financially sound agencies for Comprehensive Annual Maintenance Contract of Air Conditioners of Central Office, ASTER Cottage, ASTER Studio and Office of Chairman, LMC, AECS/AEJC, at Anushaktinagar, Mumbai – 400 094 as per the annexures given below:

- |  |   |                           |
|--|---|---------------------------|
| 1. Terms and conditions  | : | Annexure – I              |
| 2. Details of Window Air Conditioners & Split Air Conditioners | : | Annexure – II             |
| 3. Scope of work   | : | Annexure - III            |
| 4. Format for Quotation  | : | Annexure-IV               |
| 5. Guidelines for e-tendering                                  | : | Annexure – V (Part A & B) |

**TERMS AND CONDITIONS**

1.	Price Basis	Rates of service charges quoted shall remain firm during the currency of the contract.	
2.	Periodicity of servicing	The contract will cover routine servicing of each Air Conditioner once in every 3 months other than attending to the specific complaints with respect to their working. Preventive maintenance of Air Conditioners shall be carried out during the first week of every quarterly period. All the equipments which are covered in the contract shall be inspected and tested at the time of Preventive Maintenance	
3.	Period of Contract	The contract shall remain in force and shall be valid for a period of one year w.e.f., <b>01/11/2020 to 31/10/2021.</b>	
4.	Termination of the contract	While the contract is intended to be valid for a period of one year, AEES reserves the right to terminate the contract by giving 1 (one) month's advance notice.	
5.	Extension of contract	AEES reserves the right to extend the duration of the contract at the same rates, terms and conditions with the consent of the Contractor.	
6.	Emergency Call	Emergency/Breakdown call from the user department should be attended within 24 hours of receipt of the intimation at no extra cost.	
7.	Response Time / Guaranteed Repairs	One of the Company's Engineers shall attend to the fault within 6 hrs of receipt of the complaint. The fault shall be rectified within 6 hrs of arrival of Company's Engineer/representative. In any case, the complaint shall be attended within 24 hours of receipt of the call so as to make Air Conditioners in perfectly working condition.	
8.	Penalty	In case of the guaranteed repair time not being adhered to, the following penalty will be levied:	
		8.1	Beyond 24 hours and up to 48 hours, the penalty leviable will be 2% of the value of the AMC of the respective equipments.
		8.2	Beyond 48 hours, the penalty enviable will be 4% with all other conditions remaining identical as at 8.1 above.
9.	Scope of work	Scope of work shall be as per Annexure III enclosed.	
10.	Payment	No advance payment will be made. The payment will be made on quarterly basis i.e. every three months (post servicing). In case any service is missed, the proportionate maintenance charges will be deducted from the payment. The payment will be made on production of the following documents  1. Bill in triplicate 2. Service Report duly signed by the consignee 3. Pre stamped receipt. 4. Copy of PAN 5. GST Registration No. 6. Bank Details a) Name of the Bank    b) Branch c) Branch Code    d) IFSC Code e) Account Number f) Account Holder's Name	
11.	Bill	The bill addressed to the Accounts Officer, AEES ( paying authority) should be submitted to the Chief Administrative Officer, Central Office, AEES, Western Sector, Anushaktinagar, Mumbai – 400 094.	



12.	Security Deposit	The Security Deposit equal to 10% of the Contract Order value in the form of Demand Draft of Nationalized Bank shall be collected from the successful Contractor within one month of receipt of the work order. The same shall be released on the successful completion of the contract. In case of unsatisfactory performance, the Security Deposit will be forfeited.
13.	Service Report	Upon completion of quarterly servicing, Service Report shall be submitted to the consignee once in every three months. Consignee : Assistant Administrative Officer (PC), Atomic Energy Education Society, AECS-6, Western Sector, Anushaktinagar, Mumbai – 400 094.
14.	Settlement of Disputes / claims etc.	Any dispute arising out of this contract shall be settled by the sole arbitration of the CAO / Secretary, AEES or by some other person appointed by him whose decision shall be final and binding on the parties under the contract.
15.	Validity of rates	60 days from the date of opening the quotation.
16.	Taxes	Taxes, if applicable will be deducted from the bill.
17.	Safety aspect	The workmen employed by the company should be adequately insured and in case of any accident to workmen during work in our premises, AEES will not be liable for any claim on this account.
18.	Functioning	The machines should function as effectively as possible after each servicing.
19.	Service	Attendance for service calls should be got acknowledged by AAO (PC) in the Atomic Energy Education Society, Anushaktinagar, Mumbai – 400 094 between 1000 hours to 1800 hours during the working day of the Central Office, AEES, Mumbai. A copy of such acknowledgement is to be attached along with the bill. The contractor shall maintain service and card/call report for the Air Conditioners duly countersigned by AAO (PC). Attendance for service call of Air conditioners installed at ASTER Studio and ASTER Cottage should be got acknowledged by ASTER In-charge/Principal & Head, Academic Unit, AEES.
20.	Any maintenance call shall be attended to by the contractor/his representative without delay.	
21.	Any downward revision in the rate of maintenance charges for the Air Conditioners during the period of contract should be communicated immediately. In case any dispute arises between the user and the maintenance agency, the decision taken by the competent authority, AEES will be final and binding on the maintenance agency.	
22.	The firm should make their own arrangements for visiting these locations for attending to maintenance calls, faults and preventive maintenance and no conveyance will be provided by AEES for this purpose.	
23.	The maintenance agency should be in the field of Air Conditioners maintenance for at least two years. The list of major clients may be supplied alongwith the company profile.	
24.	The maintenance agency should have fully equipped Repair Center at Mumbai.	
25.	The competent authority in AEES reserves the right to reject any or all the quotations without assigning any reason. The quotations finally accepted if any, need not necessarily be the lowest ones.	
26.	<b>Revision of Maintenance charges:</b> The maintenance charges shall not be subject to any change during the period of contract (except downward revision as stated at Sr.No.21 above). AEES reserves the right to upgrade systems/exclude from AMC with the knowledge of Agency.	
27.	<b>Force Majeure:</b> A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability or obligations when prevented by such event from fulfilling their obligations under the contract. The FM clause does not excuse the firm's non-performance	

	entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post-facto.
28.	<p>The following documents may also be submitted alongwith the quotation</p> <ul style="list-style-type: none"> <li>a. GST Registration No.</li> <li>b. PAN No.</li> <li>c. Income Tax Clearance Certificate (copy of last one year)</li> <li>d. Copy of Registration Certificate - In case, registered with DPS, DAE, any other Govt. or State Govt. Body / Organization for the contract of AMC of Air Conditioners.</li> </ul>
29.	Tender Processing fee Rs. 590/- to be paid online.



**DETAILS OF AIR CONDITIONERS**

क्र.सं. Sr. No.	कार्य स्थल Place of work	स्थान Location	तल Floor	मेक Make	क्षमता Capacity	मात्रा (नग) Quantity in (Nos.)
01	Central Office, Atomic Energy Education Society, AECS-6, Western Sector, Anushaktinagar, Mumbai – 400 094.	DMC Room	Gr. Floor	ONIDA	1.5 ton	01
		Academic Unit (Window AC)	1 <sup>st</sup> Floor	VOLTAS (VERTIS)	1.5 ton	01
		Office of HAU	1 <sup>st</sup> Floor	HITACHI	1.5 ton	01
		Office of Deputy HAU	1 <sup>st</sup> Floor	HITACHI	1.5 ton	01
		Server Room	1 <sup>st</sup> Floor	VOLTAS	1.5 ton	02
		Conference Room	1 <sup>st</sup> Floor	HITACHI	1.5 ton	04
		Office of Treasurer	2 <sup>nd</sup> Floor	HITACHI	2.0 ton	01
	<b>कुल Total</b>					<b>11 Nos.</b>
02	ASTER Cottage Annex Building, AECS-4, Anushaktinagar, Mumbai – 400 094	Conference Room, ASTER Cottage	Gr.Floor	ONIDA	1.5 ton	02
		Guest Room	Gr.Floor	ONIDA	1.5 ton	04
		Guest Room	Gr.Floor	HITACHI	1.0 ton	04
		Ante Room	Gr. Floor	LG	1.0 ton	01
		Small Conference Room	Gr. Floor	ONIDA	1.5 ton	01
	<b>कुल Total</b>					<b>12 Nos.</b>
03	Aster Studio AECS-4, Anushaktinagar, Mumbai – 400 094.	HUB Room	Gr. Floor	ONIDA	1.5 ton	02
		HUB Room	Gr. Floor	DAIKIN	1.5 ton	07
		HUB Room	Gr. Floor	HITACHI	1.0 ton	01
	<b>कुल Total</b>					<b>10 Nos.</b>
04	Office of Chairman LMC, AECS/AEJC, Anushaktinagar, Mumbai	Office of Chairman, LMC AECS/AEJC, Mumbai	Gr. Floor	ONIDA	1.5 ton	01
		<b>Total</b>				<b>01 No.</b>
	<b>Grand Total</b>					<b>34 Nos.</b>

### **SCOPE OF WORK**

- a. Servicing the entire equipment quarterly and keep records in job card
- b. Attend any type of complaint within 24 hours and keep records in complaint register.
- c. **New compressor to be supplied & installed in place of defective compressor. No old / repair items are accepted. Only new compressor is accepted and it valid for all type of room air conditioners.**
- d. **New Capacitor also should be metallic tin explosion proof (Epcos / Keltron or approved make) are only accepted.**
- e. Repairing Cooling & condenser coil are in the scope of bidders, beyond repairing condition i.e. replacement condition are not in the scope of bidders. Outer casing & base tray replacement are not in bidder scope. If replaced, the cost of item will be paid separately.
- f. Gas charging with pressure testing, flushing, leaks testing, and all processes including refrigerant & Nitrogen gases etc.
- g. Repairing of electrical circuit.
- h. Repairing of fan motor
- i. Once the equipments handed over to the contractor in good condition, the contractor should be maintain the same condition throughout the AMC period. In this period contractor should take proper care of these equipments and kept them in working condition. During breakdown / non working condition, contractor should repair/replacement of defective spare by repair or replacing them as soon as possible and back the unit in working condition. At the end of the contract, the contractor should hand over the equipments to the department in good working condition
- j. Painting of casing one time in 12 months period including supports
- k. Cleaning of condenser by water jet 2 times in 12 months period.
- l. Check complaint register regularly and act accordingly.
- m. Additional man power may depute if servicing is not completed during each quarter.
- n. Opening & closing of connecting pipe line holes are in the scope of bidders.

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**MAINTENANCE SCHEDULE FOR WINDOW TYPE AIR-CONDITIONERS**

Sr. No.	Maintenance Activity	Quarterly	Half-yearly	Yearly
1.0	Check Grill Temperature	✓		
2.0	Filter Cleaning	✓		
3.0	Cleaning of Cooling Coil	✓		
4.0	Clean Condenser Coil (quarterly by air blower & by water jet half yearly)	✓	✓	
5.0	Lubricate Fan Motor	✓		
6.0	Check Compressor Current	✓		
7.0	Check Compressor & its mounting		✓	
8.0	Check Electrical Circuit & accessories/ PCB etc.	✓		
9.0	Check Remote Control (Hand Set)	✓		
10.0	Check Vibration	✓		
11.0	Check Sound level	✓		
12.0	Clean Outer Casing	✓		
13.0	General Cleaning & Services	✓		
14.0	Overhauling & painting			✓
15.0	Checking of Swing Motor (if available)	✓		



### MAINTENANCE SCHEDULE FOR SPLIT AIR-CONDITIONERS

Sr. No	Maintenance Activity	Quarterly	Half-yearly	Yearly
1.0	Check Grill Temperature	✓		
2.0	Filter Cleaning	✓		
3.0	Cleaning of Cooling Coil	✓		
4.0	Cleaning of Drain Line	✓		
5.0	Blower & Blower Louvers & Motor	✓		
6.0	Swing Motor	✓		
7.0	Check electrical PCB	✓		
8.0	Check Remote Control (Hand Set)	✓		
9.0	Check Compressor Current	✓		
10.0	Clean Condenser Coil (quarterly by air blower & by water jet half yearly)	✓	✓	
11.0	Check Compressor & its mounting		✓	
12.0	Check Electrical Circuit & accessories	✓		
13.0	Check Fan Motor & Fan Blade	✓		
14.0	Check Vibration	✓		
15.0	Check Sound level	✓		
16.0	Cleaning Outer Casing	✓		
17.0	Fan Motor oiling	✓		
18.0	General Cleaning & Services	✓		
19.0	Overhauling & painting			✓

**INFORMATION AND INSTRUCTIONS FOR BIDDERS FOR e-TENDERING****PART A: GUIDELINES FOR E-TENDERING**

1. The intending bidders must read the terms and conditions of the tender documents. He should only submit bids if he considers himself eligible and he is in possession of all documents required.
2. The documents as uploaded can be viewed and downloaded free of cost by anyone including the intending bidder. However for participating tendering process the intending bidder must download the documents after confirmation of tender processing fees from e-tendering portal only, within time and date of downloading, otherwise it will not be possible for them to upload the documents on the e-tendering portal.

**Notes:**

- i) Downloading the tender documents without confirmation of payment details towards tender processing fees on web site: [www.tenderwizard.com/DAE](http://www.tenderwizard.com/DAE) shall not be valid.
  - ii) The PDF documents available in website are part of tender document and can't be uploaded on the e-tendering portal in its present form.  
  
However, the bidders may download the specific forms / data sheets etc. filled up, scanned and upload the same as required.
  - iii) The tender document submitted manually can't be accepted and shall be rejected summarily.
3. It is mandatory for all the applicants to have class-III digital signature certificate from any of the licensed Certifying Agency to participate in e-tendering.
  4. In order to participate in online e-tendering process, it is mandatory for the applicants to have user **ID & Password** to get access to the website [www.tenderwizard.com/DAE](http://www.tenderwizard.com/DAE). The applicants have to get registered their firm / company with the service provider, M/s. ITI Limited for user ID & password. The registration shall be done by paying an annual registration fees to M/s. ITI Limited and completing other formalities as mentioned in website. Validity of online registration is for one year from date of its issuance and be subsequently renewed. For assistance/ clarifications please contact mobile No. 09969395522, e-mail : [twhelpdesk231@gmail.com](mailto:twhelpdesk231@gmail.com) / [daehelpdesk@tenderwizard.co.in](mailto:daehelpdesk@tenderwizard.co.in)
  5. The applicants, who have already obtained such valid user ID and password from M/s. ITI Limited, for any other project of DAE, need not obtain fresh user ID and password for the purpose of participation in the present tender.
  6. The services for e-tendering in DAE is provided by M/s. ITI Ltd., Tender wizard Help Desk Centre, B-1/5A, 2<sup>nd</sup> Floor, Main Nazafgarh Road, Near Janakpuri Metro Station (East) Janakpuri, New Delhi-110058, Fax NO. 91-11-25618721, Phone – 91-11-49424365, e-mail: [daehelpdesk@etenderwizard.co.in](mailto:daehelpdesk@etenderwizard.co.in)
  7. The excel sheets comprising of technical data sheet, financial bid and other documents shall be uploaded online in the prescribed format before the date and time as mentioned in e-tender portal. No other mode of submission is acceptable. If these documents are not downloaded during the sale/ download period, AEES cannot be held responsible.



8. The agency shall download the pre bid clarification, if any, for the work and upload the same (scanned copy) duly signed and sealed. The revised documents (if any) shall be uploaded in e-tender portal.
9. Agencies interested in participating in online tendering process are required to fill up payment details towards cost of tender fees and processing fees within sale / download period. Agencies can then download the tender document from the e-tendering portal during the sale / download period. Otherwise, it will not be possible for them to upload / submit the tender.
10. Downloading the tender documents without confirmation of payment details on web site: [www.tenderwizard.com/DAE](http://www.tenderwizard.com/DAE) shall not be valid and rejected summarily.
11. After submission of the bid / document, the bidder can re-submit revised bid / document any number of times but before last time and date of submission of bid / document as notified.
12. If the agency is found ineligible, after opening of his tender shall become invalid and processing fees shall not be refunded.
13. Tenderers are advised to upload their document well in advance, to avoid last minute rush on the server or complications in uploading. AEES, in any case, shall not be held responsible for any type of difficulties during uploading the documents including server and technical problems whatsoever.
14. Submission of the tender documents after the due date and time (including extended period) shall not be permitted. Time being displayed on e-tendering portal of AEES shall be final and binding on bidders.
15. In case of any problem with the submission of the tender, the tenderers may take the assistance of help desk or use the help manual given on the said website or mobile and e-mail mentioned above.

## **PART B : NIT DETAILS:**

1. NIT No. : AEES/PC/TE No.02/CAMC/AC/2020-2021/286<sup>28th</sup> September 2020
2. Name of Work : Comprehensive Annual Maintenance Contract of Air Conditioners of Central Office, Central Office, ASTER Cottage, ASTER Studio and Office of Chairman, LMC, AECS/AEJC, at Anushaktinagar, Mumbai – 400 094.
3. Estimated cost put to tender : Rs. 78940.00
4. Tender Processing Fee : Rs.590/- through e-payment
5. Dates of availability of : From 28/09/2020 (1300 hours) to 09/10/2020 (1700 hours)  
on  
Tender documents for download Website: [www.tenderwizard.com/DAE](http://www.tenderwizard.com/DAE)
6. Last date and time of closing : 22/10/2020 (1500 hours)  
of online submission of tenders
7. Date and time of online opening : 23/10/2020 (1100 hours)  
of tenders

Note: AEES reserves the right to accept or reject the tender(s) in full or in part, without assigning any reason thereof. Tenders with any condition including conditional rebate shall be rejected forthwith.